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## Results: 6<sup>th</sup> Annual Railroad Report Card – 2015

### OVERALL RANKINGS (2015):

	<u>Overall % ↑ or ↓ from 2014</u>
1.) Union Pacific Railroad	↑5%
2.) BNSF Railway	↑26%
3.) CSX Transportation	↓4%
4.) Norfolk Southern Railway	↓15%
5.) Canadian National Railway	↓6%
6.) Kansas City Southern Railway	↓17%
7.) Canadian Pacific Railway	↑15%

### 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

**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

**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.

	<b><u>2015</u></b>	<b><u>2014 (rank)</u></b>	<b><u>2013 (rank)</u></b>	<b><u>2012 (rank)</u></b>	<b><u>2011 (rank)</u></b>
1.) Union Pacific Railroad	7.39	6.52 (1 <sup>st</sup> )	7.78 (2 <sup>nd</sup> )	7.81 (1 <sup>st</sup> )	7.31 (1 <sup>st</sup> )
2.) Canadian National Railway	6.57	5.69 (3 <sup>rd</sup> )	6 (7 <sup>th</sup> )	7.17 (4 <sup>th</sup> )	6.85 (2 <sup>nd</sup> )
3.) BNSF Railway	6.56	3.53 (6 <sup>th</sup> )	7.25 (4 <sup>th</sup> )	7.57 (2 <sup>nd</sup> )	6.53 (3 <sup>rd</sup> )
4.) CSX Transportation	6.23	5.56 (5 <sup>th</sup> )	7.83 (1 <sup>st</sup> )	7.5 (3 <sup>rd</sup> )	5.87 (5 <sup>th</sup> )
5.) Norfolk Southern Railway	5.64	5.67 (4 <sup>th</sup> )	7.67 (3 <sup>rd</sup> )	6.75 (5 <sup>th</sup> )	5.64 (6 <sup>th</sup> )
6.) Kansas City Southern Railway	4.83	5.75 (2 <sup>nd</sup> )	6.5 (5 <sup>th</sup> )	6.67 (6 <sup>th</sup> )	6.5 (4 <sup>th</sup> )
7.) Canadian Pacific Railway	4.4	2.94 (7 <sup>th</sup> )	6.2 (6 <sup>th</sup> )	5.64 (7 <sup>th</sup> )	4.29 (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 Railway, BNSF Railway, CSX, Canadian National and Norfolk Southern 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.

**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 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"

### **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>2015</u></b>	<b><u>2014 (rank)</u></b>	<b><u>2013 (rank)</u></b>	<b><u>2012 (rank)</u></b>	<b><u>2011 (rank)</u></b>
1.) Union Pacific Railroad	7.28	6.67 (1 <sup>st</sup> )	7.50 (2 <sup>nd</sup> )	7.94 (1 <sup>st</sup> )	7.19 (1 <sup>st</sup> )
2.) BNSF Railway	6.69	4.39 (6 <sup>th</sup> )	6.76 (4 <sup>th</sup> )	5.93 (5 <sup>th</sup> )	6.4 (3 <sup>rd</sup> )
3.) CSX Transportation	6.25	6.07 (4 <sup>th</sup> )	8 (1 <sup>st</sup> )	6.82 (2 <sup>nd</sup> )	6.13 (4 <sup>th</sup> )
4.) Canadian National Railway	5.67	6 (5 <sup>th</sup> )	6.2 (6 <sup>th</sup> )	6.31 (4 <sup>th</sup> )	6.54 (2 <sup>nd</sup> )
5.) Kansas City Southern Railway	5.33	6.17 (3 <sup>rd</sup> )	6.5 (5 <sup>th</sup> )	5.86 (6 <sup>th</sup> )	6 (5 <sup>th</sup> )
6.) Norfolk Southern Railway	5.33	6.29 (2 <sup>nd</sup> )	7.44 (3 <sup>rd</sup> )	6.75 (3 <sup>rd</sup> )	5.64 (6 <sup>th</sup> )
7.) Canadian Pacific Railway	4.13	3.13 (7 <sup>th</sup> )	6.09 (7 <sup>th</sup> )	5.53 (7 <sup>th</sup> )	4.36 (7 <sup>th</sup> )

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

NOTE: Union Pacific and Kansas City Southern Railway had average scores between “2-4 hrs” and “4-6 hrs”. BNSF Railway, CSX Transportation, Norfolk Southern, Canadian National 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.

