



Results: Soy Transportation Coalition Rail Customer Satisfaction Index 2013

OVERALL RANKINGS (2013):

- 1.) CSX Transportation
- 2.) Union Pacific Railroad
- 3.) Norfolk Southern Railway
- 4.) Burlington Northern Santa Fe Railway
- 5.) Canadian National Railway
- 6.) Kansas City Southern Railway
- 7.) Canadian Pacific Railway

Overall % ↑ or ↓ from 2012

- ↑11%
- ↓2%
- ↑4%
- Same
- ↓2%
- ↑4%
- ↑3%

OVERALL RANKINGS (2012):

- 1.) Union Pacific Railroad
- 2.) Burlington Northern Santa Fe Railway
- 3.) CSX Transportation
- 4.) Norfolk Southern Railway
- 5.) Canadian National Railway
- 6.) Kansas City Southern Railway
- 7.) Canadian Pacific Railway

OVERALL RANKINGS (2011):

- 1.) Union Pacific Railroad
- 2.) Burlington Northern Santa Fe Railway
- 3.) Canadian National Railway
- 4.) Norfolk Southern Railway
- 5.) CSX Transportation
- 6.) Kansas City Southern Railway
- 7.) Canadian Pacific Railway

OVERALL RANKINGS (2010):

- 1.) Burlington Northern Santa Fe Railway
- 2.) Union Pacific Railroad
- 3.) Norfolk Southern Railway
- 4.) CSX Transportation
- 5.) Kansas City Southern Railway
- 6.) Canadian Pacific Railway
- 7.) Canadian National Railway

On Time Performance

- 1.) On a scale between 1-10 (one = worst; ten = best), rate the following seven Class I railroads in their ability to provide on time service.

	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) CSX Transportation	7.83	7.5 (3 rd)	5.87 (5 th)	6.1 (5 th)
2.) Union Pacific Railroad	7.78	7.81 (1 st)	7.31 (1 st)	6.54 (4 th)
3.) Norfolk Southern Railway	7.67	6.75 (5 th)	5.64 (6 th)	6.7 (2 nd)
4.) Burlington Northern Santa Fe Railway	7.25	7.57 (2 nd)	6.53 (3 rd)	6.93 (1 st)
5.) Kansas City Southern Railway	6.5	6.67 (6 th)	6.5 (4 th)	6.57 (3 rd)
6.) Canadian Pacific Railway	6.2	5.64 (7 th)	4.29 (7 th)	4.8 (7 th)
7.) Canadian National Railway	6	7.17 (4 th)	6.85 (2 nd)	4.85 (6 th)

- 2.) When provided an estimated time of arrival or delivery from a railroad, within which timeframe will that arrival or delivery typically occur?

NOTE: CSX, Union Pacific, Norfolk Southern, Canadian National, and Burlington Northern Santa Fe each had an average score between "4-8 hrs" and "8-12 hrs". Canadian Pacific and Kansas City Southern had average scores between "8-12 hrs" and "12-24 hrs". CSX had the highest score. Kansas City Southern had the lowest score.

2013 Rankings:

1.) CSX Transportation	Between "4-8 hrs" and "8-12 hrs"
2.) Union Pacific Railroad	Between "4-8 hrs" and "8-12 hrs"
3.) Norfolk Southern Railway	Between "4-8 hrs" and "8-12 hrs"
4.) Canadian National Railway	Between "4-8 hrs" and "8-12 hrs"
5.) Burlington Northern Santa Fe Railway	Between "4-8 hrs" and "8-12 hrs"
6.) Canadian Pacific Railway	Between "8-12 hrs" and "12-24 hrs"
7.) Kansas City Southern Railway	Between "8-12 hrs" and "12-24 hrs"

2012 Rankings:

1.) Kansas City Southern Railway	Between "4-8 hrs" and "8-12 hrs"
2.) Union Pacific Railroad	Between "4-8 hrs" and "8-12 hrs"
3.) Canadian National Railway	Between "4-8 hrs" and "8-12 hrs"
4.) Burlington Northern Santa Fe Railway Norfolk Southern Railway (Tie)	Between "8-12 hrs" and "12-24 hrs"
6.) CSX Transportation	Between "8-12 hrs" and "12-24 hrs"
7.) Canadian Pacific Railway	Between "8-12 hrs" and "12-24 hrs"

