On Time Performance
Shipper Perspective Rail Service Survey

Second Quarter 2026: April - June

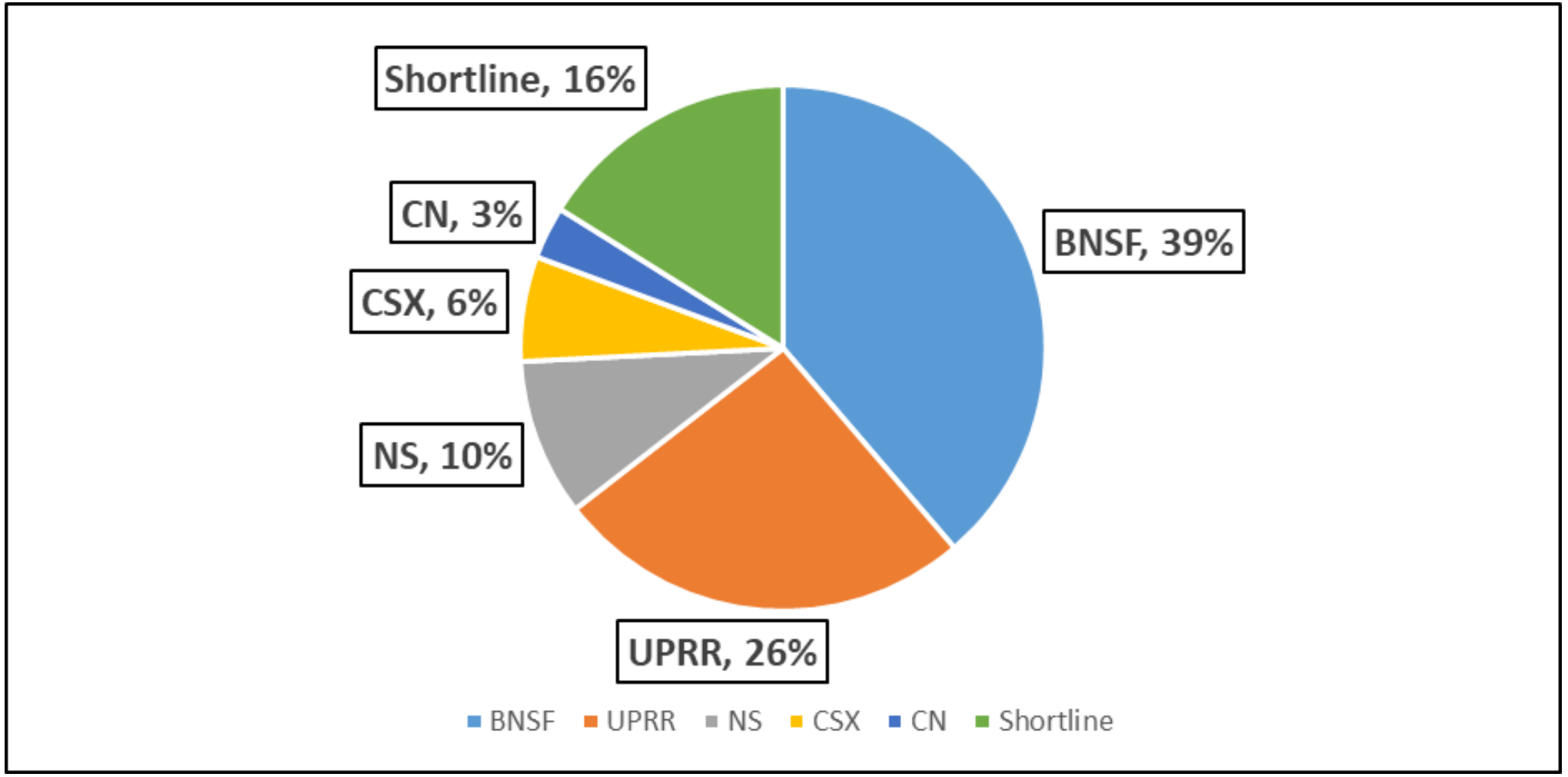
Freight Rail Customer Alliance

NCTA

National Rural Electric Cooperative Association

A Touchstone Energy® Cooperative

On Time Performance Utility Shipper Survey
April - June 2026: 24 Plants Responded
Railroads Serving Plants



