

## **Tabulated Results**

### **North Dakota Rail Satisfaction Survey**

#### **Carrier Codes:**

**BNSF = Burlington Northern Santa Fe**

**CP = Canadian Pacific**

**RRVW = Red River Valley & Western (BNSF Affiliate)**

**DMVW = Dakota, Missouri Valley & Western (CP Affiliate)**

**NP = Northern Plains (CP Affiliate)**

### **North Dakota Public Service Commission**

**November 2001**

**Table 1.1 Total and Average Physical Capacity of Respondent Elevators.**

<b>Railroad</b>	<b># of Respondents</b>	<b>Sum of Physical Capacity</b>	<b>Average of Physical Capacity</b>
<b>BNSF</b>	74	60,024,760	811,145
<b>CP</b>	24	18,567,000	773,625
<b>RRVW</b>	14	9,906,000	707,571
<b>DMVW</b>	11	6,125,000	556,818
<b>NP</b>	7	2,068,000	344,667

(Note: Average capacity of all North Dakota elevators is 585,000 bushels).

**Table 1.2 Rail Track Capacity of Respondent Elevators.**

<b>Railroad</b>	<b># of Respondents</b>	<b>Sum of Track Capacity</b>	<b>Average of Track Capacity</b>
<b>BNSF</b>	73	2,935	40
<b>CP</b>	23	1,135	49
<b>RRVW</b>	14	424	30
<b>DMVW</b>	10	415	42
<b>NP</b>	6	190	32

**Table 2.1 Response Rate Sorted by Railroad.**

<b>Railroad</b>	<b>Approx. # of Surveys Sent</b>	<b># of Respondents</b>	<b>Response Rate</b>
<b>BNSF</b>	201	76	37.8%
<b>CP</b>	40	24	60.0%
<b>RRVW</b>	48	14	29.2%
<b>DMVW</b>	22	11	50.0%
<b>NP</b>	28	7	25.0%
<b>Total</b>	<b>339</b>	132	38.9%

**Table 4.1 Bushels Handled by Respondents and Subsequently Shipped by Rail.**

<b>Railroad</b>	<b>Bushels Handled by Elevators</b>	<b>Bushels Shipped by Rail</b>	<b>Percentage of Bushels Shipped by Rail</b>
<b>BNSF</b>	201,797,666	162,134,666	80%
<b>CP</b>	42,130,000	29,191,000	69%
<b>RRVW</b>	34,350,000	25,757,000	75%
<b>DMVW</b>	17,800,000	11,600,000	65%
<b>NP</b>	8,850,000	7,470,000	84%

(Note: For the 12 months ending 6/30/01, 73% of all the grain shipped by North Dakota grain elevators was sent by rail).

**Table 6.1 Carrier Service Rating. (Scale: 1=Poor, 2=Fair, 3= Good, 4=Excellent.)**

<b>Railroad</b>	<b># of Respondents</b>	<b>Rating</b>
<b>BNSF</b>	73	1.96
<b>RRVW</b>	17	2.38
<b>DMVW</b>	8	2.75
<b>CP</b>	23	2.86
<b>NP</b>	11	3.09

**Table 7.1. Elevators Receiving No Notice Before Receiving Empties.**

<b>Railroad</b>	<b>% of Elevators Not Receiving Notice</b>
<b>BNSF</b>	18%
<b>CP</b>	27%
<b>RRVW</b>	24%
<b>DMVW</b>	0%
<b>NP</b>	14%

**Table 8.1 Respondents Reporting Problems - Lack of Notice of Arrival of Empties.**

	<b>Extra Help</b>	<b>Overtime</b>	<b>Scheduling</b>	<b>Deadlines</b>	<b>Other</b>
<b>BNSF (74)</b>	51%	75%	52%	56%	14%
<b>CP (24)</b>	42%	79%	38%	50%	29%
<b>RRVW (14)</b>	14%	21%	57%	50%	28%
<b>DMVW (11)</b>	36%	64%	36%	27%	27%
<b>NP (7)</b>	42%	0%	14%	42%	0%

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Table 9.1 BNSF Shippers - Level of Concern with Various Items.**

<b>Rail Issues</b>	<b>Very Concerned</b>	<b>Moderately Concerned</b>	<b>Not Concerned</b>
<b>Excessive Rates</b>	67%	27%	7%
<b>Preferential Rates</b>	71%	17%	12%
<b>Preferential Service</b>	64%	21%	15%
<b>Demurrage</b>	69%	29%	1%
<b>Lack of Notice for Arrivals</b>	33%	53%	17%
<b>Site lease, rental rates, liability</b>	33%	47%	19%
<b>Other</b>	19%	1%	

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Table 9.2 CP Shippers - Level of Concern with Various Items**

<b>Rail Issues</b>	<b>Very Concerned</b>	<b>Moderately Concerned</b>	<b>Not Concerned</b>
<b>Excessive Rates</b>	72%	24%	4%
<b>Preferential Rates</b>	74%	17%	9%
<b>Preferential Service</b>	57%	17%	26%
<b>Demurrage</b>	52%	22%	26%
<b>Lack of Notice for Arrivals</b>	22%	52%	22%
<b>Site lease, rental rates, liability</b>	39%	44%	13%
<b>Other</b>	9%		

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Table 9.3 RRVW Shippers - Level of Concern with Various Items**

<b>Rail Issues</b>	<b>Very Concerned</b>	<b>Moderately Concerned</b>	<b>Not Concerned</b>
<b>Excessive Rates</b>	62%	38%	0%
<b>Preferential Rates</b>	67%	27%	6%
<b>Preferential Service</b>	73%	20%	7%
<b>Demurrage</b>	20%	47%	33%
<b>Lack of Notice for Arrivals</b>	20%	47%	33%
<b>Site lease, rental rates, liability</b>	53%	20%	27%
<b>Other</b>	13%		

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Table 9.4 DMVW Shippers - Level of Concern with Various Items**

