

1st Quarter 2014 Cases by Category/Region\*

| Issue Category                                      | All Regions | Northeast | South     | Midwest   | West      | Not Specified |
|---|-------------|-----------|-----------|-----------|-----------|---------------|
| Abandonment Records                                 | 36          | 3         | 7         | 8         | 3         | 15            |
| Acquisition and Operation Exemption                 | 3           | 0         | 0         | 0         | 0         | 3             |
| Arrange Meeting                                     | 3           | 0         | 0         | 1         | 0         | 2             |
| Canadian Rail Regulatory Issue                      | 1           | 0         | 0         | 0         | 0         | 1             |
| Household Movers                                    | 25          | 1         | 3         | 3         | 5         | 13            |
| Information-Economic Data                           | 7           | 0         | 0         | 1         | 1         | 5             |
| Information-Non Economic Request                    | 24          | 0         | 4         | 2         | 2         | 15            |
| Motor Carriers (trucks)                             | 15          | 0         | 1         | 2         | 1         | 11            |
| Pipeline  | 1           | 0         | 1         | 0         | 0         | 0             |
| Post CN/EJE Decision Comments                       | 1           | 0         | 0         | 0         | 0         | 1             |
| Railroad Amtrak/Passenger Issue                     | 3           | 1         | 1         | 1         | 0         | 0             |
| Railroad Billing Dispute                            | 1           | 0         | 0         | 0         | 1         | 0             |
| Railroad Blocked Crossings                          | 7           | 0         | 3         | 2         | 1         | 1             |
| Railroad Car Supply                                 | 7           | 0         | 0         | 4         | 2         | 1             |
| Railroad Claims                                     | 1           | 0         | 1         | 0         | 0         | 0             |
| Railroad Common Carrier Obligation                  | 5           | 1         | 0         | 1         | 0         | 2             |
| Railroad Competition Issues                         | 1           | 0         | 1         | 0         | 0         | 0             |
| Railroad Demurrage Charges                          | 2           | 0         | 1         | 1         | 0         | 0             |
| Railroad Hazardous Material Rules                   | 1           | 0         | 0         | 0         | 1         | 0             |
| Railroad Idling Engines/Parked Trains               | 2           | 0         | 0         | 1         | 0         | 1             |
| Railroad Inter-carrier disputes                     | 1           | 0         | 0         | 1         | 0         | 0             |
| Railroad Labor Issues                               | 1           | 0         | 0         | 1         | 0         | 0             |
| Railroad Noise - Airhorn, Safety, etc               | 2           | 0         | 0         | 1         | 1         | 0             |
| Railroad Operating Authority Issue                  | 2           | 1         | 0         | 1         | 0         | 0             |
| Railroad Preemption                                 | 7           | 1         | 1         | 3         | 0         | 1             |
| Railroad Rate Levels/Increases                      | 2           | 0         | 0         | 1         | 1         | 0             |
| Railroad Service Issue                              | 49          | 4         | 5         | 25        | 6         | 9             |
| Railroad Side Track Agreement                       | 1           | 0         | 0         | 0         | 0         | 1             |
| Railroad Stored Freight Cars                        | 1           | 0         | 0         | 0         | 0         | 1             |
| Railroad Tariff Issue                               | 3           | 0         | 0         | 1         | 0         | 1             |
| Rails to Trails                                     | 10          | 1         | 1         | 4         | 1         | 3             |
| Real Estate Matter                                  | 8           | 0         | 2         | 4         | 1         | 1             |
| STB Authority Question                              | 18          | 3         | 1         | 3         | 5         | 5             |
| STB Fees  | 1           | 0         | 0         | 0         | 1         | 0             |
| STB Information                                     | 6           | 0         | 0         | 2         | 0         | 4             |
| STB Jurisdictional Question                         | 9           | 2         | 1         | 1         | 1         | 4             |
| STB Offers of Financial Assistance (OFA)            | 3           | 0         | 1         | 2         | 0         | 0             |
| STB Oral Hearings                                   | 1           | 0         | 0         | 0         | 0         | 1             |
| STB Procedural Assistance                           | 48          | 11        | 6         | 6         | 4         | 20            |
| STB Recordations or Security Interests on Rail Cars | 3           | 0         | 0         | 1         | 0         | 2             |
| STB Records Assistance                              | 8           | 1         | 1         | 1         | 4         | 1             |
| STB Webpage/Downloading Assistance                  | 5           | 0         | 1         | 0         | 0         | 3             |
| Water Carrier                                       | 3           | 0         | 0         | 1         | 1         | 0             |
| Wrong Agency Calls                                  | 22          | 3         | 4         | 3         | 2         | 10            |
| Other   | 6           | 3         | 0         | 1         | 0         | 2             |
| <b>Total</b>  | <b>358</b>  | <b>36</b> | <b>47</b> | <b>90</b> | <b>45</b> | <b>140</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   |

**1st Quarter 2014 Cases per Commodity Group\***

| <b>Commodity Group</b>        | <b>Number</b> |
|-------------------------------|---------------|
| <b>Aggregates</b>             | 2             |
| <b>Agricultural Products</b>  | 39            |
| <b>Chemicals</b>              | 16            |
| <b>Coal</b>                   | 4             |
| <b>Construction Materials</b> | 1             |
| <b>Forest Products</b>        | 5             |
| <b>High/Wide Loads</b>        | 2             |
| <b>Household Goods</b>        | 22            |
| <b>Industrial Products</b>    | 5             |
| <b>Intermodal</b>             | 2             |
| <b>Metals and Minerals</b>    | 6             |
| <b>Municipal Waste</b>        | 1             |
| <b>N/A</b>                    | 247           |
| <b>Other</b>                  | 6             |
| <b>Passenger</b>              | 8             |
| <b>Total</b>                  | 366           |

\*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.