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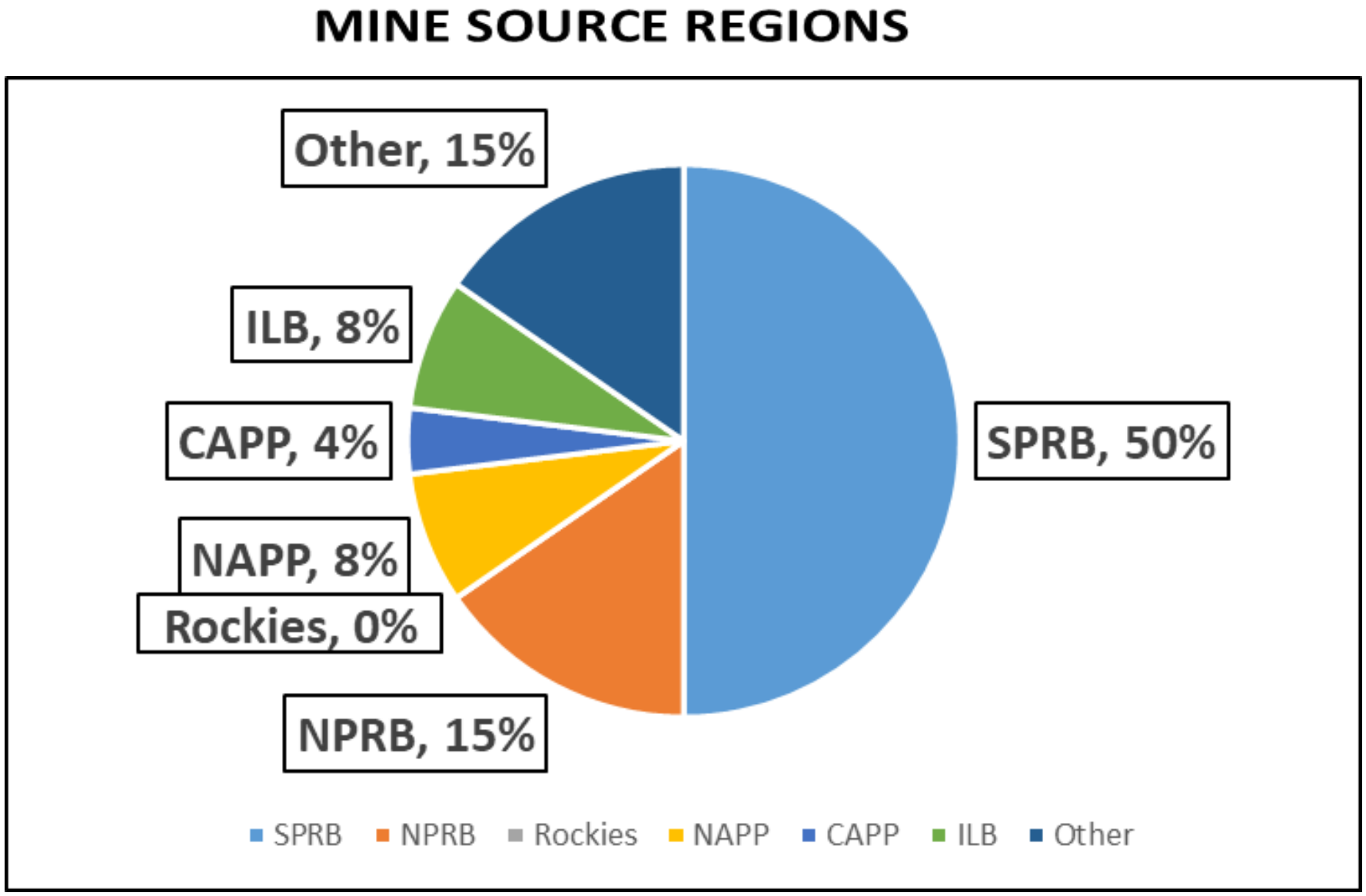

