

## Rail Customer 1<sup>st</sup> Quarter 2009 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment/Loss of Service	42	8	6	13	14	1
Acquisition and Operation Exemption	6	2	2	0	1	1
Agricultural Contract Filing	2	0	0	1	0	1
Amtrak Issue	3	0	0	0	0	3
Arrange Meeting	2	0	0	0	1	1
Blocked Crossings	2	0	0	2	0	0
Car Supply	2	0	0	2	0	0
Common Carrier Obligation	2	0	1	1	0	0
Demurrage Charges	5	0	3	2	0	0
Embargo	15	2	3	3	5	2
Environmental Issues	1	0	0	0	1	0
Fuel Surcharge	2	0	0	1	0	1
Grade Crossing Issues	2	1	0	1	0	0
Hazardous Material Rules	5	0	1	1	3	0
Household Movers	4	1	2	0	0	1
Idling Engines/Parked Trains	1	1	0	0	0	0
Information-Economic Data	11	1	1	1	1	7
Information Request	48	9	5	9	8	17
Labor Issues	2	0	0	1	0	1
Locomotive Issue	1	0	0	0	0	1
Motor Carriers (trucks)	17	4	1	0	2	10
Noise - Airhorn, Safety, etc	5	2	1	1	1	0
Post CN/EJE Decision Comments	108	0	0	92	1	15
Preemption	9	3	3	2	1	0
Rail Service	2	0	0	0	1	1
Railroad Cost of Capital	1	0	0	1	0	0
Rails to Trails	11	2	1	8	0	0
Rate Levels/Increases	4	1	0	2	1	0
Real Estate Matter	14	2	0	5	6	1
Reciprocal Switching	1	0	1	0	0	0
Service Problems	7	0	2	4	0	1
STB Jurisdictional Question	16	5	2	4	3	2
STB Procedural Assistance	26	1	1	7	7	10
STB Webpage/Downloading Assistance	19	2	0	1	3	13
Water Carrier	1	0	0	0	0	1
Other	30	7	6	7	3	7
<b>Total</b>	<b>429</b>	<b>54</b>	<b>42</b>	<b>172</b>	<b>63</b>	<b>98</b>

\*U.S. Census Regions:

Northeast Region	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania
South Region	Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas
Midwest Region	North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio
West Region	Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii

**1st Quarter 2009 Cases per Commodity Group\***

<b>Commodity Group</b>	<b>Number</b>
Aggregates	2
Agricultural Products	20
Chemicals	8
Construction Debris	1
Construction Materials	2
Forest Products	2
Intermodal	1
N/A	381
Other	8
TIH	4
<b>Total</b>	<b>429</b>

\*In many cases, the commodity is not specified or material to the Case, therefore the total number for this data may not equal the total number for the quarter.