<b>Rail Issues</b>	<b>Very Concerned</b>	<b>Moderately Concerned</b>	<b>Not Concerned</b>
<b>Excessive Rates</b>	38%	62%	0%
<b>Preferential Rates</b>	38%	13%	49%
<b>Preferential Service</b>	25%	12%	63%
<b>Demurrage</b>	12%	50%	38%
<b>Lack of Notice for Arrivals</b>	0%	75%	25%
<b>Site lease, rental rates, liability</b>	38%	62%	0%
<b>Other</b>			

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Table 9.5 NP Shippers - Level of Concern with Various Items**

<b>Rail Issues</b>	<b>Very Concerned</b>	<b>Moderately Concerned</b>	<b>Not Concerned</b>
<b>Excessive Rates</b>	43%	43%	14%
<b>Preferential Rates</b>	43%	29%	28%
<b>Preferential Service</b>	43%	43%	14%
<b>Demurrage</b>	29%	43%	28%
<b>Lack of Notice for Arrivals</b>	14%	57%	29%
<b>Site lease, rental rates, liability</b>	38%	62%	0%
<b>Other</b>			

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Table 10.1. Demurrage Features Rated by BNSF Shippers.**

<b>Demurrage Feature</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	9%	7%	7%
<b>Most objectionable</b>	29%	56%	28%
<b>Second most objectionable</b>	31%	28%	20%
<b>Third most objectionable</b>	31%	9%	45%

**Table 10.2. Demurrage Features Rated by CP Shippers.**

<b>Demurrage Feature</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	5%	5%	5%
<b>Most objectionable</b>	24%	62%	43%
<b>Second most objectionable</b>	43%	19%	19%
<b>Third most objectionable</b>	29%	14%	33%

**Table 10.3. Demurrage Features Rated by RRVW Shippers.**

<b>Demurrage Feature</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	5%	5%	6%
<b>Most objectionable</b>	19%	63%	18%
<b>Second most objectionable</b>	38%	19%	35%
<b>Third most objectionable</b>	38%	13%	41%

**Table 10.4. Demurrage Features Rated by DMVW Shippers.**

<b>Demurrage Feature</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	14%	14%	14%
<b>Most objectionable</b>	14%	52%	19%
<b>Second most objectionable</b>	14%	27%	41%
<b>Third most objectionable</b>	57%	7%	26%

**Table 10.5. Demurrage Features Rated by NP Shippers.**

<b>Demurrage Feature</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	14%	14%	14%
<b>Most objectionable</b>	43%	71%	29%
<b>Second most objectionable</b>	43%	14%	0%
<b>Third most objectionable</b>	0%	0%	57%

**Table 11.1. Average Percentage of Railcars Accessed Demurrage by Railroad.**

<b>Railroad</b>	<b>Weighted by Bushels Shipped</b>
<b>BNSF</b>	8%
<b>CP</b>	2%
<b>RRVW</b>	6%
<b>DMVW</b>	1%
<b>NP</b>	5%

**Table 12.1. Average Annual Demurrage Paid by Elevators to Railroad.**

<b>Railroad</b>	<b>Average Demurrage Paid by Shipper</b>
<b>BNSF</b>	\$2515
<b>CP</b>	\$910
<b>RRVW</b>	\$771
<b>DMVW</b>	\$500
<b>NP</b>	\$241

**Table 13.1. Average Demurrage Days When Assessed by Railroad.**

<b>Railroad</b>	<b>Average Demurrage Days</b>
<b>BNSF</b>	1.23
<b>CP</b>	1.39
<b>RRVW</b>	.82
<b>DMVW</b>	.75
<b>NP</b>	.43

**Table 14.1. Impact of BNSF's Peak Demurrage Rules on Shippers.**

	<b>Pay More Demurrage</b>	<b>Work Longer Hours/Overtime</b>	<b>Other</b>
<b>Aggregate</b>	47%	64%	9%

(Note: Narrative comments submitted by shippers are presented later in this Appendix).

**Question 8e. What problems do you experience at your elevator when notice of arrival of empties is either not given or is inaccurate?**

**Responses from BNSF Shippers**

- ☐ The cars arrive on Fridays so it is difficult to get billings over the weekend.
- ☐ Biggest problem is loading weekend/holidays/nights to accommodate RR, extremely stressful on help and their families.
- ☐ Planning!
- ☐ Demurrage
- ☐ Getting stuck with demurrage bills when more than 1 car misses spot dates and all come in at one time.
- ☐ Concern of demurrage.
- ☐ We share a trackmobile with a neighboring Cargill location. Inaccurate notification makes it harder to have equipment in the right place at the right time.
- ☐ The notice is usually right on, it's just having to wait on cars after they are ordered.
- ☐ Bad (poor condition) cars unloadable.
- ☐ Being required to load during dark hours to avoid demurrage charges-very dangerous. Having to load after employees have already put in 10-14 hour shifts.
- ☐ Being required to load during dark hours to avoid demurrage charges-very dangerous. Having to load after employees have already put in 10-14 hour shifts.

**Responses from CP Shippers**

- ☐ Pile more grain on the ground during harvest.
- ☐ Concern of demurrage.
- ☐ They require as much as 25 days notice when ordering cars. Yet, they can't even begin to get them here on time. So we can't really schedule anything.
- ☐ We end up paying demurrage.
- ☐ Piling grain.
- ☐ Not being able to use spot market.

**Responses from RRVW Shippers**

- ☐ Working with RRV&W is great.
- ☐ Missing out on business when you cannot plan on them being there on time.
- ☐ Having wrong grain (different commodity or quality) in loading position for freight that arrives. Missing market opportunities because of lack of confidence in railroad performance. Grain quality deterioration and increased interest cost for show performance.
- ☐ They never bring cars.

**Responses from DMVW Shippers**

- ☐ Too little space, too little track.
- ☐ Concern of demurrage.
- ☐ Having to pile grain.

## Responses from NP Shippers

☐ None.