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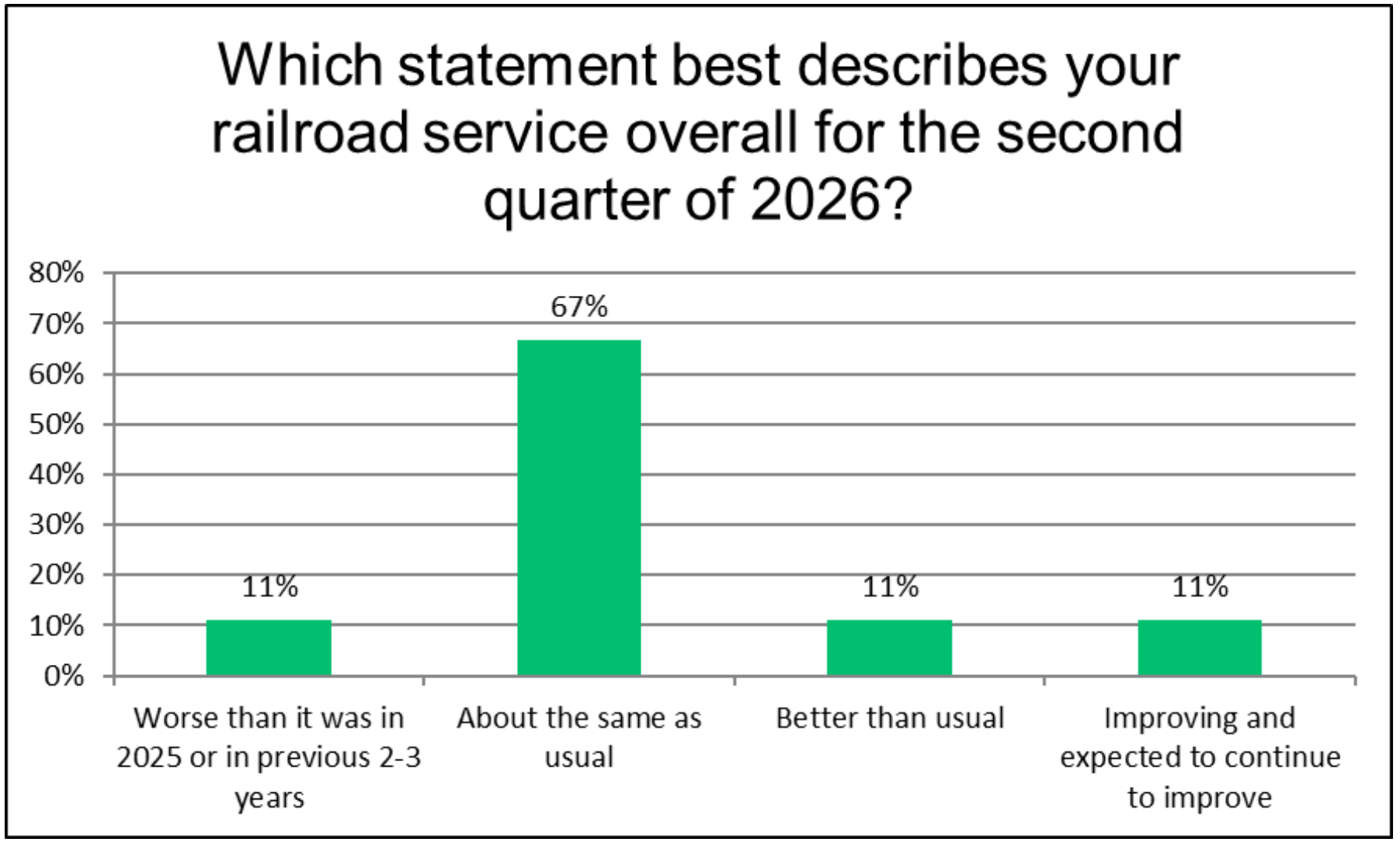
