



**SOY TRANSPORTATION
COALITION**

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Results: 6th Annual Railroad Report Card – 2016

OVERALL RANKINGS (2016):

	<u>Overall % ↑ or ↓ from 2015</u>
1.) Union Pacific Railroad	↓5%
2.) Norfolk Southern Railway	↑15%
3.) CSX Transportation	↑1%
4.) BNSF Railway	↓7%
5.) Canadian National Railway	↓0.3%
6.) Kansas City Southern Railway	↑24%
7.) Canadian Pacific Railway	↑7%

OVERALL RANKINGS (2015):

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

OVERALL RANKINGS (2014):

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

OVERALL RANKINGS (2013):

- 1.) CSX Transportation
- 2.) Union Pacific Railroad
- 3.) Norfolk Southern Railway
- 4.) BNSF Railway
- 5.) Canadian National Railway

- 6.) Kansas City Southern Railway
- 7.) Canadian Pacific Railway

OVERALL RANKINGS (2012):

- 1.) Union Pacific Railroad
- 2.) BNSF Railway
- 3.) CSX Transportation
- 4.) Norfolk Southern Railway
- 5.) Canadian National Railway
- 6.) Kansas City Southern Railway
- 7.) Canadian Pacific 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>2016 (rank)</u>	<u>2015 (rank)</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Norfolk Southern Railway	7.14	5.64 (5 th)	5.67 (4 th)	7.67 (3 rd)	6.75 (5 th)
2.) Union Pacific Railroad	7.07	7.39 (1 st)	6.52 (1 st)	7.78 (2 nd)	7.81 (1 st)
3.) Kansas City Southern Railway	7.00	4.83 (6 th)	5.75 (2 nd)	6.50 (5 th)	6.67 (6 th)
4.) Canadian National Railway	6.64	6.57 (2 nd)	5.69 (3 rd)	6.00 (7 th)	7.17 (4 th)
5.) BNSF Railway	6.57	6.56 (3 rd)	3.53 (6 th)	7.25 (4 th)	7.57 (2 nd)
6.) CSX Transportation	6.00	6.23 (4 th)	5.56 (5 th)	7.83 (1 st)	7.50 (3 rd)
7.) Canadian Pacific Railway	4.77	4.40 (7 th)	2.94 (7 th)	6.20 (6 th)	5.64 (7 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: Union Pacific had an average score of “8-12 hrs.” Canadian National, CSX, Kansas City Southern Railway, Norfolk Southern and BNSF Railway each had an average score between “8-12 hrs” and “12-24 hrs”. Union Pacific Railroad had the highest score. Canadian Pacific had the lowest score.

2016 Rankings

- 1.) Union Pacific Railroad “8-12 hrs”
- 2.) Canadian National Railway Between “8-12 hrs” and “12-24 hrs”
- 3.) CSX Transportation Between “8-12 hrs” and “12-24 hrs”
- 4.) Kansas City Southern Railway Between “8-12 hrs” and “12-24 hrs”
- 4.) Norfolk Southern Railway (Tie) Between “8-12 hrs” and “12-24 hrs”
- 6.) BNSF Railway Between “8-12 hrs” and “12-24 hrs”
- 7.) Canadian Pacific Railway Between “12-24 hrs” and “>24 hrs”

2015 Rankings

- 1.) Union Pacific Railroad Between “4-8 hrs” and “8-12 hrs”
- 2.) Kansas City Southern Railway Between “8-12 hrs” and “12-24 hrs”
- 3.) BNSF Railway Between “8-12 hrs” and “12-24 hrs”
- 4.) CSX Transportation Between “8-12 hrs” and “12-24 hrs”
- 5.) Canadian National Railway Between “8-12 hrs” and “12-24 hrs”
- 6.) Norfolk Southern Railway Between “8-12 hrs” and “12-24 hrs”
- 7.) Canadian Pacific Railway Between “12-24 hrs” and “>24 hrs”

2014 Rankings:

- 1.) Canadian National Railway Between "8-12 hrs" and "12-24 hrs"
- 2.) Union Pacific Railroad Between "8-12 hrs" and "12-24 hrs"
- 3.) CSX Transportation 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.) BNSF Railway Between "12-14 hrs and "> 24 hrs"
- 7.) Canadian Pacific Railway Between "12-14 hrs and "> 24 hrs"

