

### 3rd Quarter 2018 Cases by Category/Region

| Issue Category                        | All Regions | Northeast | South | Midwest | West | Not Specified |
|---------------------------------------|-------------|-----------|-------|---------|------|---------------|
| Abandonment Records                   | 53          | 3         | 15    | 8       | 11   | 16            |
| Arrange Meeting                       | 4           | 0         | 0     | 0       | 2    | 2             |
| Bus Issue                             | 2           | 0         | 0     | 0       | 1    | 1             |
| Household Movers                      | 30          | 3         | 10    | 2       | 4    | 11            |
| Information-Economic Data             | 2           | 0         | 1     | 0       | 0    | 1             |
| Information-Non Economic Request      | 8           | 1         | 1     | 3       | 1    | 2             |
| Motor Carriers (trucks)               | 5           | 1         | 2     | 0       | 0    | 2             |
| National Grain Car Council            | 1           | 0         | 0     | 0       | 1    | 0             |
| Railroad Agricultural Contract Filing | 1           | 0         | 0     | 1       | 0    | 0             |
| Railroad Amtrak/Passenger Issue       | 4           | 2         | 1     | 1       | 0    | 0             |
| Railroad Blocked Crossings            | 9           | 2         | 1     | 3       | 0    | 3             |
| Railroad Common Carrier Obligation    | 1           | 0         | 0     | 0       | 0    | 1             |
| Railroad Cost of Capital              | 1           | 0         | 0     | 0       | 0    | 1             |
| Railroad Demurrage Charges            | 2           | 0         | 1     | 0       | 0    | 1             |
| Railroad Environmental Issues         | 2           | 0         | 1     | 1       | 0    | 0             |
| Railroad Grade Crossing Issues        | 5           | 0         | 0     | 3       | 2    | 0             |
| Railroad Idling Engines/Parked Trains | 1           | 0         | 0     | 0       | 0    | 1             |
| Railroad Inter-carrier disputes       | 1           | 1         | 0     | 0       | 0    | 0             |
| Railroad Labor Issues                 | 2           | 1         | 0     | 0       | 0    | 1             |
| Railroad Liability Issues             | 2           | 0         | 0     | 1       | 1    | 0             |
| Railroad Locomotive Issue             | 1           | 0         | 0     | 0       | 0    | 1             |
| Railroad Noise - Airhorn, Safety, etc | 4           | 0         | 0     | 1       | 1    | 2             |
| Railroad Operating Authority Issue    | 1           | 0         | 0     | 0       | 1    | 0             |
| Railroad Preemption                   | 4           | 2         | 0     | 0       | 2    | 0             |
| Railroad Rate Levels/Increases        | 7           | 1         | 2     | 2       | 2    | 0             |
| Railroad Reciprocal Switching         | 2           | 0         | 0     | 0       | 0    | 2             |
| Railroad Service Issue                | 40          | 1         | 12    | 11      | 7    | 8             |
| Railroad Side Track Agreement         | 2           | 0         | 0     | 2       | 0    | 0             |

| <b>Issue Category</b>                               | <b>All Regions</b> | <b>Northeast</b> | <b>South</b> | <b>Midwest</b> | <b>West</b> | <b>Not Specified</b> |
|---|--------------------|------------------|--------------|----------------|-------------|----------------------|
| Rails to Trails                                     | 21                 | 3                | 6            | 6              | 4           | 2                    |
| STB Authority Question                              | 2                  | 0                | 0            | 2              | 0           | 0                    |
| STB Fees  | 1                  | 0                | 0            | 1              | 0           | 0                    |
| STB Information                                     | 42                 | 3                | 4            | 1              | 4           | 30                   |
| STB Jurisdictional Question                         | 5                  | 0                | 0            | 2              | 0           | 3                    |
| STB Procedural Assistance                           | 69                 | 6                | 5            | 12             | 10          | 36                   |
| STB Recordations or Security Interests on Rail Cars | 4                  | 1                | 1            | 0              | 0           | 0                    |
| STB Records Assistance                              | 14                 | 1                | 1            | 2              | 1           | 9                    |
| STB Webpage/Downloading Assistance                  | 2                  | 0                | 0            | 0              | 1           | 1                    |
| Water Carrier                                       | 3                  | 1                | 2            | 0              | 0           | 0                    |
| Wrong Agency Calls                                  | 12                 | 1                | 0            | 0              | 0           | 11                   |
| Other   | 5                  | 0                | 1            | 0              | 1           | 2                    |
| <b>Total</b>  | <b>373</b>         | <b>34</b>        | <b>67</b>    | <b>65</b>      | <b>57</b>   | <b>150</b>           |

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

### 3rd Quarter 2018 Cases per Commodity Group\*

| Commodity Group                   | Number |
|-----------------------------------|--------|
| Aggregates                        | 1      |
| Agricultural Products             | 25     |
| Chemicals                         | 11     |
| Coal                              | 2      |
| Construction Materials            | 1      |
| Empty Freight Cars                | 2      |
| Forest Products                   | 7      |
| Hazardous Waste/Radioactive Waste | 2      |
| Household Goods                   | 25     |
| Industrial Products               | 8      |
| Intermodal                        | 2      |
| Metals and Minerals               | 2      |
| Not Specified by Shipper          | 1      |
| N/A                               | 279    |
| Other                             | 2      |
| Passenger                         | 7      |
| Total                             | 377    |

\*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.