

*****Please complete survey & return in enclosed postage-paid envelope*****



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.

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian National Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian Pacific Railway	1	2	3	4	5	6	7	8	9	10	N.A.
CSX Transportation	1	2	3	4	5	6	7	8	9	10	N.A.
Kansas City Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Norfolk Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Union Pacific Railroad	1	2	3	4	5	6	7	8	9	10	N.A.

Comments: _____

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

Burlington Northern Santa Fe Railway	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs
Canadian National Railway	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs
Canadian Pacific Railway	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs
CSX Transportation	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs
Kansas City Southern Railway	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs
Norfolk Southern Railway	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs
Union Pacific Railroad	4 hrs or less	4-8 hrs	8-12 hrs	12-24 hrs	More than 24 hrs

Comments: _____

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.

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian National Railway	1	2	3	4	5	6	7	8	9	10	N.A.

Canadian Pacific Railway	1	2	3	4	5	6	7	8	9	10	N.A.
CSX Transportation	1	2	3	4	5	6	7	8	9	10	N.A.
Kansas City Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Norfolk Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Union Pacific Railroad	1	2	3	4	5	6	7	8	9	10	N.A.

Comments: _____

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

Burlington Northern Santa Fe Railway	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs
Canadian National Railway	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs
Canadian Pacific Railway	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs
CSX Transportation	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs
Kansas City Southern Railway	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs
Norfolk Southern Railway	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs
Union Pacific Railroad	2 hrs or less	2-4 hrs	4-6 hrs	More than 6 hrs

Comments: _____

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?

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian National Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian Pacific Railway	1	2	3	4	5	6	7	8	9	10	N.A.
CSX Transportation	1	2	3	4	5	6	7	8	9	10	N.A.
Kansas City Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Norfolk Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Union Pacific Railroad	1	2	3	4	5	6	7	8	9	10	N.A.

Comments: _____

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.).

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian National Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian Pacific Railway	1	2	3	4	5	6	7	8	9	10	N.A.
CSX Transportation	1	2	3	4	5	6	7	8	9	10	N.A.
Kansas City Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Norfolk Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Union Pacific Railroad	1	2	3	4	5	6	7	8	9	10	N.A.

Comments: _____

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.).

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian National Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian Pacific Railway	1	2	3	4	5	6	7	8	9	10	N.A.
CSX Transportation	1	2	3	4	5	6	7	8	9	10	N.A.
Kansas City Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Norfolk Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Union Pacific Railroad	1	2	3	4	5	6	7	8	9	10	N.A.

Comments: _____

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?

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Canadian National Railway	1	2	3	4	5	6	7	8	9	10	N.A.
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CSX Transportation	1	2	3	4	5	6	7	8	9	10	N.A.
Kansas City Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Norfolk Southern Railway	1	2	3	4	5	6	7	8	9	10	N.A.
Union Pacific Railroad	1	2	3	4	5	6	7	8	9	10	N.A.

Comments: _____

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?

⇐Worse.....Better⇒

Burlington Northern Santa Fe Railway	1	2	3	4	5	6	7	8	9	10	N.A.
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Comments: _____

