

RCPA 1st Quarter 2018 Cases by Category/Region

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|---------------------------------------|-------------|-----------|-------|---------|------|---------------|
| Abandonment Records | 60 | 6 | 12 | 15 | 14 | 13 |
| Household Movers | 14 | 2 | 7 | 2 | 2 | 1 |
| Information-Economic Data | 7 | 2 | 0 | 1 | 1 | 3 |
| Information-Non Economic Request | 3 | 0 | 1 | 0 | 1 | 1 |
| Motor Carriers (trucks) | 7 | 1 | 1 | 2 | 0 | 3 |
| Post CN/EJE Decision Comments | 2 | 0 | 0 | 2 | 0 | 0 |
| Railroad Abandonment/Loss of Service | 3 | 2 | 1 | 0 | 0 | 0 |
| Railroad Amtrak/Passenger Issue | 1 | 0 | 1 | 0 | 0 | 0 |
| Railroad Blocked Crossings | 16 | 1 | 2 | 10 | 0 | 3 |
| Railroad Car Supply | 3 | 0 | 0 | 0 | 1 | 2 |
| Railroad Common Carrier Obligation | 2 | 0 | 0 | 0 | 0 | 2 |
| Railroad Competition Issues | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Demurrage Charges | 8 | 3 | 2 | 0 | 2 | 1 |
| Railroad Embargo | 4 | 0 | 1 | 3 | 0 | 0 |
| Railroad Environmental Issues | 3 | 0 | 2 | 0 | 1 | 0 |
| Railroad Freight Car Repair or Dispo | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Fuel Surcharge | 1 | 0 | 0 | 1 | 0 | 0 |
| Railroad Grade Crossing Issues | 3 | 1 | 1 | 1 | 0 | 0 |
| Railroad Inter-carrier disputes | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Interchange Issue | 2 | 0 | 0 | 1 | 0 | 1 |
| Railroad Maintenance Issue | 2 | 0 | 1 | 0 | 1 | 0 |
| Railroad Noise - Airhorn, Safety, etc | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Operating Authority Issue | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Preemption | 1 | 0 | 0 | 1 | 0 | 0 |
| Railroad Rate Levels/Increases | 8 | 1 | 1 | 3 | 3 | 0 |
| Railroad Service Issue | 38 | 3 | 13 | 13 | 3 | 6 |

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|---|-------------|-----------|-------|---------|------|---------------|
| Railroad Tariff Issue | 3 | 0 | 0 | 2 | 0 | 1 |
| Rails to Trails | 13 | 2 | 2 | 4 | 4 | 1 |
| Real Estate Matter | 7 | 1 | 3 | 2 | 1 | 0 |
| STB Authority Question | 5 | 2 | 2 | 0 | 0 | 0 |
| STB Fees | 1 | 0 | 1 | 0 | 0 | 0 |
| STB Information | 43 | 9 | 8 | 6 | 4 | 16 |
| STB Jurisdictional Question | 8 | 2 | 2 | 1 | 2 | 1 |
| STB Procedural Assistance | 34 | 6 | 6 | 2 | 7 | 13 |
| STB Recordations or Security Interests on Rail Cars | 8 | 1 | 2 | 1 | 1 | 3 |
| STB Records Assistance | 25 | 8 | 8 | 2 | 3 | 4 |
| STB Webpage/Downloading Assistance | 2 | 0 | 0 | 0 | 0 | 2 |
| Water Carrier | 4 | 0 | 0 | 0 | 0 | 3 |
| Wrong Agency Calls | 4 | 0 | 2 | 0 | 1 | 1 |
| Other | 5 | 0 | 1 | 2 | 1 | 1 |
| Total | 353 | 55 | 83 | 77 | 56 | 82 |

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 |

Appendix to Quarterly Report of Informal Service Complaints

1st Quarter 2018 Cases per Commodity Group*

| Commodity Group | Number |
|-----------------------------------|--------|
| Aggregates | 2 |
| Agricultural Products | 27 |
| Automobile | 2 |
| Chemicals | 14 |
| Construction Materials | 1 |
| Empty Freight Cars | 1 |
| Forest Products | 2 |
| Hazardous Waste/Radioactive Waste | 2 |
| Household Goods | 14 |
| Industrial Products | 9 |
| Intermodal | 2 |
| Metals and Minerals | 5 |
| Not Specified by Shipper | 5 |
| N/A | 259 |
| Passenger | 8 |
| TIH | 2 |
| Total | 355 |

*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.