**Question 9g.        Please indicate your level of concern with various  
                 railroad-  
                 related items (rates, service, demurrage, etc.).**

**Responses from BNSF Shippers**

- ☐ We have access to 1 railroad and 1 set of rule - theirs.
- ☐ They say they have empties in New Rockford. The next day the train goes south but no cars are spotted (delivered for loading). Call them, and they say they are out.
- ☐ Bottle necks in shipping stays too long at one sight. Not keeping cars moving.
- ☐ NDGD (North Dakota Grain Dealers Association) warn BN.
- ☐ Can't get a hold of anyone that knows what is going on! Pass the buck.
- ☐ Condition of equipment upon arrival.
- ☐ Main line switch (cost of switching) should be railroad responsibility.
- ☐ Late service and communication becomes a huge issue when trying to market grain.
- ☐ Customer service and reliability. We are not treated like customers on the BNSF; they do not address our concerns like most businesses would because we are captive shippers.
- ☐ Inability to get in contact with someone to discuss discrepancies about billing and demurrage.
- ☐ They won't fix up sidings, don't clean crossings, take care of weeds or clean their old lease sites.
- ☐ We always receive cars on the weekend. In last 6 months we have only received one train that didn't come in on a weekend. That means we have to work our employees 7 days a week.
- ☐ Maintenance of trackage.
- ☐ Quality of cars given.
- ☐ Railroad seeming inability to keep it's grain fleet operating efficiently; I'm sure their intermodal takes priority.
- ☐ Forcing the movement to shuttle facilities.
- ☐ Unfair pricing for shuttles. Also, lease buyouts with no guarantee of unfair placement of cars.
- ☐ It has been brought to my attention by a local farmer that while checking some records at the registrar of deeds office the RR doesn't pay land taxes. Why is this? If we have to pay rent on the property, why don't they have to pay property tax?

**Responses from CP Shippers**

- ☐ Main line switch (cost of switching) should be railroad responsibility.

**Responses from RRVW Shippers**

- ☐ The way our business is going the little guy is dead. I really believe no one gives a shit about the little guy anymore. To survive we handle anything and everything which in turn only gets half the rate the shuttle train loaders make.
- ☐ Late service and communication becomes a huge issue when trying to market grain.

**Responses from DMVW Shippers**

☐ None.

**Responses from NP Shippers**

☐ None.

**Question 14-c      What effect do peak period demurrage rules have on you?**

**Responses from BNSF Shippers**

- ☐ Working all night long, worn out employees, not safe.
- ☐ In our case it seems when loading BN cars you get both (demurrage & overtime wages) because all grain has to be probed and graded before you can get it billed. So you end up paying demurrage and overtime. CP cars are more forgiving.
- ☐ Even if the employees are tired we will have to work at night to get the job done. We have spent huge dollars in speeding up our facility "for them".
- ☐ Most cars are delivered on Thursday nights. If we can't bill (release to market & notify carrier of destination) Friday or Saturday they bill us all weekend for demurrage!
- ☐ We just don't have the time to load the cars when they spot (deliver for loading) them. I'll order the cars for Monday and we have the manpower and equipment lined up for then, and they won't show up until Friday.
- ☐ The railroad has a tendency to spot cars Saturday and at weeks end when it is nearly impossible to get grades and billing information in time to release cars without paying demurrage.
- ☐ Decrease profit margins.

**Responses from CP Shippers**

- ☐ RRV&W works with you and CP works with us.
- ☐ No peak rules on CP.

**Responses from RRVW Shippers**

- ☐ Haven't loaded any cars in peak period because you can't depend on them.
- ☐ Really none.
- ☐ None; RRVW does not use this system.
- ☐ Never load cars.

**Responses from DMVW Shippers**

- ☐ None.

**Responses from NP Shippers**

- ☐ None.

**Question 15**

**Do you have examples of service failures that you would like to provide?**

**Responses from BNSF Shippers**

- ☐ Cars always set for days after loading yet we have 24-48 hours to load them. Penalties are all one way they do not penalize themselves for not moving the cars to their destination on time.
- ☐ Bottlenecks in shipping moves too slow from certain shipping points.
- ☐ Tried to order cars for a new location. No one returned calls. Kept getting passed on to another person's voice mail.
- ☐ The ETA's (estimated time of arrival) need to be better. Loaded cars sit for 3-5 days before being pulled.
- ☐ Ridiculous, every train is an unbelievable challenge. I wake up thinking about the railroad and go to bed thinking about the railroad. I work for them-not the farmer?
- ☐ We have failures everyday, they don't bring what they are supposed to. They don't come at all or they don't pull what they should.
- ☐ No switches on cars, when cars are available.
- ☐ The BNSF treats us like they don't want our business. If you have a problem it is just about impossible to talk to a live human being, just answering machines and no call backs.
- ☐ Weekend placement on Saturday or Sunday of cars with no prior notification for cars that are typically ordered for Monday - Thursday and are 5 to 10 days late.
- ☐ We just don't have the time to load the cars when they spot (deliver for loading) them. I'll order the cars for Monday and we have the manpower and equipment lined up and they won't show up till Friday.
- ☐ Ordering 5 cars this week and 5 cars next week and three weeks later we get all 10 at the same time and have to load right away even if it is on a weekend and we had them ordered for Wednesday.
- ☐ Mainly not getting cars on want dates. Sometimes a week later.
- ☐ Our only major problem is the trackage! We have been pulling cars for 1/4 mile for 20 months!
- ☐ Not knowing if cars will be here on the date or date's ordered. RR should be able to give one week's notice before rail cars arrive so I can give time off or vacation.
- ☐ The railroad has a tendency to spot cars (deliver for loading) late and at week's end when it is nearly impossible to get grades and billing information in time to release cars without paying demurrage and to sell spot trains at peak market prices. They pay no penalty for revenue we loose as a result of their poor service.
- ☐ Establish day when to expect empties.
- ☐ Hopper and box cars unfit to load.
- ☐ We order cars for Monday service. Almost never get them on Monday. More than 90 percent are spotted on Thursday night so we get to pay demurrage over the weekend.
- ☐ The biggest problem with service failures I can see is the inability of the railroad to pinpoint when service will be made. It is the most frustrating part of planning ahead we face. If the railroad could give a better idea it would allow us to better serve our customers. We tell our customers a train has been

ordered on a particular date and that they have been running 5 days late. The biggest problem arises then when the particular train takes 10 to 15 days to be spotted (delivered for loading). There are several times that cars are spotted incorrectly at our facility. The railroad supposedly knows how the cars are to be spotted, but for some reason they spot them incorrectly. This requires us to move cars to get them in the right position so we can start. We could ask that the crew do it right, but most of the time we need to get started as soon as possible to better serve our customers.

