



Results: 5th Annual Railroad Report Card – 2014

OVERALL RANKINGS (2014):

	<u>Overall % ↑ or ↓ from 2013</u>
1.) Union Pacific Railroad	↓7%
2.) Norfolk Southern Railway	↓4%
3.) CSX Transportation	↓16%
4.) Canadian National Railway	↓4%
5.) Kansas City Southern Railway	↓10%
6.) BNSF Railway	↓24%
7.) Canadian Pacific Railway	↓37%

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

OVERALL RANKINGS (2011):

- 1.) Union Pacific Railroad
- 2.) BNSF 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.) BNSF 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>2014</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	6.52	7.78 (2 nd)	7.81 (1 st)	7.31 (1 st)	6.54 (4 th)
2.) Kansas City Southern Railway	5.75	6.5 (5 th)	6.67 (6 th)	6.5 (4 th)	6.57 (3 rd)
3.) Canadian National Railway	5.69	6 (7 th)	7.17 (4 th)	6.85 (2 nd)	4.85 (6 th)
4.) Norfolk Southern Railway	5.67	7.67 (3 rd)	6.75 (5 th)	5.64 (6 th)	6.7 (2 nd)
5.) CSX Transportation	5.56	7.83 (1 st)	7.5 (3 rd)	5.87 (5 th)	6.1 (5 th)
6.) BNSF Railway	3.53	7.25 (4 th)	7.57 (2 nd)	6.53 (3 rd)	6.93 (1 st)
7.) Canadian Pacific Railway	2.94	6.2 (6 th)	5.64 (7 th)	4.29 (7 th)	4.8 (7 th)

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

NOTE: Canadian National, Union Pacific, CSX, Norfolk Southern, and Kansas City Southern each had an average score between "8-12 hrs" and "12-24 hrs". BNSF and Canadian Pacific had average scores between "12-14 hrs and "> 24 hrs". Canadian National had the highest score. Canadian Pacific had the lowest score.

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
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.) BNSF 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.) BNSF 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.

	<u>2014</u>	<u>2013</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Union Pacific Railroad	6.67	7.50 (2 nd)	7.94 (1 st)	7.19 (1 st)	6.69 (4 th)
2.) Norfolk Southern Railway	6.29	7.44 (3 rd)	6.75 (3 rd)	5.64 (6 th)	7 (2 nd)
3.) Kansas City Southern Railway	6.17	6.5 (5 th)	5.86 (6 th)	6 (5 th)	6.63 (5 th)
4.) CSX Transportation	6.07	8 (1 st)	6.82 (2 nd)	6.13 (4 th)	6.9 (3 rd)
5.) Canadian National Railway	6	6.2 (6 th)	6.31 (4 th)	6.54 (2 nd)	5.2 (6 th)
6.) BNSF Railway	4.39	6.76 (4 th)	5.93 (5 th)	6.4 (3 rd)	7.57 (1 st)
7.) Canadian Pacific Railway	3.13	6.09 (7 th)	5.53 (7 th)	4.36 (7 th)	4.92 (7 th)

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

NOTE: Union Pacific and Canadian National had average scores between "2-4 hrs" and "4-6 hrs". Norfolk Southern, Kansas City Southern, CSX, BNSF, and Canadian Pacific had average scores between "4-6 hrs" and "More than 6 hrs". Union Pacific had the highest score. Canadian Pacific had the lowest.

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" |

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.) BNSF 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.) BNSF 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>2014</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>	<u>2010 (rank)</u>
1.) Norfolk Southern Railway	7.07	7.11 (3 rd)	6.58 (3 rd)	6.29 (5 th)	6.18 (5 th)
2.) CSX Transportation	6.83	7.83 (1 st)	6.7 (2 nd)	6.5 (4 th)	6.5 (3 rd)
3.) Union Pacific Railroad	6.45	7.71 (2 nd)	7.33 (1 st)	7.13 (2 nd)	7.46 (1 st)
4.) Kansas City Southern Railway	5.8	5.67 (7 th)	4.75 (7 th)	6.17 (6 th)	6.43 (4 th)
5.) Canadian National Railway	5.64	6 (5 th)	5.83 (5 th)	6.92 (3 rd)	4.54 (7 th)
6.) BNSF Railway	5.33	6.76 (4 th)	6.15 (4 th)	7.14 (1 st)	7.21 (2 nd)
7.) Canadian Pacific Railway	3.33	5.73 (6 th)	5.43 (6 th)	4.92 (7 th)	5.22 (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.).

	2014	2013 (rank)	2012 (rank)	2011 (rank)	2010 (rank)
1.) Union Pacific Railroad	7.38	7.65 (2 nd)	8.38 (1 st)	8.13 (1 st)	7.54 (2 nd)
2.) CSX Transportation	6.8	7.71 (1 st)	6.55 (4 th)	7.23 (4 th)	6.8 (3 rd)
3.) BNSF Railway	6.79	7.06 (3 rd)	7.5 (2 nd)	7.4 (2 nd)	7.79 (1 st)
4.) Norfolk Southern Railway	6.65	6.44 (5 th)	6.67 (3 rd)	7.31 (3 rd)	6.27 (4 th)
5.) Canadian National Railway	6	6.6 (4 th)	6.38 (5 th)	6.23 (5 th)	5.46 (5 th)
6.) Kansas City Southern Railway	4.14	6.17 (6 th)	5.67 (6 th)	5 (6 th)	4.86 (6 th)
7.) Canadian Pacific Railway	3.56	5.2 (7 th)	4.6 (7 th)	4.58 (7 th)	4.73 (7 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.).