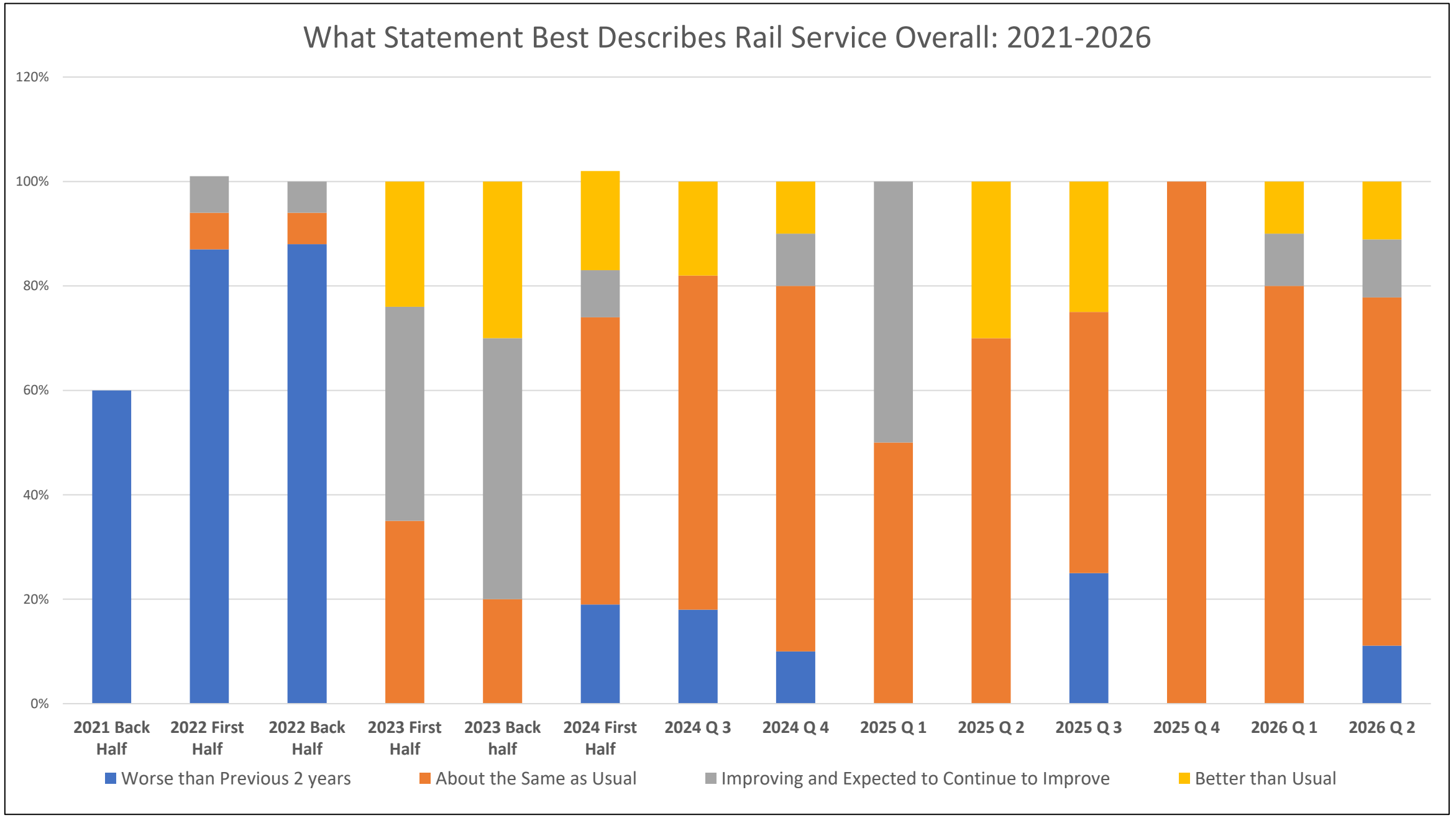
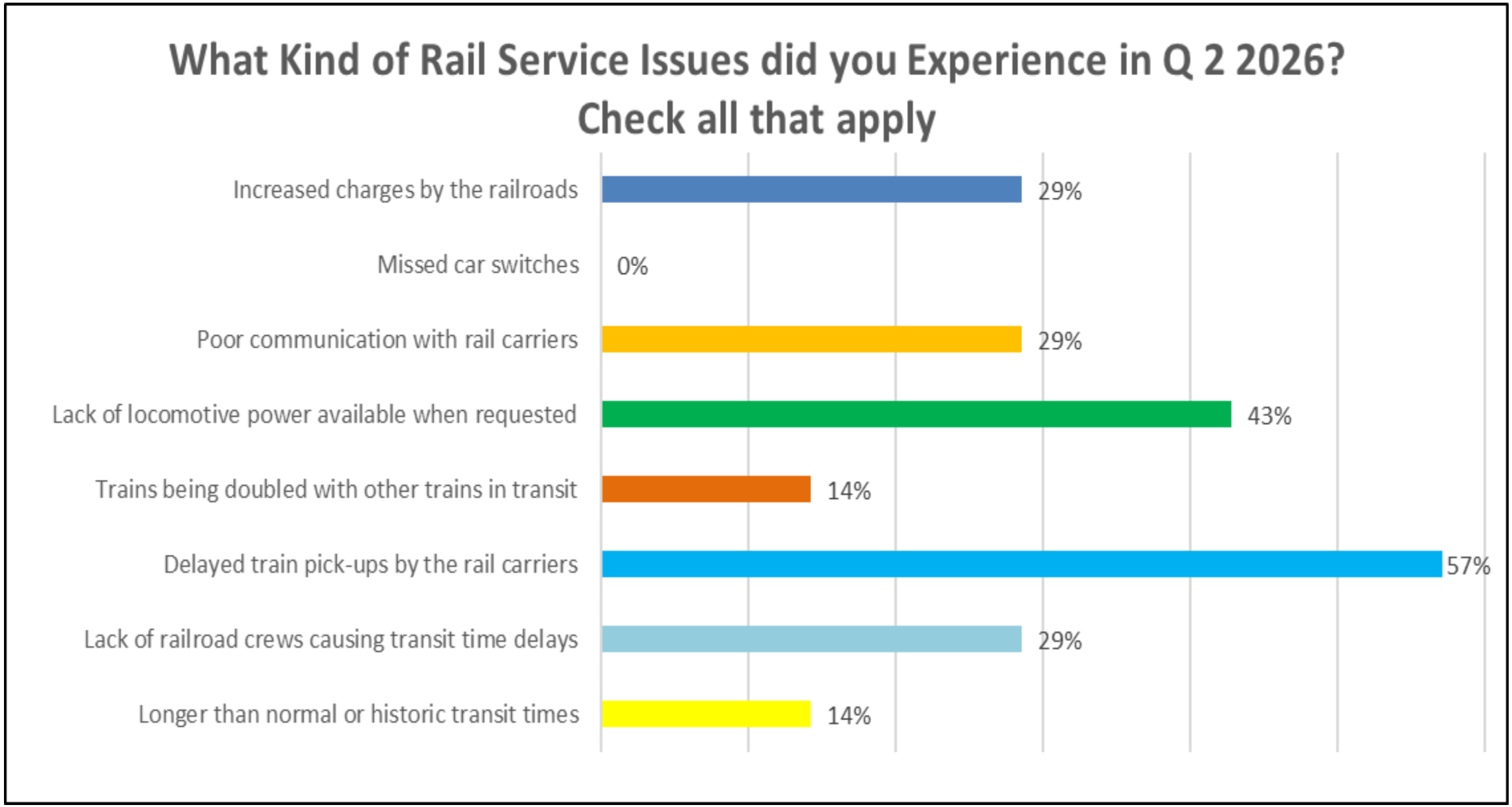