2011 Rankings:

1.) Union Pacific Railroad	Between "4-8 hrs" and "8-12 hrs"
2.) Burlington Northern Santa Fe Railway	Between "8-12 hrs" and "12-24 hrs"
3.) Canadian National Railway	Between "8-12 hrs" and "12-24 hrs"
4.) Norfolk Southern Railway	Between "8-12 hrs" and "12-24 hrs"
5.) Kansas City Southern Railway	Between "8-12 hrs" and "12-24 hrs"
6.) CSX Transportation	Between "8-12 hrs" and "12-24 hrs"
7.) Canadian Pacific Railway	Between "12-24 hrs" and "More than 24 hrs"

2010 Rankings:

- | | |
|--|------------------------------------|
| 1.) Burlington Northern Santa Fe Railway | Between "4-8 hrs" and "8-12 hrs" |
| 2.) Norfolk Southern Railway | Between "4-8 hrs" and "8-12 hrs" |
| 3.) Kansas City Southern Railway | Between "4-8 hrs" and "8-12 hrs" |
| 4.) Union Pacific Railroad | Between "4-8 hrs" and "8-12 hrs" |
| 5.) CSX Transportation | Between "8-12 hrs" and "12-24 hrs" |
| 6.) Canadian National Railway | Between "8-12 hrs" and "12-24 hrs" |
| 7.) Canadian Pacific Railway | Between "8-12 hrs" and "12-24 hrs" |

Customer Service

- 1.) On a scale between 1-10 (one = worst; ten = best), rate the following seven Class I railroads in their ability to provide quality customer service.

	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) CSX Transportation	8	6.82 (2 nd)	6.13 (4 th)	6.9 (3 rd)
2.) Union Pacific Railroad	7.50	7.94 (1 st)	7.19 (1 st)	6.69 (4 th)
3.) Norfolk Southern Railway	7.44	6.75 (3 rd)	5.64 (6 th)	7 (2 nd)
4.) Burlington Northern Santa Fe Railway	6.76	5.93 (5 th)	6.4 (3 rd)	7.57 (1 st)
5.) Kansas City Southern Railway	6.5	5.86 (6 th)	6 (5 th)	6.63 (5 th)
6.) Canadian National Railway	6.2	6.31 (4 th)	6.54 (2 nd)	5.2 (6 th)
7.) Canadian Pacific Railway	6.09	5.53 (7 th)	4.36 (7 th)	4.92 (7 th)

- 2.) When a service problem arises, within which timeframe will that problem typically be resolved to your satisfaction?

NOTE: Union Pacific, Canadian National, Burlington Northern Santa Fe, CSX, and Norfolk Southern had average scores between "2-4 hrs" and "4-6 hrs". Canadian Pacific and Kansas City Southern had average scores between "4-6 hrs" and "More than 6 hrs". Union Pacific had the highest score. Kansas City Southern had the lowest.

2013 Rankings:

- | | |
|--|---|
| 1.) Union Pacific Railroad | Between "2-4 hrs" and "4-6 hrs" |
| 2.) Canadian National Railway | Between "2-4 hrs" and "4-6 hrs" |
| 3.) Burlington Northern Santa Fe Railway | Between "2-4 hrs" and "4-6 hrs" |
| 4.) CSX Transportation | Between "2-4 hrs" and "4-6 hrs" |
| 5.) Norfolk Southern Railway | Between "2-4 hrs" and "4-6 hrs" |
| 6.) Canadian Pacific Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 7.) Kansas City Southern Railway | Between "4-6 hrs" and "More than 6 hrs" |

2012 Rankings:

- | | |
|--|---|
| 1.) Canadian National Railway | Between "2-4 hrs" and "4-6 hrs" |
| 2.) CSX Transportation | Between "2-4 hrs" and "4-6 hrs" |
| 3.) Union Pacific Railroad | Between "2-4 hrs" and "4-6 hrs" |
| 4.) Kansas City Southern Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 5.) Norfolk Southern Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 6.) Burlington Northern Santa Fe Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 7.) Canadian Pacific Railway | Between "4-6 hrs" and "More than 6 hrs" |

2011 Rankings:

- 1.) Union Pacific Railroad Between "2-4 hrs" and "4-6 hrs"
- 2.) CSX Transportation Between "2-4 hrs" and "4-6 hrs"
- 3.) Burlington Northern Santa Fe Railway Between "2-4 hrs" and "4-6 hrs"
- 4.) Canadian National Railway Between "4-6 hrs" and "More than 6 hrs"
- 5.) Kansas City Southern Railway Between "4-6 hrs" and "More than 6 hrs"
- 6.) Norfolk Southern Railway Between "4-6 hrs" and "More than 6 hrs"
- 7.) Canadian Pacific Railway Between "4-6 hrs" and "More than 6 hrs"

2010 Rankings:

- 1.) Kansas City Southern Railway Between "More than 6 hrs" and "4-6 hrs"
- 2.) Burlington Northern Santa Fe Railway Between "More than 6 hrs" and "4-6 hrs"
- 3.) Norfolk Southern Railway Between "More than 6 hrs" and "4-6 hrs"
- 4.) CSX Transportation Between "More than 6 hrs" and "4-6 hrs"
- 5.) Union Pacific Railroad Between "More than 6 hrs" and "4-6 hrs"
- 6.) Canadian National Railway Between "More than 6 hrs" and "4-6 hrs"
- 7.) Canadian Pacific Railway Between "More than 6 hrs" and "4-6 hrs"

3.) On a scale between 1-10 (one = worst; ten = best), do you have around the clock access (including weekends and holidays) to a customer service official who is able to resolve problems to your satisfaction?