	2014	2013 (rank)	2012 (rank)	2011 (rank)	2010 (rank)
1.) Union Pacific Railroad	7.67	7.83 (1 st)	7.81 (1 st)	7.67 (1 st)	7.38 (1 st)
2.) Norfolk Southern Railway	6.71	7.67 (2 nd)	7 (3 rd)	7.5 (2 nd)	7 (3 rd)
3.) BNSF Railway	6.63	7.53 (3 rd)	7.62 (2 nd)	7.2 (4 th)	7.29 (2 nd)
4.) CSX Transportation	6.47	7.43 (4 th)	7 (3 rd)	7.5 (3 rd)	7 (3 rd)
5.) Canadian National Railway	6.06	6 (5 th)	6.38 (5 th)	6.62 (6 th)	5.69 (5 th)
6.) Kansas City Southern Railway	4.67	5.17 (7 th)	6.25 (6 th)	6.67 (5 th)	5.43 (6 th)
7.) Canadian Pacific Railway	3.75	5.55 (6 th)	5.21 (7 th)	5.83 (7 th)	5.3 (7 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?

	2014	2013 (rank)	2012 (rank)	2011 (rank)	2010 (rank)
1.) Union Pacific Railroad	6.05	5.61 (3 rd)	6.06 (1 st)	6.53 (1 st)	5.92 (4 th)
2.) Norfolk Southern Railway	5.82	5.5 (4 th)	5.33 (5 th)	5.92 (5 th)	6 (3 rd)
3.) Kansas City Southern Railway	5.57	5.5 (5 th)	5 (6 th)	6.5 (2 nd)	6.29 (1 st)
4.) Canadian National Railway	5.5	5.4 (6 th)	5.67 (2 nd)	6.33 (3 rd)	3.77 (7 th)
5.) CSX Transportation	5.27	5.71 (2 nd)	5.6 (3 rd)	5.85 (6 th)	5.7 (5 th)
6.) BNSF Railway	3.74	5.75 (1 st)	5.5 (4 th)	6 (4 th)	6.14 (2 nd)
7.) Canadian Pacific Railway	2.94	4.45 (7 th)	4.86 (7 th)	4.23 (7 th)	4.7 (6 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?

	2014	2013 (rank)	2012 (rank)	2011 (rank)	2010 (rank)
1.) Norfolk Southern Railway	5.82	5.7 (6 th)	5.67 (5 th)	5.92 (1 st)	3.82 (3 rd)
2.) Union Pacific Railroad	5.43	6.31 (2 nd)	6.44 (2 nd)	5.47 (4 th)	4.31 (2 nd)
3.) Canadian National Railway	5.38	6.2 (3 rd)	6 (3 rd)	5.25 (5 th)	3.54 (5 th)
4.) CSX Transportation	5.27	6.86 (1 st)	5.82 (4 th)	5.08 (6 th)	3.8 (4 th)
5.) Kansas City Southern Railway	5.13	5.6 (7 th)	5.2 (7 th)	5.57 (2 nd)	2.57 (7 th)
6.) BNSF Railway	5.05	5.71 (5 th)	6.57 (1 st)	5.5 (3 rd)	4.36 (1 st)
7.) Canadian Pacific Railway	3.69	5.82 (4 th)	5.29 (6 th)	4.73 (7 th)	3.3 (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)?

	2014	2013 (rank)	2012 (rank)	2011 (rank)	2010 (rank)
1.) Norfolk Southern Railway	5.71	5.33 (2 nd)	5.17 (2 nd)	4.92 (2 nd)	3.7 (1 st)
2.) Union Pacific Railroad	5.16	4.76 (4 th)	5.13 (3 rd)	4.47 (5 th)	3.67 (2 nd)
3.) CSX Transportation	5.15	5.33 (2 nd)	5.18 (1 st)	4.31 (7 th)	3.33 (4 th)
4.) Kansas City Southern Railway	4.5	5.6 (1 st)	3.6 (7 th)	5.75 (1 st)	2.67 (6 th)
5.) Canadian National Railway	4.38	4 (6 th)	4.77 (4 th)	4.5 (4 th)	2.58 (7 th)
6.) BNSF Railway	3.74	4.75 (5 th)	4.71 (5 th)	4.4 (6 th)	3.38 (3 rd)
7.) Canadian Pacific Railway	2.86	3.58 (7 th)	4.29 (6 th)	4.58 (3 rd)	2.78 (5 th)

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

	2014	2013 (rank)	2012 (rank)	2011 (rank)	2010 (rank)
1.) Norfolk Southern Railway	6.65	5.78 (6 th)	6.58 (2 nd)	6 (4 th)	5.6 (4 th)
2.) Union Pacific Railroad	6.52	6.89 (1 st)	6.94 (1 st)	6.81 (1 st)	6.15 (2 nd)
3.) CSX Transportation	6.27	6.43 (2 nd)	6.18 (5 th)	6.21 (3 rd)	5.3 (5 th)
4.) Canadian National Railway	5.93	6 (4 th)	5.69 (7 th)	6 (4 th)	4.15 (7 th)
5.) BNSF Railway	4.95	6.13 (3 rd)	6.29 (4 th)	5.38 (7 th)	6.21 (1 st)
6.) Kansas City Southern Railway	4.86	5.5 (7 th)	6.4 (3 rd)	5.5 (6 th)	6 (3 rd)
7.) Canadian Pacific Railway	3.88	5.91 (5 th)	5.93 (6 th)	6.57 (2 nd)	4.36 (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, 4 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 2.8 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 1.5 options for rail service at individual shipping locations.