- ❑ During the 2001 harvest, I was having trouble getting cars. I went to Sterling and saw empty cars sitting everywhere. It's obvious that the terminals get preferential service.
- ❑ Late service causes elevator to plug (become full & be unable to purchase more grain from farmers), have to shut customers off of delivery.

#### **Responses from CP Shippers**

- ❑ Cannot spot cars (deliver for loading) at the right elevator. Won't move full cars down the line. Cars don't come when they say they are coming.
- ❑ They have simply skipped us on occasion.

#### **Responses from RRVW Shippers**

- ❑ We don't have rail service at this location anymore. We still have track, but the railroad won't go there without a unit train order.
- ❑ It just seems like they slip behind and then it is so hard to catch up.
- ❑ Ordered cars in 1998 and have not received them yet.

#### **Responses from DMVW Shippers**

- ❑ Not much rail service at this location.
- ❑ Specific time of year. Snow removal and soft track.
- ❑ Specific times of the year. Snow removal and soft track.

#### **Responses from NP Shippers**

- ❑ Train won't run because of many excuses. It rained, too hot etc.

**Question 16**

**What, if any, comments would you like to offer concerning the rail service that you receive?**

**Responses from BNSF Shippers**

- ☐ We are notified 1-2 days prior to train arrival with a letter stating they will be placed by 6:00 pm the following day and cars arrive any time within that period.
- ☐ Keep cars moving from line to line.
- ☐ My service has improved greatly over the last year. But not to above standard, just standard. But I'm on the main line. The rates have to be standardized.
- ☐ I have received fairly decent rail service.
- ☐ If the BNSF had competition, they would be out of business tomorrow. Let's talk about anti-trust. "Monopoly".
- ☐ Rail service has been good.
- ☐ We find during seasonal demurrage (higher penalties during periods of high demand) that a lot of cars spot on Friday evening or Saturday.
- ☐ We are not their customers-we are their robots. And they are "horse-shit" transportation providers.
- ☐ I wish they would be more reliable. It would be nice they would try to make up for a failure instead of doing nothing which is the case most of the time.
- ☐ Is our service is going to be discontinued?
- ☐ Hopper cars that are brought in are contaminated with grains on top. Most times we can't clean them for edible beans.
- ☐ In Minot we have reciprocal service between the BNSF and CP. But the BNSF can screw up or avoid communication so that cars don't get delivered to the elevator or pulled when loaded.
- ☐ The BNSF does what it pleases; and without regulation will continue to do so.
- ☐ Telling us when cars are to arrive and not spotting (available for loading).
- ☐ I feel lucky to have two railroads to choose from. I think CP or DMVW railroads want our business and BNSF is looking for excuses not to service us.
- ☐ Lame excuses on why I didn't get the cars when wanted. At times I've see the cars sit 13 miles south in another town for a week. Too much snow on the tracks. Ghost train didn't do its job (night crew).
- ☐ With BNSF we have no way of knowing when our equipment is arriving. No way of tracing them and no communication.
- ☐ I haven't used any rail service since they switched ordering from Dilworth (MN) to Fort Worth.
- ☐ Why do we have to have cars billed (loaded and released for pick-up) in 48 hours and then they sit for 2 to 14 days - is that called turn around time?
- ☐ Receiving Thursday night/Friday spot times seems more frequent when Sunday is not a free day.
- ☐ Please give a 1 week notice of delivery so employees can plan vacation time.
- ☐ Our local service is generally good although cars are often spotted (delivered for loading) in a manner which is convenient to the RR rather than how we've asked them to set the cars in.

- ❑ With the main office in Fort Worth talking to a person is impossible. I can't believe anybody could run a business like that.
- ❑ We do pretty well working with NPPRR. However working with BNSF can be very frustrating.
- ❑ I am on the CP mainline and they have serviced us well even though we are a single car shipper. However I know the larger shippers are receiving special benefits.
- ❑ Lately they've been pulling our loaded cars out quicker than usual. We are a processor and ship cleaned product in bulk bags.
- ❑ Poor railroad. Arrogant!!! Big Nothing is a good title!!!
- ❑ I quit loading rail 10 years ago because of COT (Certificate of Transportation car auction) program and BN's attitude to small elevators.
- ❑ 48 hrs to load all commodities on railcars. Sundays should be free (demurrage not charged) because no market available.
- ❑ The BNSF is going to kill small town ND and take all competition from the ag (agriculture) industry. The shuttle stations wreck ND roads and force farmers to sell at their expense.
- ❑ I am very much opposed to the railroads peak season. It seems that freight is furnished late in the week on a very high percentage of time. It is very difficult to spot sale a commodity on a train that is furnished on Friday or weekend. This eliminates a marketing tool that can benefit our facility which in turn benefits the customers we serve. It is also very dangerous loading when employees have already been working long hours up to placement of cars.
- ❑ Would like to see cars arrive on time.
- ❑ Mandan (ND) rail yard is slow to get the cars hooked on the Beulah turn. I generally receive notice that the cars are in Mandan 2-3 days before they get here.
- ❑ Not receiving notice when service is changed. For instance I will have cars ordered for a Monday or Wednesday and they do not arrive so I call to see what the reason is and they have changed days of service.
- ❑ Unfair to expect 24 hours to load and market cars.
- ❑ Will rail service be provided on these spur lines the next 5-10 years? Or does the railroad only want to serve certain areas? Fairness??

