



## Results: Soy Transportation Coalition Rail Customer Satisfaction Index 2012

### OVERALL RANKINGS (2012):

	<u>Overall % ↑ or ↓ from 2011</u>
1.) Union Pacific Railroad	↑5%
2.) Burlington Northern Santa Fe Railway	↑4%
3.) CSX Transportation	↑6%
4.) Norfolk Southern Railway	↑4%
5.) Canadian National Railway	Same
6.) Kansas City Southern Railway*	↓4%
7.) Canadian Pacific Railway	↑8%

### 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>2012</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	7.81	7.31 (1 <sup>st</sup> )	6.54 (4 <sup>th</sup> )
2.) Burlington Northern Santa Fe Railway	7.57	6.53 (3 <sup>rd</sup> )	6.93 (1 <sup>st</sup> )

3.) CSX Transportation	7.5	5.87 (5 <sup>th</sup> )	6.1 (5 <sup>th</sup> )
4.) Canadian National Railway	7.17	6.85 (2 <sup>nd</sup> )	4.85 (6 <sup>th</sup> )
5.) Norfolk Southern Railway	6.75	5.64 (6 <sup>th</sup> )	6.7 (2 <sup>nd</sup> )
6.) Kansas City Southern Railway*	6.67	6.5 (4 <sup>th</sup> )	6.57 (3 <sup>rd</sup> )
7.) Canadian Pacific Railway	5.64	4.29 (7 <sup>th</sup> )	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: Kansas City Southern, Union Pacific, and Canadian National each had an average score between “4-8 hrs” and “8-12 hrs”. The remaining four railroads had average scores between “8-12 hrs” and “12-24 hrs”. Kansas City Southern had the highest score; Canadian Pacific had the lowest.

**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.

	<b><u>2012</u></b>	<b><u>2011 (rank)</u></b>	<b><u>2010 (rank)</u></b>
1.) Union Pacific Railroad	7.94	7.19 (1 <sup>st</sup> )	6.69 (4 <sup>th</sup> )

2.) CSX Transportation	6.82	6.13 (4 <sup>th</sup> )	6.9 (3 <sup>rd</sup> )
3.) Norfolk Southern Railway	6.75	5.64 (6 <sup>th</sup> )	7 (2 <sup>nd</sup> )
4.) Canadian National Railway	6.31	6.54 (2 <sup>nd</sup> )	5.2 (6 <sup>th</sup> )
5.) Burlington Northern Santa Fe Railway	5.93	6.4 (3 <sup>rd</sup> )	7.57 (1 <sup>st</sup> )
6.) Kansas City Southern Railway*	5.86	6 (5 <sup>th</sup> )	6.63 (5 <sup>th</sup> )
7.) Canadian Pacific Railway	5.53	4.36 (7 <sup>th</sup> )	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: Canadian National, CSX, and Union Pacific 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”. Canadian National had the highest score; Canadian Pacific had the lowest.

**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?

	<b><u>2012</u></b>	<b><u>2011 (rank)</u></b>	<b><u>2010 (rank)</u></b>
1.) Union Pacific Railroad	7.33	7.13 (2 <sup>nd</sup> )	7.46 (1 <sup>st</sup> )
2.) CSX Transportation	6.7	6.5 (4 <sup>th</sup> )	6.5 (3 <sup>rd</sup> )

3.) Norfolk Southern Railway	6.58	6.29 (5 <sup>th</sup> )	6.18 (5 <sup>th</sup> )
4.) Burlington Northern Santa Fe Railway	6.15	7.14 (1 <sup>st</sup> )	7.21 (2 <sup>nd</sup> )
5.) Canadian National Railway	5.83	6.92 (3 <sup>rd</sup> )	4.54 (7 <sup>th</sup> )
6.) Canadian Pacific Railway	5.43	4.92 (7 <sup>th</sup> )	5.22 (6 <sup>th</sup> )
7.) Kansas City Southern Railway*	4.75	6.17 (6 <sup>th</sup> )	6.43 (4 <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.).

	<b><u>2012</u></b>	<b><u>2011 (rank)</u></b>	<b><u>2010 (rank)</u></b>
1.) Union Pacific Railroad	8.38	8.13 (1 <sup>st</sup> )	7.54 (2 <sup>nd</sup> )
2.) Burlington Northern Santa Fe Railway	7.5	7.4 (2 <sup>nd</sup> )	7.79 (1 <sup>st</sup> )
3.) Norfolk Southern Railway	6.67	7.31 (3 <sup>rd</sup> )	6.27 (4 <sup>th</sup> )
4.) CSX Transportation	6.55	7.23 (4 <sup>th</sup> )	6.8 (3 <sup>rd</sup> )
5.) Canadian National Railway	6.38	6.23 (5 <sup>th</sup> )	5.46 (5 <sup>th</sup> )
6.) Kansas City Southern Railway*	5.67	5 (6 <sup>th</sup> )	4.86 (6 <sup>th</sup> )
7.) Canadian Pacific Railway	4.6	4.58 (7 <sup>th</sup> )	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.).

