

Full Year 2010 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	23	3	5	2	4	9
Abandonment/Loss of Service	105	18	14	32	17	24
Acquisition and Operation Exemption	12	0	0	3	2	7
Agricultural Contract Filing	2	0	0	1	0	1
Amtrak Issue	11	2	0	1	1	7
Arrange Meeting	5	2	0	1	1	1
Blocked Crossings	7	1	2	3	0	1
Car Supply	5	0	2	1	1	1
Claims	7	0	3	1	2	1
Common Carrier Obligation	10	3	0	0	0	7
Denial of Rail Service	5	0	1	2	2	0
Embargo	33	9	8	6	9	1
Environmental Issues	16	4	1	3	3	5
Grade Crossing Issues	15	0	3	7	1	4
Hazardous Material Rules	5	0	1	1	1	2
Household Movers	13	3	2	2	0	6
Idling Engines/Parked Trains	6	2	3	0	0	1
Information-Economic Data	36	4	2	3	8	19
Information Request	359	77	50	58	62	112
Inter-Agency Effort	1	1	0	0	0	0
Inter-carrier disputes	12	4	0	2	3	3
Intermodal Service	3	1	0	0	2	0
Labor Issues	22	2	4	8	2	6
Motor Carriers (trucks)	23	5	0	5	5	8
Noise - Airhorn, Safety, etc	6	3	1	1	1	0
Preemption	31	13	2	4	5	7
Rail Service	56	14	8	15	6	13
Railroad Financial Issue	1	1	0	0	0	0
Rails to Trails	49	6	2	18	5	18
Rate Levels/Increases	35	1	5	8	11	10
Real Estate Matter	35	6	7	11	7	4
Service Problems	21	7	3	3	4	4
STB Authority Question	10	2	3	1	1	3
STB Jurisdictional Question	29	5	1	2	2	19
STB Practitioners Exam	2	0	0	1	0	1
STB Procedural Assistance	130	29	13	21	16	51
STB Records Assistance	22	2	0	0	1	19
STB Webpage/Downloading Assistance	28	6	1	5	3	13
Water Carrier	5	1	0	0	0	4
Wrong Agency Calls	128	35	25	18	20	30
Billing Dispute	6	0	2	0	0	4
Coal Dust	1	0	0	0	1	0
Demurrage Charges	9	0	4	1	2	2
Freight Car Repair or Dispo	2	0	0	0	1	1
Fuel Surcharge	6	0	2	0	1	3
Lease of track or equipment	8	0	0	3	3	2
Stored Freight Cars	2	1	0	0	0	1
Pipeline	3	0	1	0	0	2
Reciprocal Switching	1	0	0	0	0	1
Side Track Agreement	3	1	0	1	0	1
Competition Issues	1	0	1	0	0	0
Hazardous Waste/Radioactive Waste	1	0	0	0	1	0
Other	4	1	1	0	0	2

Total	1371	275	183	255	217	441
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*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

Full Year 2010 Cases per Commodity Group*

Commodity Group	Number
Aggregates	9
Agricultural Products	52
Automobile	10
Chemicals	38
Coal	22
Empty Freight Cars	2
Forest Products	34
Hazardous Waste/Radioactive Waste	8
High/Wide Loads	5
Intermodal	7
Metals and Minerals	15
Municipal Waste	8
Not Specified by Shipper	3
N/A	1080
Other	14
Passenger	47
TIH	5
Construction Debris	5
Construction Materials	3
Industrial Products	4
Total	1371

*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.