#### **Responses from CP Shippers**

- ❑ If we have 48 hours loading, should not be spotted on late Thursday thru weekend.
- ❑ CP and RRVW are great to work with-bend over to help out.
- ❑ RRVW is very good to work with. They bend over backwards to help the elevators in Richland County. Best RR I've ever worked with.
- ❑ Cars are in poor condition.
- ❑ They act as if they cannot be replaced. We don't have to ship rail at all, trucks will work. People we call at their help centers don't know what is going on. They really don't care either.
- ❑ Rail service on the CP has been good until late September. After that no one could give you a definite answer when cars are coming or where empty cars are.
- ❑ We are very pleased with our service with CP rail. They are very good to work and deal with. We have no complaints regarding them.

**Response from RRVW Shippers**

- ❑ They are not investing any money on smaller lines. That gives them a reason to close them down later.
- ❑ We have trouble figuring out the times railcars are placed at our elevator for demurrage. We feel the RR offices are not getting the right times from train crews of times placed. It is always a disagreement and the railroad never backs down.
- ❑ I ordered one car and they said it was in Carrington (ND) and it has been 15 days and still have not received it.
- ❑ Limited access to Duluth Ports and Markets.
- ❑ I have no complaints about the service, they never come.
- ❑ Rail cars can be up to 15 days late without penalty. But if it rains and the crop doesn't get moved to town you can't do anything about it. Seems very one sided.
- ❑ We receive good service. If there is a problem of any kind we have always been able to work it out.

**Responses from DMVW Shippers**

- ❑ Rail service once a week. You only have so many hours to load cars and then they sit there for a week.
- ❑ We get rail service once a week. I have a problem paying demurrage if cars come on a weekend, or having only 24 hours to load cars and then have the cars sit at my elevator for a week.
- ❑ I would want regular scheduled service.

**Responses from NP Shippers**

- ❑ Train will come once a week but no set day.

**Question 17    What, if any, comments would you like to offer concerning  
rail  
rates?**

**Responses from BNSF Shippers**

- ☐ Why is their shuttle rates going west 42 cents over the elevator eastern rate (inverse rate structure) - eastern shippers now have an advantage over western shipper going both ways.
- ☐ Consistent price between destinations.
- ☐ I can understand specific rates for loading shuttles, but not eastern ND and western MN rates on shuttles less than shuttles in western ND.
- ☐ It seems the BNSF will decide who is here in 3yrs from today, promotional pricing.
- ☐ I would like to see that when I have 24 to 48 hours to load the cars that they have 48 to 72 hours to move the cars or they pay demurrage on my inventory.
- ☐ At the very least, rates need to be regulated. There is no competition.
- ☐ Be fair to everyone. BNSF COT (Certificate of Transportation) cars are always higher than CP PERX (Protected Equipment Rate Exchange) cars.
- ☐ Where our elevator is located everyone east of us has lower shuttle rates, and everyone west has lower rates due to mileage. It crates a lot of concern for producers whom normally market through us to understand such foolishness.
- ☐ Rail rates should be consistent and fair.
- ☐ I've always wondered why the rates for wheat and durum to travel east to Minneapolis or Duluth are set to gross roughly \$3300 per car and other commodities that carry the same weight to go the same distance are roughly grossing \$1700 per car. Some of these commodities are the same weight per bushel, and the same price per bushel.
- ☐ BNSF west coast wheat rates being higher in the west than in the east.
- ☐ They told us "verbally" of course-that when we spent a pile of cash to update to 54's our rates would always be competitive- now they want us to spend everything we've saved on 110's-the railroad owns us!! Not the farmers.
- ☐ Soybean rates on BNSF if you are not a shuttle loader are not competitive with CP rates. Overall rate structure is for the BNSF only not the customers.
- ☐ My rate (demurrage) jumped \$25 per car because of a survey I filled out. I should have lied.
- ☐ I have been refusing to pay demurrage where cars come in at say 5 pm on Thursday, so load on Friday and submit samples and sell on Monday.
- ☐ It is discouraging to see the railroad dedicate service and special rates to shuttle loaders while trying to grow this program in areas where it won't work as effectively. With many types of grains handled in our area, along with quality issues it is hard to put together large trains. This seems to be lost to the RR.
- ☐ It seems that rates to Duluth and Minneapolis from ND are higher than when compared to similar distances in other parts of the

country. I am very concerned with 110 car trains and just how far BNSF will go to make them work.

- ❑ As a single car shipper, I am not able to stay competitive even though spot singles (cars sold into the Minneapolis "spot" market) trade higher than unit trains.
- ❑ Single car rates are extremely high.
- ❑ Make it fair for all shippers, not just shuttle loaders.
- ❑ When BN forces us out of business the rates will skyrocket and farmers will get less for his product but the small towns will be gone and the shuttles will be left to survive.
- ❑ I completely disagree with the railroad being allowed to offer reduced rates to shippers that are further away from the markets that we rely on. The fact that North Dakota pays more in rail rates than other states because we are the farthestmost point from almost every export and domestic destination is bad enough. Then to compound the problem, the railroad offers inverse rates to shippers hundreds of miles away is very disturbing. If they can offer those rates to them, they should be able to offer the same reduced rate to everyone. Our North Dakota farmers are being discriminated against and this activity will severely hurt the markets that have been available to them in the past.
- ❑ Rail rates are killing small elevators like us. We cannot compete with large terminals on price so we are losing bushels. In time the million bushel handle facilities will be gone.
- ❑ Rail rates are too high and the most frustrating for us is the inability everyone seems to have in dealing or doing anything with the railroad. They do exactly as they please. We are totally at their mercy.
- ❑ Still higher than competitors. Lets at least get equal.
- ❑ More rail rate increases reduces margins, harder competition between elevators to handle bushels.

#### **Responses from CP Shippers**

- ❑ Industry fair.
- ❑ When rates for 110's are set and elevators are done building and merging, what happens to rates? Do they go back up?
- ❑ Rail rates are unfair and excessively high.
- ❑ Concern with CP rates being cheaper in Canada for same commodity and destination.
- ❑ Rail rates are too high in correlation to truck rates. No margin (profit) in grain the way it is and rates still go up.
- ❑ It seems the railroads have too much power in rates. Their structure is going to close 75% of the elevators in ND in the next 20 yrs. Giving preferable rates to terminals is the final nail in the coffin for rural ND.
- ❑ Very concerned about rates that BNSF has put into place for wheat shuttle loaders in eastern ND. When and where will be the next play.