	<b><u>2012</u></b>	<b><u>2011 (rank)</u></b>	<b><u>2010 (rank)</u></b>
1.) Union Pacific Railroad	7.81	7.67 (1 <sup>st</sup> )	7.38 (1 <sup>st</sup> )
2.) Burlington Northern Santa Fe Railway	7.62	7.2 (4 <sup>th</sup> )	7.29 (2 <sup>nd</sup> )
3.) CSX Transportation & Norfolk Southern Railway (Tie)	7	7.5 (3 <sup>rd</sup> )	7 (3 <sup>rd</sup> )
		7.5 (2 <sup>nd</sup> )	7 (3 <sup>rd</sup> )
5.) Canadian National Railway	6.38	6.62 (6 <sup>th</sup> )	5.69 (5 <sup>th</sup> )
6.) Kansas City Southern Railway*	6.25	6.67 (5 <sup>th</sup> )	5.43 (6 <sup>th</sup> )
7.) Canadian Pacific Railway	5.21	5.83 (7 <sup>th</sup> )	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?

	<b><u>2012</u></b>	<b><u>2011</u></b>	<b><u>2010 (rank)</u></b>
1.) Union Pacific Railroad	6.06	6.53 (1 <sup>st</sup> )	5.92 (4 <sup>th</sup> )
2.) Canadian National Railway	5.67	6.33 (3 <sup>rd</sup> )	3.77 (7 <sup>th</sup> )
3.) CSX Transportation	5.6	5.85 (6 <sup>th</sup> )	5.7 (5 <sup>th</sup> )
4.) Burlington Northern Santa Fe Railway	5.5	6 (4 <sup>th</sup> )	6.14 (2 <sup>nd</sup> )
5.) Norfolk Southern Railway	5.33	5.92 (5 <sup>th</sup> )	6 (3 <sup>rd</sup> )
6.) Kansas City Southern Railway*	5	6.5 (2 <sup>nd</sup> )	6.29 (1 <sup>st</sup> )
7.) Canadian Pacific Railway	4.86	4.23 (7 <sup>th</sup> )	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>2012</u>	<u>2011</u>	<u>2010 (rank)</u>
1.) Burlington Northern Santa Fe Railway	6.57	5.5 (3 <sup>rd</sup> )	4.36 (1 <sup>st</sup> )
2.) Union Pacific Railroad	6.44	5.47 (4 <sup>th</sup> )	4.31 (2 <sup>nd</sup> )
3.) Canadian National Railway	6	5.25 (5 <sup>th</sup> )	3.54 (5 <sup>th</sup> )
4.) CSX Transportation	5.82	5.08 (6 <sup>th</sup> )	3.8 (4 <sup>th</sup> )
5.) Norfolk Southern Railway	5.67	5.92 (1 <sup>st</sup> )	3.82 (3 <sup>rd</sup> )
6.) Canadian Pacific Railway	5.29	4.73 (7 <sup>th</sup> )	3.3 (6 <sup>th</sup> )
7.) Kansas City Southern Railway*	5.2	5.57 (2 <sup>nd</sup> )	2.57 (7 <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>2012</u>	<u>2011</u>	<u>2010 (rank)</u>
1.) CSX Transportation	5.18	4.31 (7 <sup>th</sup> )	3.33 (4 <sup>th</sup> )
2.) Norfolk Southern Railway	5.17	4.92 (2 <sup>nd</sup> )	3.7 (1 <sup>st</sup> )
3.) Union Pacific Railroad	5.13	4.47 (5 <sup>th</sup> )	3.67 (2 <sup>nd</sup> )
4.) Canadian National Railway	4.77	4.5 (4 <sup>th</sup> )	2.58 (7 <sup>th</sup> )
5.) Burlington Northern Santa Fe Railway	4.71	4.4 (6 <sup>th</sup> )	3.38 (3 <sup>rd</sup> )
6.) Canadian Pacific Railway	4.29	4.58 (3 <sup>rd</sup> )	2.78 (5 <sup>th</sup> )
7.) Kansas City Southern Railway*	3.6	5.75 (1 <sup>st</sup> )	2.67 (6 <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>2012</u>	<u>2011</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	6.94	6.81 (1 <sup>st</sup> )	6.15 (2 <sup>nd</sup> )
2.) Norfolk Southern Railway	6.58	6 (4 <sup>th</sup> )	5.6 (4 <sup>th</sup> )
3.) Kansas City Southern Railway*	6.4	5.5 (6 <sup>th</sup> )	6 (3 <sup>rd</sup> )
4.) Burlington Northern Santa Fe Railway	6.29	5.38 (7 <sup>th</sup> )	6.21 (1 <sup>st</sup> )
5.) CSX Transportation	6.18	6.21 (3 <sup>rd</sup> )	5.3 (5 <sup>th</sup> )
6.) Canadian Pacific Railway	5.93	6.57 (2 <sup>nd</sup> )	4.36 (6 <sup>th</sup> )
7.) Canadian National Railway	5.69	6 (4 <sup>th</sup> )	4.15 (7 <sup>th</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.**

**\*Only 44 percent of respondents had utilized Kansas City Southern Railway over the past 12 months.**

