

RCPA Informal Service Requests

3rd Quarter 2017 Cases by Category/Region

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|---------------------------------------|-------------|-----------|-------|---------|------|---------------|
| Abandonment Records | 46 | 6 | 6 | 11 | 4 | 18 |
| Acquisition and Operation/Exemption | 1 | 0 | 0 | 0 | 0 | 1 |
| Arrange Meeting | 2 | 1 | 0 | 0 | 1 | 0 |
| Bus Issue | 3 | 1 | 0 | 0 | 0 | 2 |
| Household Movers | 14 | 3 | 5 | 0 | 2 | 4 |
| Information-Economic Data | 9 | 1 | 2 | 2 | 0 | 4 |
| Information-Non Economic Request | 2 | 1 | 1 | 0 | 0 | 0 |
| Motor Carriers (trucks) | 8 | 1 | 0 | 0 | 0 | 7 |
| Railroad Abandonment/Loss of Service | 4 | 1 | 1 | 0 | 0 | 2 |
| Railroad Amtrak/Passenger Issue | 3 | 0 | 1 | 1 | 0 | 0 |
| Railroad Billing Dispute | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Blocked Crossings | 4 | 0 | 1 | 1 | 0 | 2 |
| Railroad Car Supply | 2 | 0 | 0 | 0 | 1 | 1 |
| Railroad Claims | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Common Carrier Obligation | 2 | 0 | 0 | 1 | 0 | 1 |
| Railroad Competition Issues | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Demurrage Charges | 2 | 1 | 0 | 0 | 0 | 1 |
| Railroad Denial of Rail Service | 2 | 0 | 0 | 1 | 0 | 1 |
| Railroad Environmental Issues | 3 | 1 | 0 | 0 | 0 | 2 |
| Railroad Idling Engines/Parked Trains | 2 | 0 | 0 | 0 | 1 | 1 |
| Railroad Interchange Issue | 2 | 0 | 1 | 1 | 0 | 0 |
| Railroad Labor Issues | 6 | 2 | 1 | 2 | 1 | 0 |
| Railroad Lease of track or equipment | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Liability Issues | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Miscellaneous Charges | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Noise - Airhorn, Safety, etc | 3 | 1 | 0 | 1 | 0 | 1 |

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|---|-------------|-----------|-------|---------|------|---------------|
| Railroad Operating Authority Issue | 1 | 0 | 0 | 1 | 0 | 0 |
| Railroad Paper Barriers | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Preemption | 4 | 0 | 1 | 0 | 0 | 3 |
| Railroad Rate Levels/Increases | 5 | 1 | 1 | 1 | 1 | 1 |
| Railroad Service Issue | 87 | 7 | 32 | 12 | 2 | 31 |
| Railroad Tariff Issue | 1 | 0 | 0 | 0 | 1 | 0 |
| Rails to Trails | 9 | 2 | 0 | 5 | 0 | 2 |
| Real Estate Matter | 4 | 0 | 2 | 2 | 0 | 0 |
| STB Authority Question | 5 | 2 | 1 | 1 | 0 | 1 |
| STB Fees | 1 | 0 | 0 | 0 | 0 | 1 |
| STB Information | 42 | 6 | 3 | 4 | 4 | 25 |
| STB Jurisdictional Question | 8 | 2 | 1 | 1 | 0 | 4 |
| STB Oral Hearings | 1 | 1 | 0 | 0 | 0 | 0 |
| STB Procedural Assistance | 58 | 10 | 4 | 13 | 4 | 26 |
| STB Recordations or Security Interests on Rail Cars | 9 | 2 | 1 | 1 | 2 | 3 |
| STB Records Assistance | 27 | 5 | 8 | 5 | 3 | 6 |
| STB Webpage/Downloading Assistance | 2 | 1 | 0 | 0 | 0 | 1 |
| Water Carrier | 6 | 0 | 0 | 0 | 0 | 4 |
| Wrong Agency Calls | 9 | 0 | 2 | 0 | 0 | 7 |
| Other | 5 | 0 | 3 | 1 | 0 | 1 |
| Total | 403 | 61 | 78 | 68 | 27 | 169 |

U.S. Census Regions:

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|------------------|--|
| 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 |

RCPA Informal Service Requests

3rd Quarter 2017 Cases per Commodity Group*

| Commodity Group | Number |
|--------------------------|--------|
| Aggregates | 6 |
| Agricultural Products | 25 |
| Automobile | 1 |
| Chemicals | 26 |
| Coal | 6 |
| Construction Materials | 1 |
| Forest Products | 3 |
| Household Goods | 11 |
| Industrial Products | 10 |
| Intermodal | 3 |
| Metals and Minerals | 5 |
| Not Specified by Shipper | 4 |
| N/A | 292 |
| Other | 7 |
| Passenger | 9 |
| TIH | 2 |
| Total | 411 |

*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.