



# Results: Soy Transportation Coalition Rail Customer Satisfaction Index

## 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.

1.) Burlington Northern Santa Fe Railway	6.93
2.) Norfolk Southern Railway	6.7
3.) Kansas City Southern Railway	6.57
4.) Union Pacific Railroad	6.54
5.) CSX Transportation	6.1
6.) Canadian National Railway	4.85
7.) Canadian Pacific Railway	4.8

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

NOTE: Four railroads had average scores between “4-8 hours” and “8-12 hours”. Three railroads had average scores between 8-12 hours and 12-24 hours. BNSF had the highest average score with Canadian Pacific having the lowest.

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.

1.) Burlington Northern Santa Fe Railway	7.57
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2.) Norfolk Southern Railway	7
3.) CSX Transportation	6.9
4.) Union Pacific Railroad	6.69
5.) Kansas City Southern Railway	6.63
6.) Canadian Pacific Railway	5.2
7.) Canadian National Railway	4.92

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

NOTE: All seven railroads had an average score between “4-6 hours” and “More than 6 hours.” Kansas City Southern had the highest score with Canadian Pacific having the lowest.

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?

1.) Union Pacific Railroad	7.46
2.) Burlington Northern Santa Fe Railway	7.21
3.) CSX Transportation	6.5
4.) Kansas City Southern Railway	6.43
5.) Norfolk Southern Railway	6.18
6.) Canadian Pacific Railway	5.22
7.) Canadian National Railway	4.54

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.).

1.) Burlington Northern Santa Fe Railway	7.79
2.) Union Pacific Railroad	7.54
3.) CSX Transportation	6.8
4.) Norfolk Southern Railway	6.27
5.) Canadian National Railway	5.46
6.) Kansas City Southern Railway	4.86
7.) Canadian Pacific Railway	4.73

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.).

1.) Union Pacific Railroad	7.38
2.) Burlington Northern Santa Fe Railway	7.29
3.) CSX Transportation	7
3.) Norfolk Southern Railway	7
5.) Canadian National Railway	5.69
6.) Kansas City Southern Railway	5.43
7.) Canadian Pacific Railway	5.3

## 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?

1.) Kansas City Southern Railway	6.29
2.) Burlington Northern Santa Fe Railway	6.14
3.) Norfolk Southern Railway	6
4.) Union Pacific Railroad	5.92
5.) CSX Transportation	5.7
6.) Canadian Pacific Railway	4.7
7.) Canadian National Railway	3.77

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?

1.) Burlington Northern Santa Fe Railway	4.36
2.) Union Pacific Railroad	4.31
3.) Norfolk Southern Railway	3.82
4.) CSX Transportation	3.8
5.) Canadian National Railway	3.54
6.) Canadian Pacific Railway	3.3
7.) Kansas City Southern Railway	2.57

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)?

1.) Norfolk Southern Railway	3.7
2.) Union Pacific Railroad	3.67
3.) Burlington Northern Santa Fe Railway	3.38
4.) CSX Transportation	3.33
5.) Canadian Pacific Railway	2.78
6.) Kansas City Southern Railway	2.67



*Survey respondents, on average, had 1.5 options for rail service at individual shipping locations.*