

2006 Complaints by Category

<i>Category</i>	<i>Number</i>
Rail service	39
Demurrage	7
Rates	19
Car Supply	5
Fuel Surcharges	2
Other	14
Information Request	14
Total	100

2006 Complaints by Region*

	Rail Service	Rates	Car Supply	Fuel Surcharges	Information Request	Other	Demurrage	<i>Total</i>
Northeast Region	1	1	0	0	1	2	1	6
South Region	12	5	1	1	3	4	1	27
Midwest Region	15	7	1	1	2	3	0	29
West Region	10	4	3	0	2	2	2	23
Not specified	1	2	0	0	6	3	3	15
Total	39	19	5	2	14	14	7	100

*U.S. Census Regions:

Northeast Region Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, Pennsylvania
Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida,

South Region Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, Texas

Midwest Region North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, Ohio

West Region Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, Hawaii

2006 Complaints per commodity group*

Paper Products	17
Agricultural Products	13
Metals and Minerals	9
Chemicals	10
Intermodal	5
Coal	1
Automobile	0

*In many cases the commodity is not specified or material to the complaint, therefore the total number for this data