RCPA Informal Service Requests

2nd Quarter 2017 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	67	9	11	15	9	22
Arrange Meeting	2	1	0	1	0	0
Bus Issue	4	0	0	0	0	4
Household Movers	21	3	5	3	4	6
Information-Economic Data	12	1	1	0	2	8
Information-Non Economic Request	4	0	2	0	1	1
Motor Carriers (trucks)	7	0	0	1	1	5
Pipeline	1	0	0	0	0	1
Post CN/EJE Decision Comments	1	0	0	1	0	0
Railroad Abandonment/Loss of Service	1	0	0	0	1	0
Railroad Agricultural Contract Filing	2	0	0	1	0	1
Railroad Amtrak/Passenger Issue	3	1	0	1	1	0
Railroad Blocked Crossings	3	0	1	1	0	1
Railroad Car Supply	1	0	1	0	0	0
Railroad Common Carrier Obligation	2	0	1	0	1	0
Railroad Cost of Capital	1	0	0	0	0	1
Railroad Demurrage Charges	6	1	0	0	2	3
Railroad Embargo	3	0	0	2	0	1
Railroad Environmental Issues	3	1	0	1	1	0
Railroad Grade Crossing Issues	2	0	0	1	0	1
Railroad Idling Engines/Parked Trains	6	0	0	0	5	1
Railroad Interchange Issue	1	0	0	0	1	0
Railroad Labor Issues	1	0	1	0	0	0
Railroad Liability Issues	1	1	0	0	0	0
Railroad Noise - Airhorn, Safety, etc	1	0	0	0	0	1
Railroad Preemption	8	3	0	3	0	2

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Railroad Rate Levels/Increases	1	0	1	0	0	0
Railroad Service Issue	21	1	6	7	4	3
Railroad Side Track Agreement	2	0	0	2	0	0
Railroad Tariff Issue	1	0	1	0	0	0
Rails to Trails	7	0	0	3	2	2
Real Estate Matter	10	1	2	4	2	1
STB Authority Question	7	2	1	2	1	1
STB Fees	2	1	0	0	0	1
STB Information	43	5	5	5	3	25
STB Jurisdictional Question	11	0	0	1	2	8
STB Practitioners Exam	2	0	1	0	0	1
STB Procedural Assistance	77	13	6	14	9	34
STB Recordations or Security Interests on Rail Cars	8	0	2	4	0	2
STB Records Assistance	12	1	1	3	1	6
STB Track Exemption Issue	1	0	1	0	0	0
STB Webpage/Downloading Assistance	4	0	0	1	1	2
Water Carrier	7	1	0	0	3	2
Wrong Agency Calls	11	0	0	0	1	10
Other	10	0	2	2	0	5
Total	**397**	**46**	**52**	**79**	**58**	**162**

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

RCPA Informal Service Requests

2nd Quarter 2017 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	11
Automobile	2
Chemicals	13
Construction Debris	1
Forest Products	2
Hazardous Waste/Radioactive Waste	1
Household Goods	20
Industrial Products	4
Metals and Minerals	4
Not Specified by Shipper	2
N/A	328
Other	2
Passenger	10
TIH	1
Total	**401**

*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.