

**STB Rail Customer and Public Assistance Office  
4th Quarter 2016 Cases by Category/Region**

<b>Issue Category</b>	<b>All Regions</b>	<b>Northeast</b>	<b>South</b>	<b>Midwest</b>	<b>West</b>	<b>Not Specified</b>
Abandonment Records	37	2	7	4	9	14
Arrange Meeting	3	2	0	0	0	1
Household Movers	12	3	1	2	2	4
Information-Economic Data	8	1	2	0	2	3
Information-Non Economic Request	5	1	0	0	1	3
Motor Carriers (trucks)	5	1	0	2	0	2
Railroad Agricultural Contract Filing	1	0	0	0	0	1
Railroad Amtrak/Passenger Issue	5	0	2	1	0	2
Railroad Billing Dispute	2	0	1	1	0	0
Railroad Blocked Crossings	2	0	1	0	0	1
Railroad Common Carrier Obligation	2	1	0	0	1	0
Railroad Competition Issues	1	0	0	1	0	0
Railroad Demurrage Charges	3	0	0	2	1	0
Railroad Environmental Issues	3	0	1	1	0	1
Railroad Financial Issue	1	0	0	0	1	0
Railroad Idling Engines/Parked Trains	1	0	0	0	0	1
Railroad Interchange Issue	2	2	0	0	0	0
Railroad Labor Issues	4	0	0	0	3	1
Railroad Lease of track or equipment	1	0	0	1	0	0
Railroad Liability Issues	1	0	1	0	0	0
Railroad Maintenance Issue	1	0	0	0	0	1
Railroad Noise - Airhorn, Safety, etc	5	0	0	2	1	2
Railroad Operating Authority Issue	1	0	0	0	0	1
Railroad Preemption	5	0	2	2	1	0
Railroad Rate Levels/Increases	4	0	1	1	0	2
Railroad Reciprocal Switching	1	0	0	0	1	0
Railroad Service Issue	11	1	2	1	5	2
Railroad Side Track Agreement	3	0	0	0	1	2

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Railroad Tariff Issue	1	0	1	0	0	0
Rails to Trails	9	2	1	5	0	1
Real Estate Matter	4	0	2	2	0	0
STB Authority Question	2	0	0	1	1	0
STB Fees	1	0	0	0	0	1
STB Information	45	6	8	11	1	18
STB Jurisdictional Question	10	2	1	1	2	4
STB Procedural Assistance	60	8	9	7	9	27
STB Recordations/Security Interests on Rail Cars	13	1	1	4	2	5
STB Records Assistance	10	1	2	1	1	5
STB Webpage/Downloading Assistance	5	2	0	0	1	2
Water Carrier	7	3	0	0	2	2
Wrong Agency Calls	9	0	2	0	0	7
Other	4	0	1	2	0	1
<b>Total</b>	<b>308</b>	<b>39</b>	<b>49</b>	<b>55</b>	<b>48</b>	<b>117</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

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**4th Quarter 2016 Cases per Commodity Group\***

<b>Commodity Group</b>	<b>Number</b>
Agricultural Products	11
Chemicals	4
Forest Products	4
Hazardous Waste/Radioactive Waste	3
Household Goods	11
Industrial Products	6
Intermodal	3
Metals and Minerals	2
Municipal Waste	1
Not Specified by Shipper	3
N/A	257
Other	1
Passenger	4
Total	310

\*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.