What Statement Best Describes Rail Service Overall: 2021-2026
120%
100%
80%
60%
40%
20%
0%
2021 Back Half
2022 First Half
2022 Back Half
2023 First Half
2023 Back half
2024 First Half
2024 Q 3
2024 Q 4
2025 Q 1
2025 Q 2
2025 Q 3
2025 Q 4
2026 Q 1
2026 Q 2
Worse than Previous 2 years
About the Same as Usual
Improving and Expected to Continue to Improve
Better than Usual


What Kind of Rail Service Issues did you Experience in Q 2 2026?
Check all that apply
Increased charges by the railroads
29%
Missed car switches
0%
Poor communication with rail carriers
29%
Lack of locomotive power available when requested
43%
Trains being doubled with other trains in transit
14%
Delayed train pick-ups by the rail carriers
57%
Lack of railroad crews causing transit time delays
29%
Longer than normal or historic transit times
14%

What Kind of Railroad Service Issues Have You Experienced July 2021- June - 2026(Check all that apply)

	Longer than typical or historic transit times	Lack of railroad crews causing delays	Delayed train pick ups	Trains being doubled in transit	Lack of locomotive power available	Poor communication from the rail carriers	Missed car switches	Increased demurrage charges by the railroads
July 2021-Dec 2021	75%	91%	68%	59%	75%	50%	32%	26%
Jan 2022-June 2022	90%	90%	90%	52%	68%	40%	32%	20%
July 2022-Dec 2022	69%	88%	82%	57%	57%	31%	25%	25%
Jan 2023-June 2023	60%	87%	53%	45%	65%	40%	20%	27%
July 2023-Dec 2023	14%	57%	85%	43%	43%	43%	28%	14%
Jan 2024-June 2024	44%	78%	78%	22%	44%	11%	33%	11%
July 2024-Sept 2024	36%	27%	45%	36%	27%	9%	27%	18%
Oct 2024-Dec 2024	20%	60%	40%	40%	30%	0%	20%	20%
Jan-March 2025	0%	50%	0%	0%	0%	50%	0%	0%
April 2025-June 2025	25%	13%	25%	38%	25%	25%	0%	38%
July 2025-Sept 2025	60%	40%	40%	40%	20%	20%	0%	20%
Oct 2025 - Dec 2025	25%	50%	25%	50%	50%	0%	0%	50%
Jan-March 2026	0%	13%	0%	50%	13%	0%	0%	25%
April - June 2026	14%	29%	57%	14%	43%	29%	0%	29%