	2013	2012 (rank)	2011 (rank)	2010 (rank)
1.) CSX Transportation	7.83	6.7 (2 nd)	6.5 (4 th)	6.5 (3 rd)
2.) Union Pacific Railroad	7.71	7.33 (1 st)	7.13 (2 nd)	7.46 (1 st)
3.) Norfolk Southern Railway	7.11	6.58 (3 rd)	6.29 (5 th)	6.18 (5 th)
4.) Burlington Northern Santa Fe Railway	6.76	6.15 (4 th)	7.14 (1 st)	7.21 (2 nd)
5.) Canadian National Railway	6	5.83 (5 th)	6.92 (3 rd)	4.54 (7 th)
6.) Canadian Pacific Railway	5.73	5.43 (6 th)	4.92 (7 th)	5.22 (6 th)
7.) Kansas City Southern Railway	5.67	4.75 (7 th)	6.17 (6 th)	6.43 (4 th)

4.) On a scale between 1-10 (one = worst; ten = best), rate the websites of the seven Class I railroads in providing costs and marketing information (tariffs, pricing, etc.).

	2013	2012 (rank)	2011 (rank)	2010 (rank)
1.) CSX Transportation	7.71	6.55 (4 th)	7.23 (4 th)	6.8 (3 rd)
2.) Union Pacific Railroad	7.65	8.38 (1 st)	8.13 (1 st)	7.54 (2 nd)
3.) Burlington Northern Santa Fe Railway	7.06	7.5 (2 nd)	7.4 (2 nd)	7.79 (1 st)
4.) Canadian National Railway	6.6	6.38 (5 th)	6.23 (5 th)	5.46 (5 th)
5.) Norfolk Southern Railway	6.44	6.67 (3 rd)	7.31 (3 rd)	6.27 (4 th)
6.) Kansas City Southern Railway	6.17	5.67 (6 th)	5 (6 th)	4.86 (6 th)
7.) Canadian Pacific Railway	5.2	4.6 (7 th)	4.58 (7 th)	4.73 (7 th)

5.) On a scale between 1-10 (one = worst; ten = best), rate the websites of the seven Class I railroads in providing operations-related information (tracking, billing, rail car profiles, etc.).

	2013	2012 (rank)	2011 (rank)	2010 (rank)
1.) Union Pacific Railroad	7.83	7.81 (1 st)	7.67 (1 st)	7.38 (1 st)
2.) Norfolk Southern Railway	7.67	7 (3 rd)	7.5 (2 nd)	7 (3 rd)
3.) Burlington Northern Santa Fe Railway	7.53	7.62 (2 nd)	7.2 (4 th)	7.29 (2 nd)
4.) CSX Transportation	7.43	7 (3 rd)	7.5 (3 rd)	7 (3 rd)
5.) Canadian National Railway	6	6.38 (5 th)	6.62 (6 th)	5.69 (5 th)

6.) Canadian Pacific Railway	5.55	5.21 (7 th)	5.83 (7 th)	5.3 (7 th)
7.) Kansas City Southern Railway	5.17	6.25 (6 th)	6.67 (5 th)	5.43 (6 th)

Costs

- 1.) On a scale between 1-10 (one = worst; ten = best), do you feel the rail service your company receives is commensurate with the cost of that service?

	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Burlington Northern Santa Fe Railway	5.75	5.5 (4 th)	6 (4 th)	6.14 (2 nd)
2.) CSX Transportation	5.71	5.6 (3 rd)	5.85 (6 th)	5.7 (5 th)
3.) Union Pacific Railroad	5.61	6.06 (1 st)	6.53 (1 st)	5.92 (4 th)
4.) Norfolk Southern Railway & Kansas City Southern Railway (tie)	5.5	5.33 (5 th)	5.92 (5 th)	6 (3 rd)
	5.5	5 (6 th)	6.5 (2 nd)	6.29 (1 st)
6.) Canadian National Railway	5.4	5.67 (2 nd)	6.33 (3 rd)	3.77 (7 th)
7.) Canadian Pacific Railway	4.45	4.86 (7 th)	4.23 (7 th)	4.7 (6 th)

- 2.) On a scale between 1-10 (one = worst; ten = best), are rail service costs clearly explained to you? Is there transparency in the railroad's pricing mechanism?