**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” |

**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” |

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>2015</u></b>	<b><u>2014 (rank)</u></b>	<b><u>2013 (rank)</u></b>	<b><u>2012 (rank)</u></b>	<b><u>2011 (rank)</u></b>
1.) Union Pacific Railroad	7.33	6.45 (3 <sup>rd</sup> )	7.71 (2 <sup>nd</sup> )	7.33 (1 <sup>st</sup> )	7.13 (2 <sup>nd</sup> )
2.) BNSF Railway	6.25	5.33 (6 <sup>th</sup> )	6.76 (4 <sup>th</sup> )	6.15 (4 <sup>th</sup> )	7.14 (1 <sup>st</sup> )
3.) CSX Transportation	5.64	6.83 (2 <sup>nd</sup> )	7.83 (1 <sup>st</sup> )	6.7 (2 <sup>nd</sup> )	6.5 (4 <sup>th</sup> )
4.) Canadian National Railway	5.31	5.64 (5 <sup>th</sup> )	6 (5 <sup>th</sup> )	5.83 (5 <sup>th</sup> )	6.92 (3 <sup>rd</sup> )
5.) Norfolk Southern Railway	5.25	7.07 (1 <sup>st</sup> )	7.11 (3 <sup>rd</sup> )	6.58 (3 <sup>rd</sup> )	6.29 (5 <sup>th</sup> )
6.) Kansas City Southern Railway	4.83	5.8 (4 <sup>th</sup> )	5.67 (7 <sup>th</sup> )	4.75 (7 <sup>th</sup> )	6.17 (6 <sup>th</sup> )
7.) Canadian Pacific Railway	3.50	3.33 (7 <sup>th</sup> )	5.73 (6 <sup>th</sup> )	5.43 (6 <sup>th</sup> )	4.92 (7 <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>2015</u></b>	<b><u>2014 (rank)</u></b>	<b><u>2013 (rank)</u></b>	<b><u>2012 (rank)</u></b>	<b><u>2011 (rank)</u></b>
1.) Union Pacific Railroad	7.47	7.38 (1 <sup>st</sup> )	7.65 (2 <sup>nd</sup> )	8.38 (1 <sup>st</sup> )	8.13 (1 <sup>st</sup> )
2.) BNSF Railway	7.44	6.79 (3 <sup>rd</sup> )	7.06 (3 <sup>rd</sup> )	7.5 (2 <sup>nd</sup> )	7.4 (2 <sup>nd</sup> )
3.) CSX Transportation	6.46	6.8 (2 <sup>nd</sup> )	7.71 (1 <sup>st</sup> )	6.55 (4 <sup>th</sup> )	7.23 (4 <sup>th</sup> )
4.) Norfolk Southern Railway	6	6.65 (4 <sup>th</sup> )	6.44 (5 <sup>th</sup> )	6.67 (3 <sup>rd</sup> )	7.31 (3 <sup>rd</sup> )
5.) Canadian National Railway	5.67	6 (5 <sup>th</sup> )	6.6 (4 <sup>th</sup> )	6.38 (5 <sup>th</sup> )	6.23 (5 <sup>th</sup> )
6.) Kansas City Southern Railway	5.33	4.14 (6 <sup>th</sup> )	6.17 (6 <sup>th</sup> )	5.67 (6 <sup>th</sup> )	5 (6 <sup>th</sup> )
7.) Canadian Pacific Railway	4.15	3.56 (7 <sup>th</sup> )	5.2 (7 <sup>th</sup> )	4.6 (7 <sup>th</sup> )	4.58 (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>2015</u></b>	<b><u>2014 (rank)</u></b>	<b><u>2013 (rank)</u></b>	<b><u>2012 (rank)</u></b>	<b><u>2011 (rank)</u></b>
1.) Union Pacific Railroad	8.24	7.67 (1 <sup>st</sup> )	7.83 (1 <sup>st</sup> )	7.81 (1 <sup>st</sup> )	7.67 (1 <sup>st</sup> )
2.) BNSF Railway	7.06	6.63 (3 <sup>rd</sup> )	7.53 (3 <sup>rd</sup> )	7.62 (2 <sup>nd</sup> )	7.2 (4 <sup>th</sup> )
3.) CSX Transportation	6.69	6.47 (4 <sup>th</sup> )	7.43 (4 <sup>th</sup> )	7 (3 <sup>rd</sup> )	7.5 (3 <sup>rd</sup> )
4.) Norfolk Southern Railway	6.62	6.71 (2 <sup>nd</sup> )	7.67 (2 <sup>nd</sup> )	7 (3 <sup>rd</sup> )	7.5 (2 <sup>nd</sup> )
5.) Canadian National Railway	5.79	6.06 (5 <sup>th</sup> )	6 (5 <sup>th</sup> )	6.38 (5 <sup>th</sup> )	6.62 (6 <sup>th</sup> )
6.) Kansas City Southern Railway	5	4.67 (6 <sup>th</sup> )	5.17 (7 <sup>th</sup> )	6.25 (6 <sup>th</sup> )	6.67 (5 <sup>th</sup> )
