STB Rail Customer and Public Assistance Office Full Year 2016 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	165	17	28	23	19	77
Arrange Meeting	23	5	1	1	2	14
Household Movers	74	11	15	8	12	27
Information-Economic Data	28	4	4	4	3	13
Information-Non Economic Request	26	2	5	1	3	15
Motor Carriers (trucks)	36	3	5	2	3	23
Railroad Agricultural Contract Filing	4	0	0	0	0	4
Railroad Amtrak/Passenger Issue	18	6	3	3	1	4
Railroad Billing Dispute	4	0	1	1	0	2
Railroad Blocked Crossings	8	0	4	0	1	3
Railroad Common Carrier Obligation	4	2	1	0	1	0
Railroad Competition Issues	2	0	0	1	1	0
Railroad Demurrage Charges	16	2	1	4	6	3
Railroad Environmental Issues	16	3	3	2	1	7
Railroad Financial Issue	1	0	0	0	1	0
Railroad Idling Engines/Parked Trains	4	0	0	0	0	4
Railroad Interchange Issue	4	2	1	1	0	0
Railroad Labor Issues	11	0	2	2	6	1
Railroad Lease of track or equipment	4	0	1	1	0	2
Railroad Liability Issues	4	0	2	1	0	1
Railroad Maintenance Issue	1	0	0	0	0	1
Railroad Noise - Airhorn, Safety, etc	14	0	2	4	2	6
Railroad Operating Authority Issue	4	0	1	0	1	2
Railroad Preemption	30	3	5	6	10	6
Railroad Rate Levels/Increases	26	0	1	9	6	10
Railroad Reciprocal Switching	2	0	0	0	1	1
Railroad Service Issue	61	8	10	15	13	14
Railroad Side Track Agreement	7	0	2	0	1	4

STB Rail Customer and Public Assistance Office Full Year 2016 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Railroad Tariff Issue	5	1	1	0	0	3
Rails to Trails	37	3	3	16	2	13
Real Estate Matter	14	0	3	2	6	3
STB Authority Question	13	4	3	3	2	0
STB Fees	6	0	1	1	2	2
STB Information	177	16	25	23	8	101
STB Jurisdictional Question	66	9	7	6	5	39
STB Procedural Assistance	274	26	39	37	32	140
STB Recordations or Security Interests on Rail Cars	38	4	5	6	4	19
STB Records Assistance	74	3	13	10	7	41
STB Webpage/Downloading Assistance	29	3	2	2	1	21
Water Carrier	21	3	1	1	6	10
Wrong Agency Calls	29	0	3	0	0	26
Acquisition and OperationExemption	2	0	0	2	0	0
Bus Issue	14	3	1	0	3	7
Pipeline	4	0	1	0	0	3
Railroad Abandonment/Loss of Service	10	2	0	1	4	3
Railroad Car Supply	5	0	0	1	2	2
Railroad Claims	5	0	0	1	2	2
Railroad Denial of Rail Service	3	1	0	1	0	1
Railroad Grade Crossing Issues	10	1	3	4	1	1
Railroad Intermodal Service	1	0	0	0	0	1
Railroad Miscellaneous Charges	2	0	0	0	1	1
Railroad Stored Freight Cars	3	0	0	1	2	0
Educational	1	0	0	0	0	1
Non-Railroad Service Issue	3	1	0	2	0	0
Railroad Cost of Capital	1	0	0	1	0	0
Railroad Embargo	2	0	0	0	0	2

STB Rail Customer and Public Assistance Office Full Year 2016 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Railroad Hazardous Material Rules	1	1	0	0	0	0
Railroad Hazardous Waste/Radioactive Waste	2	1	0	0	0	1
Railroad Credit Terms	1	0	0	0	0	1
STB Track Exemption Issue	1	0	0	0	1	0
Other	11	0	1	3	0	7
Total	1453	150	210	213	185	695

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

STB Rail Customer and Public Assistance Office Full Year 2016 Cases by Category/Region

RCPA Full Year 2016 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	51
Chemicals	40
Forest Products	16
Hazardous Waste/Radioactive Waste	7
Household Goods	62
Industrial Products	13
Intermodal	4
Metals and Minerals	11
Municipal Waste	3
Not Specified by Shipper	14
N/A	1137
Other	6
Passenger	77
Aggregates	5
Coal	7
Empty Freight Cars	3
Construction Debris	1
TIH	3
Automobile	2
Total	1462

*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.