	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) CSX Transportation	6.86	5.82 (4 th)	5.08 (6 th)	3.8 (4 th)
2.) Union Pacific Railroad	6.31	6.44 (2 nd)	5.47 (4 th)	4.31 (2 nd)
3.) Canadian National Railway	6.2	6 (3 rd)	5.25 (5 th)	3.54 (5 th)
4.) Canadian Pacific Railway	5.82	5.29 (6 th)	4.73 (7 th)	3.3 (6 th)
5.) Burlington Northern Santa Fe Railway	5.71	6.57 (1 st)	5.5 (3 rd)	4.36 (1 st)
6.) Norfolk Southern Railway	5.7	5.67 (5 th)	5.92 (1 st)	3.82 (3 rd)
7.) Kansas City Southern Railway	5.6	5.2 (7 th)	5.57 (2 nd)	2.57 (7 th)

- 3.) Accessorial charges – Do you feel railroad accessorial charges are legitimate and used for those purposes advertised by railroads, or do you feel they are simply another avenue for generating additional revenue (1 = Another avenue for revenue; 10 = Legitimate)?

	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Kansas City Southern Railway	5.6	3.6 (7 th)	5.75 (1 st)	2.67 (6 th)
2.) CSX Transportation & Norfolk Southern Railway (tie)	5.33	5.18 (1 st)	4.31 (7 th)	3.33 (4 th)
	5.33	5.17 (2 nd)	4.92 (2 nd)	3.7 (1 st)
4.) Union Pacific Railroad	4.76	5.13 (3 rd)	4.47 (5 th)	3.67 (2 nd)
5.) Burlington Northern Santa Fe Railway	4.75	4.71 (5 th)	4.4 (6 th)	3.38 (3 rd)
6.) Canadian National Railway	4	4.77 (4 th)	4.5 (4 th)	2.58 (7 th)
7.) Canadian Pacific Railway	3.58	4.29 (6 th)	4.58 (3 rd)	2.78 (5 th)

- 4.) On a scale between 1-10 (one = worst; ten = best), is your company provided adequate notification when price increases occur?

	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	6.89	6.94 (1 st)	6.81 (1 st)	6.15 (2 nd)
2.) CSX Transportation	6.43	6.18 (5 th)	6.21 (3 rd)	5.3 (5 th)
3.) Burlington Northern Santa Fe Railway	6.13	6.29 (4 th)	5.38 (7 th)	6.21 (1 st)
4.) Canadian National Railway	6	5.69 (7 th)	6 (4 th)	4.15 (7 th)

5.) Canadian Pacific Railway	5.91	5.93 (6 th)	6.57 (2 nd)	4.36 (6 th)
6.) Norfolk Southern Railway	5.78	6.58 (2 nd)	6 (4 th)	5.6 (4 th)
7.) Kansas City Southern Railway	5.5	6.4 (3 rd)	5.5 (6 th)	6 (3 rd)

Rail Customer Profile

1.) Which of the seven Class I railroads did your company utilize over the past 12 months?

- | | | | |
|--------------------------|--------------------------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | Burlington Northern Santa Fe Railway | <input type="checkbox"/> | Kansas City Southern Railway |
| <input type="checkbox"/> | Canadian National Railway | <input type="checkbox"/> | Norfolk Southern Railway |
| <input type="checkbox"/> | Canadian Pacific Railway | <input type="checkbox"/> | Union Pacific Railroad |
| <input type="checkbox"/> | CSX Transportation | | |

Survey respondents utilized, on average, 4 of the 7 Class I railroads over the past 12 months.

2.) Which agricultural commodities and products were transported by railroads on behalf of your company over the past 12 months?

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Soybeans and soy products (including soybean meal, soybean oil, and biodiesel) |
| <input type="checkbox"/> | Corn and corn products (including ethanol) |
| <input type="checkbox"/> | Wheat and wheat products |
| <input type="checkbox"/> | Other agricultural products |

Survey respondents shipped, on average 2.5 of the 4 stated agricultural categories listed over the past 12 months.

3.) On average, at your individual shipping location(s), how many options for rail service are available to you (include short line and regional railroads, if applicable)?

- | | | |
|----------------------------|----------------------------|------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 or more |
|----------------------------|----------------------------|------------------------------------|

Survey respondents, on average, had 1.6 options for rail service at individual shipping locations.