7.) Canadian Pacific Railway	4.77	3.75 (7 <sup>th</sup> )	5.55 (6 <sup>th</sup> )	5.21 (7 <sup>th</sup> )	5.83 (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>2015</u></b>	<b><u>2014 (rank)</u></b>	<b><u>2013 (rank)</u></b>	<b><u>2012 (rank)</u></b>	<b><u>2011 (rank)</u></b>
1.) Kansas City Southern Railway	6.5	5.57 (3 <sup>rd</sup> )	5.5 (5 <sup>th</sup> )	5 (6 <sup>th</sup> )	6.5 (2 <sup>nd</sup> )
2.) Union Pacific Railroad	6.24	6.05 (1 <sup>st</sup> )	5.61 (3 <sup>rd</sup> )	6.06 (1 <sup>st</sup> )	6.53 (1 <sup>st</sup> )
3.) BNSF Railway	5.6	3.74 (6 <sup>th</sup> )	5.75 (1 <sup>st</sup> )	5.5 (4 <sup>th</sup> )	6 (4 <sup>th</sup> )
4.) CSX Transportation	5.33	5.27 (5 <sup>th</sup> )	5.71 (2 <sup>nd</sup> )	5.6 (3 <sup>rd</sup> )	5.85 (6 <sup>th</sup> )
5.) Canadian National Railway	4.92	5.5 (4 <sup>th</sup> )	5.4 (6 <sup>th</sup> )	5.67 (2 <sup>nd</sup> )	6.33 (3 <sup>rd</sup> )
6.) Norfolk Southern Railway	4.69	5.82 (2 <sup>nd</sup> )	5.5 (4 <sup>th</sup> )	5.33 (5 <sup>th</sup> )	5.92 (5 <sup>th</sup> )
7.) Canadian Pacific Railway	3.08	2.94 (7 <sup>th</sup> )	4.45 (7 <sup>th</sup> )	4.86 (7 <sup>th</sup> )	4.23 (7 <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>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>
1.) BNSF Railway	5.88	5.05 (6 <sup>th</sup> )	5.71 (5 <sup>th</sup> )	6.57 (1 <sup>st</sup> )	5.5 (3 <sup>rd</sup> )
2.) Union Pacific Railroad	5.67	5.43 (2 <sup>nd</sup> )	6.31 (2 <sup>nd</sup> )	6.44 (2 <sup>nd</sup> )	5.47 (4 <sup>th</sup> )
3.) Norfolk Southern Railway	4.79	5.82 (1 <sup>st</sup> )	5.7 (6 <sup>th</sup> )	5.67 (5 <sup>th</sup> )	5.92 (1 <sup>st</sup> )
3.) Canadian National Railway	4.79	5.38 (3 <sup>rd</sup> )	6.2 (3 <sup>rd</sup> )	6 (3 <sup>rd</sup> )	5.25 (5 <sup>th</sup> )
5.) CSX Transportation	4.69	5.27 (4 <sup>th</sup> )	6.86 (1 <sup>st</sup> )	5.82 (4 <sup>th</sup> )	5.08 (6 <sup>th</sup> )
6.) Kansas City Southern Railway	4.25	5.13 (5 <sup>th</sup> )	5.6 (7 <sup>th</sup> )	5.2 (7 <sup>th</sup> )	5.57 (2 <sup>nd</sup> )
7.) Canadian Pacific Railway	3.62	3.69 (7 <sup>th</sup> )	5.82 (4 <sup>th</sup> )	5.29 (6 <sup>th</sup> )	4.73 (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>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>
1.) BNSF Railway	4.38	3.74 (6 <sup>th</sup> )	4.75 (5 <sup>th</sup> )	4.71 (5 <sup>th</sup> )	4.4 (6 <sup>th</sup> )
2.) Union Pacific Railroad	4	5.16 (2 <sup>nd</sup> )	4.76 (4 <sup>th</sup> )	5.13 (3 <sup>rd</sup> )	4.47 (5 <sup>th</sup> )
3.) Canadian National Railway	4	4.38 (5 <sup>th</sup> )	4 (6 <sup>th</sup> )	4.77 (4 <sup>th</sup> )	4.5 (4 <sup>th</sup> )
4.) CSX Transportation	3.92	5.15 (3 <sup>rd</sup> )	5.33 (2 <sup>nd</sup> )	5.18 (1 <sup>st</sup> )	4.31 (7 <sup>th</sup> )
5.) Norfolk Southern Railway	3.62	5.71 (1 <sup>st</sup> )	5.33 (2 <sup>nd</sup> )	5.17 (2 <sup>nd</sup> )	4.92 (2 <sup>nd</sup> )
6.) Canadian Pacific Railway	3	2.86 (7 <sup>th</sup> )	3.58 (7 <sup>th</sup> )	4.29 (6 <sup>th</sup> )	4.58 (3 <sup>rd</sup> )
7.) Kansas City Southern Railway	2.6	4.5 (4 <sup>th</sup> )	5.6 (1 <sup>st</sup> )	3.6 (7 <sup>th</sup> )	5.75 (1 <sup>st</sup> )