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.) BNSF 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.) BNSF Railway and Between "8-12 hrs" and "12-24 hrs"
- 4.) Norfolk Southern Railway (Tie)
- 6.) CSX Transportation 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>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Union Pacific Railroad	6.67	7.28 (1 st)	6.67 (1 st)	7.50 (2 nd)	7.94 (1 st)
2.) Kansas City Southern Railway	6.50	5.33 (5 th)	6.17 (3 rd)	6.50 (5 th)	5.86 (6 th)
3.) CSX Transportation	6.10	6.25 (3 rd)	6.07 (4 th)	8.00 (1 st)	6.82 (2 nd)
4.) Norfolk Southern Railway	6.00	5.33 (6 th)	6.29 (2 nd)	7.44 (3 rd)	6.75 (3 rd)
5.) BNSF Railway	5.77	6.69 (2 nd)	4.39 (6 th)	6.76 (4 th)	5.93 (5 th)
6.) Canadian National Railway	5.75	5.67 (4 th)	6.00 (5 th)	6.20 (6 th)	6.31 (4 th)
7.) Canadian Pacific Railway	4.77	4.13 (7 th)	3.13 (7 th)	6.09 (7 th)	5.53 (7 th)

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

NOTE: Union Pacific had an average score of "4-6 hrs". CSX Transportation, Norfolk Southern Railway, BNSF Railway, Canadian National Railway, Canadian Pacific Railway, Kansas City Southern Railway had average scores between "4-6 hrs" and "More than 6 hrs". Union Pacific had the highest score. Kansas City Southern Railway had the lowest.

2016 Rankings:

- | | |
|----------------------------------|---|
| 1.) Union Pacific Railroad | "4-6 hrs" |
| 2.) CSX Transportation | Between "4-6 hrs" and "More than 6 hrs" |
| 3.) Norfolk Southern Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 4.) BNSF Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 5.) Canadian National Railway | Between "4-6 hrs" and "More than 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" |

2015 Rankings:

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

2014 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.) Norfolk Southern Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 4.) Kansas City Southern Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 5.) CSX Transportation | Between "4-6 hrs" and "More than 6 hrs" |
| 6.) BNSF Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 7.) Canadian Pacific Railway | Between "4-6 hrs" and "More than 6 hrs" |

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.) BNSF 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.) BNSF Railway | Between "4-6 hrs" and "More than 6 hrs" |
| 7.) Canadian Pacific Railway | Between "4-6 hrs" and "More than 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>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Union Pacific Railroad	6.92	7.33 (1 st)	6.45 (3 rd)	7.71 (2 nd)	7.33 (1 st)
2.) Norfolk Southern Railway	6.23	5.25 (5 th)	7.07 (1 st)	7.11 (3 rd)	6.58 (3 rd)

3.) BNSF Railway	6.10	6.25 (2 nd)	5.33 (6 th)	6.76 (4 th)	6.15 (4 th)
4.) Kansas City Southern Railway	6.00	4.83 (6 th)	5.80 (4 th)	5.67 (7 th)	4.75 (7 th)
5.) CSX Transportation	5.50	5.64 (3 rd)	6.83 (2 nd)	7.83 (1 st)	6.70 (2 nd)
6.) Canadian National Railway	5.33	5.31 (4 th)	5.64 (5 th)	6.00 (5 th)	5.83 (5 th)
7.) Canadian Pacific Railway	4.00	3.50 (7 th)	3.33 (7 th)	5.73 (6 th)	5.43 (6 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.).

	<u>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Union Pacific Railroad	7.67	7.47 (1 st)	7.38 (1 st)	7.65 (2 nd)	8.38 (1 st)
2.) BNSF Railway	7.21	7.44 (2 nd)	6.79 (3 rd)	7.06 (3 rd)	7.50 (2 nd)
3.) CSX Transportation	6.55	6.46 (3 rd)	6.80 (2 nd)	7.71 (1 st)	6.55 (4 th)
4.) Norfolk Southern Railway	5.92	6.00 (4 th)	6.65 (4 th)	6.44 (5 th)	6.67 (3 rd)
5.) Canadian National Railway	5.80	5.67 (5 th)	6.00 (5 th)	6.60 (4 th)	6.38 (5 th)
6.) Canadian Pacific Railway	3.75	4.15 (7 th)	3.56 (7 th)	5.20 (7 th)	4.60 (7 th)
7.) Kansas City Southern Railway	3.67	5.33 (6 th)	4.14 (6 th)	6.17 (6 th)	5.67 (6 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.).