#### **Responses from RRWV Shippers**

- ❑ Shuttle train rates kill us. CP rail rates on soybeans kill us. No way we can compete. Railroad should get no assistance from anyone, the small elevators are the backbone of our state.
- ❑ I think it is unfair that shuttle loaders should get such a cheaper rate than 1 car loaders.

- ❑ Cannot compete with 110 car shippers.
- ❑ Wheat rates are quite high.
- ❑ Higher BN rates vs CP rates on 50/54 car shipping.
- ❑ Should be fair to all shippers and not single out certain unit or shuttle train shippers.
- ❑ Rail rate to ship 200,000 bushels of wheat to Duluth is \$1430 per car in 54 car train.

**Responses from DMVW Shippers**

- ❑ Level playing field for everyone.
- ❑ They need to be fair fore everyone.
- ❑ Treat all shippers fairly.

### **Responses from NP Shippers**

- ❑ Rail vs truck are considerably higher.
- ❑ Rates are high.

### **Additional Comments:**

- ❑ Waiting for NH3 (fertilizer) cars for 7 days are in Jamestown, but could not bring North because they were on the wrong track. Outrageous.
- ❑ In general the BNSF acts like they are the king and we are the peasants.
- ❑ Rail rate to ship 200,000 bushels of soybeans to Duluth is \$1200 per car in 54 car train. What sense does that make? Wheat rate is too high.
- ❑ Railroads have indicated that, in the future, the only shippers they will serve will be shuttle loading stations. They say that they are improving their efficiencies by making upgrades on their end. At the same time they say that we have not upgraded our facilities so we can become efficient. That is complete nonsense. We have added storage, added grain cleaning equipment, and added track to load 26 units and then more track to load 52 (car) units. They say we are still using 1970s facilities that have not been updated with the times. How do they know? They have not inspected our facilities to learn how ND shippers have updated so we can comply with their restrictions. We load a certain amount of their junk equipment that was built in the 1970s in nearly every trainlot we load. Our elevators ARE loading in the required time the railroads have given us. We are in command of their cars for 48 hrs or less on each shipment. They are the ones that let the cars sit after they have been billed and released. WHY SHOULD THEY BECOME MORE EFFICIENT AT OUR EXPENSE?"
- ❑ RURAL AMERICA IS AT STAKE HERE. When the railroads get their way and only 6-8 shuttle loading train facilities are within the state, our rural communities will suffer even more drastically than they already have. There will be less jobs and less farmers in our rural areas. If someone will not stand up to them, our states economy will suffer severely. LET'S NOT LET THAT HAPPEN.
- ❑ I would like to thank the North Dakota Public Service Commissioners for listening to this state's grain warehouses concerning these matters through this survey. Hopefully with your assistance and the assistance of our other legislative leaders we will be able to better serve North Dakota and protect our state from these conglomerates who do not care about rural America.

## Miscellaneous Tables Reflecting Responses Based on Track Capacity of Respondent

**Table 6.2 Service Rated by Railroad and Shipment Size. (Scale 1=Poor, 2=Fair, 3= Good, 4=Excellent; N = number of respondents).**

Shipment Size	N	BNSF	N	CP	N	RRVW	N	DMVW	N	NP
<b>0-24</b>	32	1.8	4	3	3	1	2	2	4	3
<b>25-49</b>	11	2	10	2.9	9	2.6	2	3	2	3.5
<b>50-100</b>	22	1.9	7	2.4	5	2.8	4	3	5	3
<b>Shuttles</b>	8	2.7	2	4						

**Table 7.2 Percentage of Elevators Receiving No Notice Before Receiving Empties.**

Shipment Size	BNSF	CP	RRVW	DMVW	NP
<b>0-24</b>	17%	0%	100%	0%	50%
<b>25-49</b>	9%	30%	11%	0%	0%
<b>50-100</b>	27%	57%	0%	0%	0%
<b>Shuttles</b>	12%	0%			

**Table 7.3 Average Hours of Notice Before Receiving Empties. (N = number of respondents)**

Shipment Size	N	BNSF Hours	N	C P Hours	N	RRVW Hours	N	DMVW Hours	N	NP Hours
<b>0-24</b>	20	20	4	10	3	0	2	12	4	24
<b>25-49</b>	11	9	10	12	9	17	2	11	3	24
<b>50-100</b>	18	11	8	7	4	24	4	24	5	30
<b>Shuttles</b>	8	20	2	30						

**Table 9.1-2 BNSF Shippers - Level of Concern Sorted by Shipment Size.**

	<b>Excess. Rates</b>	<b>Prefer. Rates</b>	<b>Prefer. Service</b>	<b>Demurrage</b>	<b>Lack of Notice</b>	<b>Rental&amp; Sales Prices, Liability</b>	<b>Other</b>
<b>Very Concerned 1-24 Car</b>	66%	71%	67%	74%	30%	50%	100%
<b>Moderately Concerned 1-24 Car</b>	29%	12%	18%	24%	40%	40%	0%
<b>Not Concerned 1-24 Car</b>	6%	18%	15%	3%	30%	10%	0%
<b>Very Concerned 25-49 Car</b>	82%	55%	45%	91%	36%	18%	100%
<b>Moderately Concerned 25-49 Car</b>	9%	36%	36%	9%	55%	45%	0%
<b>Not Concerned 25-49 Car</b>	9%	9%	18%	0%	9%	36%	0%
<b>Very Concerned 50-100 Car</b>	71%	90%	81%	62%	43%	24%	100%
<b>Moderately Concerned 50-100 Car</b>	29%	10%	19%	38%	52%	43%	0%
<b>Not Concerned 50-100 Car</b>	0%	0%	0%	0%	5%	33%	0%
<b>Very Concerned Shuttles</b>	50%	38%	25%	33%	38%	38%	50%
<b>Moderately Concerned Shuttles</b>	25%	38%	25%	56%	50%	38%	50%
<b>Not Concerned Shuttles</b>	25%	25%	50%	11%	13%	25%	0%