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

	<u>2015</u>	<u>2014 (rank)</u>	<u>2013 (rank)</u>	<u>2012 (rank)</u>	<u>2011 (rank)</u>
1.) Union Pacific Railroad	6.76	6.52 (2 <sup>nd</sup> )	6.89 (1 <sup>st</sup> )	6.94 (1 <sup>st</sup> )	6.81 (1 <sup>st</sup> )
2.) CSX Transportation	5.92	6.27 (3 <sup>rd</sup> )	6.43 (2 <sup>nd</sup> )	6.18 (5 <sup>th</sup> )	6.21 (3 <sup>rd</sup> )
3.) BNSF Railway	5.73	4.95 (5 <sup>th</sup> )	6.13 (3 <sup>rd</sup> )	6.29 (4 <sup>th</sup> )	5.38 (7 <sup>th</sup> )
4.) Norfolk Southern Railway	5.57	6.65 (1 <sup>st</sup> )	5.78 (6 <sup>th</sup> )	6.58 (2 <sup>nd</sup> )	6 (4 <sup>th</sup> )
5.) Canadian National Railway	5.53	5.93 (4 <sup>th</sup> )	6 (4 <sup>th</sup> )	5.69 (7 <sup>th</sup> )	6 (4 <sup>th</sup> )
6.) Canadian Pacific Railway	4.64	3.88 (7 <sup>th</sup> )	5.91 (5 <sup>th</sup> )	5.93 (6 <sup>th</sup> )	6.57 (2 <sup>nd</sup> )
7.) Kansas City Southern Railway	4.5	4.86 (6 <sup>th</sup> )	5.5 (7 <sup>th</sup> )	6.4 (3 <sup>rd</sup> )	5.5 (6 <sup>th</sup> )

**Rail Customer Profile**

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

- |                          |                           |                          |                              |
|--------------------------|---------------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | BNSF Railway              | <input type="checkbox"/> | Kansas City Southern Railway |
| <input type="checkbox"/> | Canadian National Railway | <input type="checkbox"/> | Norfolk Southern Railway     |
| <input type="checkbox"/> | Canadian Pacific Railway  | <input type="checkbox"/> | Union Pacific Railroad       |
| <input type="checkbox"/> | CSX Transportation        |                          |                              |

***Survey respondents utilized, on average, 4 of the 7 Class I railroads over the past 12 months.***

