



## Results: Soy Transportation Coalition Rail Customer Satisfaction Index 2011

### OVERALL RANKINGS:

	<u>% ↑ or ↓ from 2010</u>	
1.) Union Pacific Railroad	↑10%	
2.) Burlington Northern Santa Fe Railway	↓3%	
3.) Canadian National Railway		↑38%
4.) Norfolk Southern Railway	↑3%	
5.) CSX Transportation		↑5%
6.) Kansas City Southern Railway*	↑7%	
7.) Canadian Pacific Railway	↑8%	

### 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>2011</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	7.31	6.54 (4 <sup>th</sup> )
2.) Canadian National Railway	6.85	4.85 (6 <sup>th</sup> )
3.) Burlington Northern Santa Fe Railway	6.53	6.93 (1 <sup>st</sup> )
4.) Kansas City Southern Railway*	6.5	6.57 (3 <sup>rd</sup> )
5.) CSX Transportation	5.87	6.1 (5 <sup>th</sup> )
6.) Norfolk Southern Railway	5.64	6.7 (2 <sup>nd</sup> )
7.) Canadian Pacific Railway	4.29	4.8 (7 <sup>th</sup> )

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

NOTE: Union Pacific had an average score between “4-8 hrs” and “8-12 hrs”. Five railroads had average scores between “8-12 hrs” and “12-24 hrs”. Canadian Pacific was the only railroad with an average score between “12-24 hrs” and “More than 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.

	<b><u>2011</u></b>	<b><u>2010 (rank)</u></b>
1.) Union Pacific Railroad	7.19	6.69 (4 <sup>th</sup> )
2.) Canadian National Railway	6.54	5.2 (6 <sup>th</sup> )
3.) Burlington Northern Santa Fe Railway	6.4	7.57 (1 <sup>st</sup> )
4.) CSX Transportation	6.13	6.9 (3 <sup>rd</sup> )
5.) Kansas City Southern Railway*	6	6.63 (5 <sup>th</sup> )
6.) Norfolk Southern Railway	5.64	7 (2 <sup>nd</sup> )
7.) Canadian Pacific Railway	4.36	4.92 (7 <sup>th</sup> )

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

NOTE: Union Pacific, CSX, and BNSF had average scores between "2-4 hrs" and "4-6 hrs". The remaining four railroads had average scores between "4-6 hrs" and "More than 6 hrs". Union Pacific had the highest score; Canadian Pacific had the lowest.

**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?

	<u>2011</u>	<u>2010 (rank)</u>
1.) Burlington Northern Santa Fe Railway	7.14	7.21 (2 <sup>nd</sup> )
2.) Union Pacific Railroad	7.13	7.46 (1 <sup>st</sup> )
3.) Canadian National Railway	6.92	4.54 (7 <sup>th</sup> )
4.) CSX Transportation	6.5	6.5 (3 <sup>rd</sup> )
5.) Norfolk Southern Railway	6.29	6.18 (5 <sup>th</sup> )
6.) Kansas City Southern Railway*	6.17	6.43 (4 <sup>th</sup> )
7.) Canadian Pacific Railway	4.92	5.22 (6 <sup>th</sup> )

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.).

	<u>2011</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	8.13	7.54 (2 <sup>nd</sup> )
2.) Burlington Northern Santa Fe Railway	7.4	7.79 (1 <sup>st</sup> )
3.) Norfolk Southern Railway	7.31	6.27 (4 <sup>th</sup> )
4.) CSX Transportation	7.23	6.8 (3 <sup>rd</sup> )
5.) Canadian National Railway	6.23	5.46 (5 <sup>th</sup> )
6.) Kansas City Southern Railway*	5	4.86 (6 <sup>th</sup> )
7.) Canadian Pacific Railway	4.58	4.73 (7 <sup>th</sup> )

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.).

	<u>2011</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	7.67	7.38 (1 <sup>st</sup> )
2.) Norfolk Southern Railway	7.5	7 (3 <sup>rd</sup> )
2.) CSX Transportation	7.5	7 (3 <sup>rd</sup> )
4.) Burlington Northern Santa Fe Railway	7.2	7.29 (2 <sup>nd</sup> )
5.) Kansas City Southern Railway*	6.67	5.43 (6 <sup>th</sup> )
6.) Canadian National Railway	6.62	5.69 (5 <sup>th</sup> )
7.) Canadian Pacific Railway	5.83	5.3 (7 <sup>th</sup> )

## 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>2011</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	6.53	5.92 (4 <sup>th</sup> )
2.) Kansas City Southern Railway*	6.5	6.29 (1 <sup>st</sup> )
3.) Canadian National Railway	6.33	3.77 (7 <sup>th</sup> )
4.) Burlington Northern Santa Fe Railway	6	6.14 (2 <sup>nd</sup> )
5.) Norfolk Southern Railway	5.92	6 (3 <sup>rd</sup> )
6.) CSX Transportation	5.85	5.7 (5 <sup>th</sup> )
7.) Canadian Pacific Railway	4.23	4.7 (6 <sup>th</sup> )

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>2011</u>	<u>2010 (rank)</u>
1.) Norfolk Southern Railway	5.92	3.82 (3 <sup>rd</sup> )
2.) Kansas City Southern Railway*	5.57	2.57 (7 <sup>th</sup> )
3.) Burlington Northern Santa Fe Railway	5.5	4.36 (1 <sup>st</sup> )
4.) Union Pacific Railroad	5.47	4.31 (2 <sup>nd</sup> )
5.) Canadian National Railway	5.25	3.54 (5 <sup>th</sup> )
6.) CSX Transportation	5.08	3.8 (4 <sup>th</sup> )
7.) Canadian Pacific Railway	4.73	3.3 (6 <sup>th</sup> )

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>2011</u>	<u>2010 (rank)</u>
1.) Kansas City Southern Railway*	5.75	2.67 (6 <sup>th</sup> )
2.) Norfolk Southern Railway	4.92	3.7 (1 <sup>st</sup> )
3.) Canadian Pacific Railway	4.58	2.78 (5 <sup>th</sup> )
4.) Canadian National Railway	4.5	2.58 (7 <sup>th</sup> )
5.) Union Pacific Railroad	4.47	3.67 (2 <sup>nd</sup> )
6.) Burlington Northern Santa Fe Railway	4.4	3.38 (3 <sup>rd</sup> )
7.) CSX Transportation	4.31	3.33 (4 <sup>th</sup> )

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

	<u>2011</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	6.81	6.15 (2 <sup>nd</sup> )
2.) Canadian Pacific Railway	6.57	4.36 (6 <sup>th</sup> )
3.) CSX Transportation	6.21	5.3 (5 <sup>th</sup> )
4.) Norfolk Southern Railway	6	5.6 (4 <sup>th</sup> )
4.) Canadian National Railway	6	4.15 (7 <sup>th</sup> )
6.) Kansas City Southern Railway*	5.5	6 (3 <sup>rd</sup> )
7.) Burlington Northern Santa Fe Railway	5.38	6.21 (1 <sup>st</sup> )

**Rail Customer Profile**

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

_____	Burlington Northern Santa Fe Railway	_____	Kansas City Southern
Railway			
_____	Canadian National Railway	_____	Norfolk Southern Railway
_____	Canadian Pacific Railway	_____	Union Pacific Railroad
_____	CSX Transportation		

***Survey respondents utilized, on average, 5 of the 7 Class I railroads over the past 12 months.***