**Table 9.2-1 CP Shippers - Level of Concern Sorted by Shipment Size.**

	<b>Excess. Rates</b>	<b>Prefer. Rates</b>	<b>Prefer. Service</b>	<b>Demurrage</b>	<b>Lack of Notice</b>	<b>Rental&amp; Sales Prices, Liability</b>	<b>Other</b>
<b>Very Concerned 1-24 Car</b>	75%	50%	25%	50%	0%	50%	0%
<b>Moderately Concerned 1-24 Car</b>	25%	50%	50%	25%	50%	25%	
<b>Not Concerned 1-24 Car</b>	0%	0%	25%	25%	50%	25%	
<b>Very Concerned 25-49 Car</b>	80%	100%	70%	60%	30%	44%	100%
<b>Moderately Concerned 25-49 Car</b>	20%	0%	10%	10%	60%	44%	0%
<b>Not Concerned 25-49 Car</b>	0%	0%	20%	30%	10%	11%	0%
<b>Very Concerned 50-100 Car</b>	57%	71%	71%	57%	14%	43%	
<b>Moderately Concerned 50-100 Car</b>	29%	14%	0%	14%	57%	43%	
<b>Not Concerned 50-100 Car</b>	14%	14%	29%	29%	29%	14%	
<b>Very Concerned Shuttles</b>	100%	0%	0%	0%	50%	0%	100%
<b>Moderately Concerned Shuttles</b>	0%	50%	50%	100%	0%	100%	0%
<b>Not Concerned Shuttles</b>	0%	50%	50%	0%	50%	0%	0%

**Table 9.3-1 RRVW Shippers - Level of Concern Sorted by Shipment Size.**

	<b>Excess. Rates</b>	<b>Prefer. Rates</b>	<b>Prefer. Service</b>	<b>Demurrage</b>	<b>Lack of Notice</b>	<b>Rental&amp; Sales Prices, Liability</b>	<b>Other</b>
<b>Very Concerned 1-24 Car</b>	100%	100%	100%	50%	50%	100%	100%
<b>Moderately Concerned 1-24 Car</b>	0%	0%	0%	50%	50%	0%	0%
<b>Not Concerned 1-24 Car</b>	0%	0%	0%	0%	0%	0%	0%
<b>Very Concerned 25-49 Car</b>	56%	67%	78%	11%	0%	44%	
<b>Moderately Concerned 25-49 Car</b>	44%	22%	11%	56%	56%	33%	
<b>Not Concerned 25-49 Car</b>	0%	11%	11%	33%	44%	22%	
<b>Very Concerned 50-100 Car</b>	60%	50%	50%	20%	40%	50%	100%
<b>Moderately Concerned 50-100 Car</b>	40%	50%	50%	20%	20%	0%	0%
<b>Not Concerned 50-100 Car</b>	0%	0%	0%	60%	40%	50%	0%

**Table 9.4-1 DMVW Shippers - Level of Concern Sorted by Shipment Size.**

	<b>Exces. Rates</b>	<b>Prefer. Rates</b>	<b>Prefer. Service</b>	<b>Demurrage</b>	<b>Lack of Notice</b>	<b>Rental&amp; Sales Prices, Liability</b>	<b>Other</b>
<b>Very Concerned 1-24 Car</b>	50%	50%	0%	50%	0%	50%	
<b>Moderately Concerned 1-24 Car</b>	50%	0%	50%	50%	100%	50%	
<b>Not Concerned 1-24 Car</b>	0%	50%	50%	0%	0%	0%	
<b>Very Concerned 25-49 Car</b>	50%	50%	50%	0%	0%	0%	
<b>Moderately Concerned 25-49 Car</b>	50%	50%	0%	0%	0%	100%	
<b>Not Concerned 25-49 Car</b>	0%	0%	50%	100%	100%	0%	
<b>Very Concerned 50-100 Car</b>	25%	25%	25%	0%	0%	50%	
<b>Moderately Concerned 50-100 Car</b>	75%	0%	0%	75%	100%	50%	
<b>Not Concerned 50-100 Car</b>	0%	75%	75%	25%	0%	0%	

**Table 9.5-1 NP Shippers - Level of Concern Sorted by Shipment Size.**

	<b>Excess. Rates</b>	<b>Prefer. Rates</b>	<b>Prefer. Service</b>	<b>Demurrage</b>	<b>Lack of Notice</b>	<b>Rental&amp; Sales Prices, Liability</b>	<b>Other</b>
<b>Very Concerned 1-24 Car</b>	67%	67%	67%	33%	33%	50%	
<b>Moderately Concerned 1-24 Car</b>	0%	0%	0%	33%	33%	0%	
<b>Not Concerned 1-24 Car</b>	33%	33%	33%	33%	33%	50%	
<b>Very Concerned 25-49 Car</b>	50%	0%	0%	0%	0%	0%	
<b>Moderately Concerned 25-49 Car</b>	50%	100%	100%	50%	50%	50%	
<b>Not Concerned 25-49 Car</b>	0%	0%	0%	50%	50%	50%	
<b>Very Concerned 50-100 Car</b>	33%	33%	33%	33%	33%	33%	
<b>Moderately Concerned 50-100 Car</b>	50%	33%	50%	50%	50%	33%	
<b>Not Concerned 50-100 Car</b>	17%	33%	17%	17%	17%	33%	

**Table 10.1-1 Demurrage Features Rated by BNSF Shippers Sorted by Shipment Size (1-24 cars).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	15%	9%	12%
<b>Most objectionable</b>	29%	56%	35%
<b>Second most objectionable</b>	26%	24%	21%
<b>Third most objectionable</b>	29%	12%	32%

**Table 10.1-2 Demurrage Features Rated by BNSF Shippers Sorted by Shipment Size (25-49cars).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	27%	73%	18%
<b>Second most objectionable</b>	55%	18%	18%
<b>Third most objectionable</b>	18%	9%	64%

