

### 3rd Quarter 2009 Rail Customer and Public Assistance Case Metrics

#### 3rd Quarter 2009 Cases by Category/Region\*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment/Loss of Service	60	14	3	26	15	2
Acquisition and Operation Exemption	3	2	0	0	1	0
Amtrak Issue	2	1	1	0	0	0
Arrange Meeting	1	1	0	0	0	0
Claims	3	0	1	0	2	0
Coal Dust	1	0	0	0	1	0
Common Carrier Obligation	4	0	0	2	1	1
Competition Issues	1	0	0	0	1	0
Demurrage Charges	3	1	2	0	0	0
Denial of Rail Service	1	0	1	0	0	0
Embargo	2	0	2	0	0	0
Environmental Issues	8	2	1	1	3	1
Fuel Surcharge	2	0	0	1	1	0
Grade Crossing Issues	6	1	2	1	1	1
Household Movers	6	0	0	3	0	3
Information-Economic Data	6	0	0	0	0	6
Information Request	47	10	6	11	5	15
Inter-carrier disputes	2	0	0	0	2	0
Labor Issues	7	0	0	4	1	2
Miscellaneous Charges	2	0	0	1	1	0
Motor Carriers (trucks)	20	3	6	2	5	4
Noise - Airhorn, Safety, etc	2	1	1	0	0	0
Paper Barriers	1	0	0	1	0	0
Pipeline	2	0	0	0	1	1
Post CN/EJE Decision Comments	1	0	0	1	0	0
Preemption	6	2	0	1	0	3
Rail Service	4	0	1	3	0	0
Railroad Cost of Capital	1	0	0	0	0	1
Rails to Trails	18	4	4	5	3	2
Rate Levels/Increases	10	1	2	1	5	1
Real Estate Matter	23	3	10	6	3	1
Reciprocal Switching	1	0	0	0	1	0
Service Problems	7	2	1	4	0	0
STB Jurisdictional Question	17	3	8	2	1	3
STB Practitioners Exam	2	0	1	0	0	1
STB Procedural Assistance	34	9	1	5	11	8
STB Webpage/Downloading Assistance	10	0	0	0	0	10
Stored Freight Cars	2	0	0	2	0	0
Water Carrier	2	0	0	0	0	2
Wrong Agency Calls	29	8	4	5	1	11
Other	1	1	0	0	0	0
<b>Total</b>	<b>360</b>	<b>69</b>	<b>58</b>	<b>88</b>	<b>66</b>	<b>79</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

**3rd Quarter 2009 Cases per Commodity Group\***

<b>Commodity Group</b>	<b>Number</b>
Aggregates	2
Agricultural Products	8
Automobile	2
Chemicals	11
Coal	3
Construction Debris	2
Construction Materials	1
Empty Freight Cars	7
Forest Products	2
Hazardous Waste/Radioactive Waste	1
High/Wide Loads	1
Industrial Products	2
Intermodal	7
Metals and Minerals	4
Municipal Waste	4
Not Specified by Shipper	7
N/A	285
Other	5
Passenger	4
TIH	2
<b>Total</b>	<b>360</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.