	<u>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Union Pacific Railroad	7.71	8.24 (1 st)	7.67 (1 st)	7.83 (1 st)	7.81 (1 st)
2.) Norfolk Southern Railway	7.36	6.62 (4 th)	6.71 (2 nd)	7.67 (2 nd)	7.00 (3 rd)
3.) BNSF Railway	6.85	7.06 (2 nd)	6.63 (3 rd)	7.53 (3 rd)	7.62 (2 nd)
4.) CSX Transportation	6.73	6.69 (3 rd)	6.47 (4 th)	7.43 (4 th)	7.00 (3 rd)
5.) Canadian National Railway	5.20	5.79 (5 th)	6.06 (5 th)	6.00 (5 th)	6.38 (5 th)
6.) Canadian Pacific Railway	4.55	4.77 (7 th)	3.75 (7 th)	5.55 (6 th)	5.21 (7 th)
7.) Kansas City Southern Railway	4.00	5.00 (6 th)	4.67 (6 th)	5.17 (7 th)	6.25 (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>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Norfolk Southern Railway	6.00	4.69 (6 th)	5.82 (2 nd)	5.50 (4 th)	5.33 (5 th)
1.) Kansas City Southern Railway (Tie)	6.00	6.50 (1 st)	5.57 (3 rd)	5.50 (5 th)	5.00 (6 th)
3.) Union Pacific Railroad	5.73	6.24 (2 nd)	6.05 (1 st)	5.61 (3 rd)	6.06 (1 st)
4.) Canadian National Railway	5.56	4.92 (5 th)	5.50 (4 th)	5.40 (6 th)	5.67 (2 nd)
5.) CSX Transportation	5.00	5.33 (4 th)	5.27 (5 th)	5.71 (2 nd)	5.60 (3 rd)
6.) BNSF Railway	4.36	5.60 (3 rd)	3.74 (6 th)	5.75 (1 st)	5.50 (4 th)
7.) Canadian Pacific Railway	3.92	3.08 (7 th)	2.94 (7 th)	4.45 (7 th)	4.86 (7 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>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Norfolk Southern Railway	6.29	4.79 (3 rd)	5.82 (1 st)	5.70 (6 th)	5.67 (5 th)
2.) CSX Transportation	5.80	4.69 (5 th)	5.27 (4 th)	6.86 (1 st)	5.82 (4 th)
3.) Union Pacific Railroad	5.53	5.67 (2 nd)	5.43 (2 nd)	6.31 (2 nd)	6.44 (2 nd)
4.) Canadian National Railway	5.33	4.79 (4 th)	5.38 (3 rd)	6.20 (3 rd)	6.00 (3 rd)

5.) Kansas City Southern Railway	5.25	4.25 (6 th)	5.13 (5 th)	5.60 (7 th)	5.20 (7 th)
6.) BNSF Railway	4.86	5.88 (1 st)	5.05 (6 th)	5.71 (5 th)	6.57 (1 st)
7.) Canadian Pacific Railway	4.08	3.62 (7 th)	3.69 (7 th)	5.82 (4 th)	5.29 (6 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>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Union Pacific Railroad	4.31	4.00 (2 nd)	5.16 (2 nd)	4.76 (4 th)	5.13 (3 rd)
2.) BNSF Railway	4.00	4.38 (1 st)	3.74 (6 th)	4.75 (5 th)	4.71 (5 th)
3.) Norfolk Southern Railway	3.33	3.62 (5 th)	5.71 (1 st)	5.33 (2 nd)	5.17 (2 nd)
4.) CSX Transportation	3.30	3.92 (4 th)	5.15 (3 rd)	5.33 (2 nd)	5.18 (1 st)
5.) Kansas City Southern Railway	3.25	2.60 (7 th)	4.50 (4 th)	5.60 (1 st)	3.60 (7 th)
6.) Canadian National Railway	3.00	4.00 (3 rd)	4.38 (5 th)	4.00 (6 th)	4.77 (4 th)
7.) Canadian Pacific Railway	2.42	3.00 (6 th)	2.86 (7 th)	3.58 (7 th)	4.29 (6 th)

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

	<u>2016</u>	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>
1.) Norfolk Southern Railway	6.64	5.57 (4 th)	6.65 (1 st)	5.78 (6 th)	6.58 (2 nd)
2.) Union Pacific Railroad	6.56	6.76 (1 st)	6.52 (2 nd)	6.89 (1 st)	6.94 (1 st)
3.) CSX Transportation	6.27	5.92 (2 nd)	6.27 (3 rd)	6.43 (2 nd)	6.18 (5 th)
4.) Kansas City Southern Railway	6.00	4.50 (7 th)	4.86 (6 th)	5.50 (7 th)	6.40 (3 rd)
5.) BNSF Railway	5.50	5.73 (3 rd)	4.95 (5 th)	6.13 (3 rd)	6.29 (4 th)
6.) Canadian National Railway	5.30	5.53 (5 th)	5.93 (4 th)	6.00 (4 th)	5.69 (7 th)
7.) Canadian Pacific Railway	5.00	4.64 (6 th)	3.88 (7 th)	5.91 (5 th)	5.93 (6 th)

Rail Customer Profile

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

- | | | | |
|-------|---------------------------|-------|------------------------------|
| _____ | BNSF Railway | _____ | Kansas City Southern Railway |
| _____ | Canadian National Railway | _____ | Norfolk Southern Railway |
| _____ | Canadian Pacific Railway | _____ | Union Pacific Railroad |
| _____ | CSX Transportation | | |

Survey respondents utilized, on average, 3 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?

- | | |
|-------|--|
| _____ | Soybeans and soy products (including soybean meal, soybean oil, and biodiesel) |
| _____ | Corn and corn products (including ethanol) |
| _____ | Wheat and wheat products |
| _____ | Other agricultural products |

Survey respondents shipped, on average 2.6 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)?

_____ 1

_____ 2

_____ 3 or more

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