

*****Please complete survey & return in enclosed postage-paid envelope*****



Soy Transportation Coalition Rail Customer Satisfaction Index (2011)

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.

⇐Worse.....Better ⇐

| | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|----|
| Burlington Northern Santa Fe Railway N.A. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Canadian National Railway N.A. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Canadian Pacific Railway N.A. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| CSX Transportation N.A. | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Kansas City Southern Railway N.A. | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Norfolk Southern Railway N.A. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Union Pacific Railroad N.A. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Comments:

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

| | | | | | |
|--|---------------|---------------|----------|-----------|------------------|
| Burlington Northern Santa Fe Railway More than 24 hrs | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs | More than 24 hrs |
| Canadian National Railway More than 24 hrs | | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs |
| Canadian Pacific Railway More than 24 hrs | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs | More than 24 hrs |
| CSX Transportation More than 24 hrs | | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs |
| Kansas City Southern Railway More than 24 hrs | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs | More than 24 hrs |
| Norfolk Southern Railway More than 24 hrs | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs | More than 24 hrs |
| Union Pacific Railroad More than 24 hrs | | 4 hrs or less | 4-8 hrs | 8-12 hrs | 12-24 hrs |

Comments:

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.

⇐Worse.....Better ⇐

| | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. | | | | | | | | | | |
| Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 9 10 N.A. | | | | | | | | | | |
| Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

Comments:

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

| | | | | |
|--------------------------------------|---------------|---------|---------|-----------------|
| Burlington Northern Santa Fe Railway | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |
| Canadian National Railway | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |
| Canadian Pacific Railway | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |
| CSX Transportation | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |
| Kansas City Southern Railway | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |
| Norfolk Southern Railway | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |
| Union Pacific Railroad | 2 hrs or less | 2-4 hrs | 4-6 hrs | More than 6 hrs |

Comments:

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?

⇐Worse.....Better ⇐

| | | | | | | | | | | | |
|------|--------------------------------------|----|------|---|---|---|---|---|---|---|----|
| | Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | N.A. | | | | | | | | | | |
| | Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | N.A. | | | | | | | | | | |
| | Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |
| | CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 | 9 | 10 | N.A. | | | | | | | | |
| | Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |
| | Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |

Comments:

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.).

⇐Worse.....Be
tter ⇨

| | | | | | | | | | | | |
|------|--------------------------------------|----|------|---|---|---|---|---|---|---|----|
| | Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | N.A. | | | | | | | | | | |
| | Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | N.A. | | | | | | | | | | |
| | Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |
| | CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 | 9 | 10 | N.A. | | | | | | | | |
| | Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |
| | Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |

Comments:

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.).

⇐Worse.....Be
tter ⇨

| | | | | | | | | | | | |
|------|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| | Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | N.A. | | | | | | | | | | |
| | Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | N.A. | | | | | | | | | | |
| | Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | | |

| | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 9 10 N.A. | | | | | | | | | | |
| Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

Comments:

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?

⇐Worse.....Better ⇨

| | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. | | | | | | | | | | |
| Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 9 10 N.A. | | | | | | | | | | |
| Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

Comments:

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?

⇐Worse.....Better ⇨

| | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. | | | | | | | | | | |
| Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 9 10 N.A. | | | | | | | | | | |
| Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

| | | | | | | | | | | |
|------------------------|---|---|---|---|---|---|---|---|---|----|
| Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

Comments:

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?

⇐Another avenue for revenue.....Legitimate
⇒

| | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. | | | | | | | | | | |
| Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 9 10 N.A. | | | | | | | | | | |
| Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

Comments:

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

⇐Worse.....Be
tter ⇒

| | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|----|
| Burlington Northern Santa Fe Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Canadian National Railway | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. | | | | | | | | | | |
| Canadian Pacific Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| CSX Transportation | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 N.A. Kansas City Southern Railway | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8 9 10 N.A. | | | | | | | | | | |
| Norfolk Southern Railway | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |
| Union Pacific Railroad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| N.A. | | | | | | | | | | |