**Table 10.1-3 Demurrage Features Rated by BNSF Shippers Sorted by Shipment Size (50-100cars).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	41%	41%	27%
<b>Second most objectionable</b>	27%	50%	14%
<b>Third most objectionable</b>	32%	9%	59%

**Table 10.1-4 Demurrage Features Rated by BNSF Shippers Sorted by Shipment Size (Shuttles).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	25%	25%	14%
<b>Most objectionable</b>	0%	75%	14%
<b>Second most objectionable</b>	25%	0%	43%
<b>Third most objectionable</b>	50%	0%	29%

**Table 10.2-1 Demurrage Features Rated by CP Shippers Sorted by Shipment Size (1-24 cars).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	50%	50%	0%
<b>Second most objectionable</b>	0%	25%	50%
<b>Third most objectionable</b>	50%	25%	50%

**Table 10.2-2 Demurrage Features Rated by CP Shippers Sorted by Shipment Size (25-50 cars).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	10%	10%	10%
<b>Most objectionable</b>	20%	80%	50%
<b>Second most objectionable</b>	50%	10%	10%
<b>Third most objectionable</b>	20%	0%	30%

**Table 10.2-3 Demurrage Features Rated by CP Shippers Sorted by Shipment Size (50-100 cars).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	14%	43%	57%
<b>Second most objectionable</b>	57%	29%	14%
<b>Third most objectionable</b>	29%	29%	29%

**Table 10.2-4 Demurrage Features Rated by CP Shippers Sorted by Shipment Size (Shuttles).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	100%	100%	100%
<b>Most objectionable</b>			
<b>Second most objectionable</b>			
<b>Third most objectionable</b>			

**Table 10.3-1 Demurrage Features Rated by RRVW Shippers Sorted by Shipment Size (0-24).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	50%	50%	33%
<b>Most objectionable</b>	0%	0%	67%
<b>Second most objectionable</b>	50%	0%	0%
<b>Third most</b>	0%	50%	0%

<b>objectionable</b>			
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**Table 10.3-2 Demurrage Features Rated by RRVW Shippers Sorted by Shipment Size (25-49).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	0%	100%	0%
<b>Second most objectionable</b>	56%	0%	44%
<b>Third most objectionable</b>	44%	0%	56%

**Table 10.3-3 Demurrage Features Rated by RRVW Shippers Sorted by Shipment Size (50-100).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	60%	20%	20%
<b>Second most objectionable</b>	0%	60%	40%
<b>Third most objectionable</b>	40%	20%	40%

**Table 10.4-1 Demurrage Features Rated by DMVW Shippers Sorted by Shipment Size (0-24).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	0%	100%	0%
<b>Second most objectionable</b>	0%	0%	100%
<b>Third most objectionable</b>	100%	0%	0%

**Table 10.4-2 Demurrage Features Rated by DMVW Shippers Sorted by Shipment Size (25-49).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	100%	0%	0%
<b>Second most objectionable</b>	0%	100%	0%
<b>Third most objectionable</b>	0%	0%	100%

**Table 10.4-3 Demurrage Features Rated by DMVW Shippers Sorted by Shipment Size (50-100).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	25%	25%	25%
<b>Most objectionable</b>	0%	50%	25%
<b>Second most objectionable</b>	25%	25%	25%

<b>Third most objectionable</b>	50%	0%	25%
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**Table 10.5-1 Demurrage Features Rated by NP Shippers Sorted by Shipment Size (0-24).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	33%	33%	33%
<b>Most objectionable</b>	33%	67%	33%
<b>Second most objectionable</b>	33%	0%	0%
<b>Third most objectionable</b>	0%	0%	33%

**Table 10.5-2 Demurrage Features Rated by NP Shippers Sorted by Shipment Size (25-49).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	50%	50%	0%
<b>Second most objectionable</b>	50%	50%	0%
<b>Third most objectionable</b>	0%	0%	100%

**Table 10.5-3 Demurrage Features Rated by NP Shippers Sorted by Shipment Size (50-100).**

<b>Demurrage Features</b>	<b>24 hour loading</b>	<b>Sunday chargeable</b>	<b>Peak period increased penalty</b>
<b>Not Reporting</b>	0%	0%	0%
<b>Most objectionable</b>	50%	100%	50%
<b>Second most objectionable</b>	50%	0%	0%

<b>Third most objectionable</b>	0%	0%	50%
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**Table 11.2. Average Percentage of Railcars Assessed Demurrage - Sorted by Railroad and Track Capacity (N = number of respondents).**

	N	1-24	N	25-49	N	50-100	N	Shuttles
<b>BNSF</b>	35	7%	11	7%	22	5%	8	9%
<b>CP</b>	4	3%	10	1%	7	3%	2	4%
<b>RRVW</b>	3	35%	9	9%	5	2%		
<b>DMVW</b>	2	0%	2	2%	4	1%		
<b>NP</b>	3	2%	2	0%	2	8%		

**Table 12.2. Average Annual Demurrage Paid by Shippers. Sorted by Railroad and Track Capacity (N = number of respondents).**

	N	1-24 Cars	N	25-49 Cars	N	50-100 Cars	N	Shuttle
<b>BNSF</b>	35	\$1097	11	\$2024	22	\$2348	8	\$9850
<b>CP</b>	4	\$1775	10	\$120	7	\$1089	2	\$2500
<b>RRVW</b>	3	\$1035	9	\$1055	5	\$100		
<b>DMVW</b>	2	\$0	2	\$0	4	\$1000		
<b>NP</b>	3	\$83	2	\$0	2	\$720		

**Table 13.2. Average Demurrage Days Sorted by Railroad and Track Capacity (N = number of respondents).**

	N	1-24	N	25-49	N	50-100	N	Shuttles
<b>BNSF</b>	35	.88	11	3.27	22	.81	8	1.13
<b>CP</b>	4	4	10	.81	7	.86	2	1
<b>RRVW</b>	3	1.33	9	.78	5	.60		
<b>DMVW</b>	2	1.50	2	0	4	.75		
<b>NP</b>	3	.67	2	0	2	.50		