July 2021-Dec 2021 Jan 2022-June 2022 July 2022-Dec 2022 Jan 2023-June 2023 July 2023-Dec 2023 Jan 2024-June 2024 July 2024-Sept 2024
Oct 2024-Dec 2024 Jan-March 2025 April 2025-June 2025 July 2025-Sept 2025 Oct 2025 - Dec 2025 Jan-March 2026 April - June 2026

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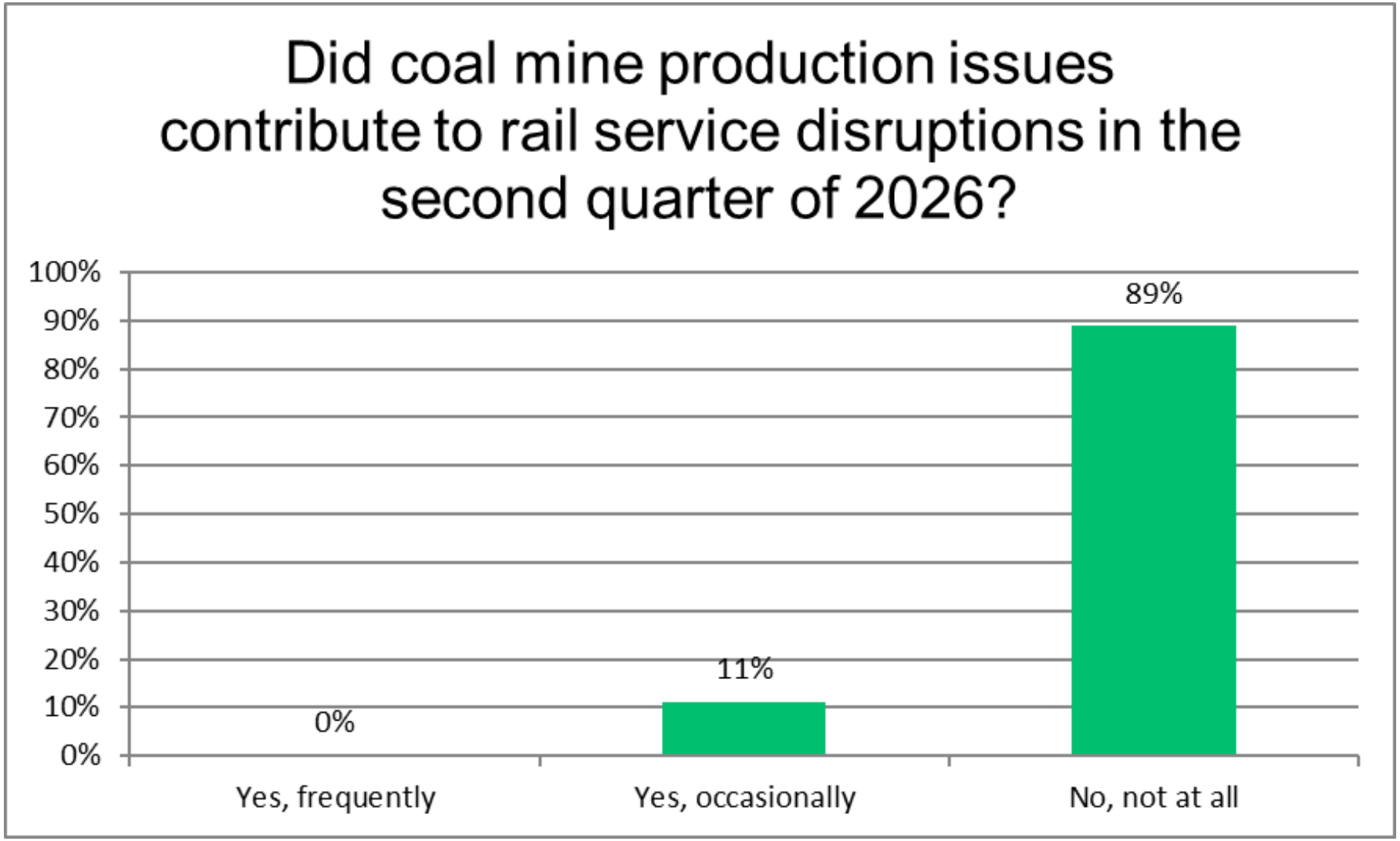

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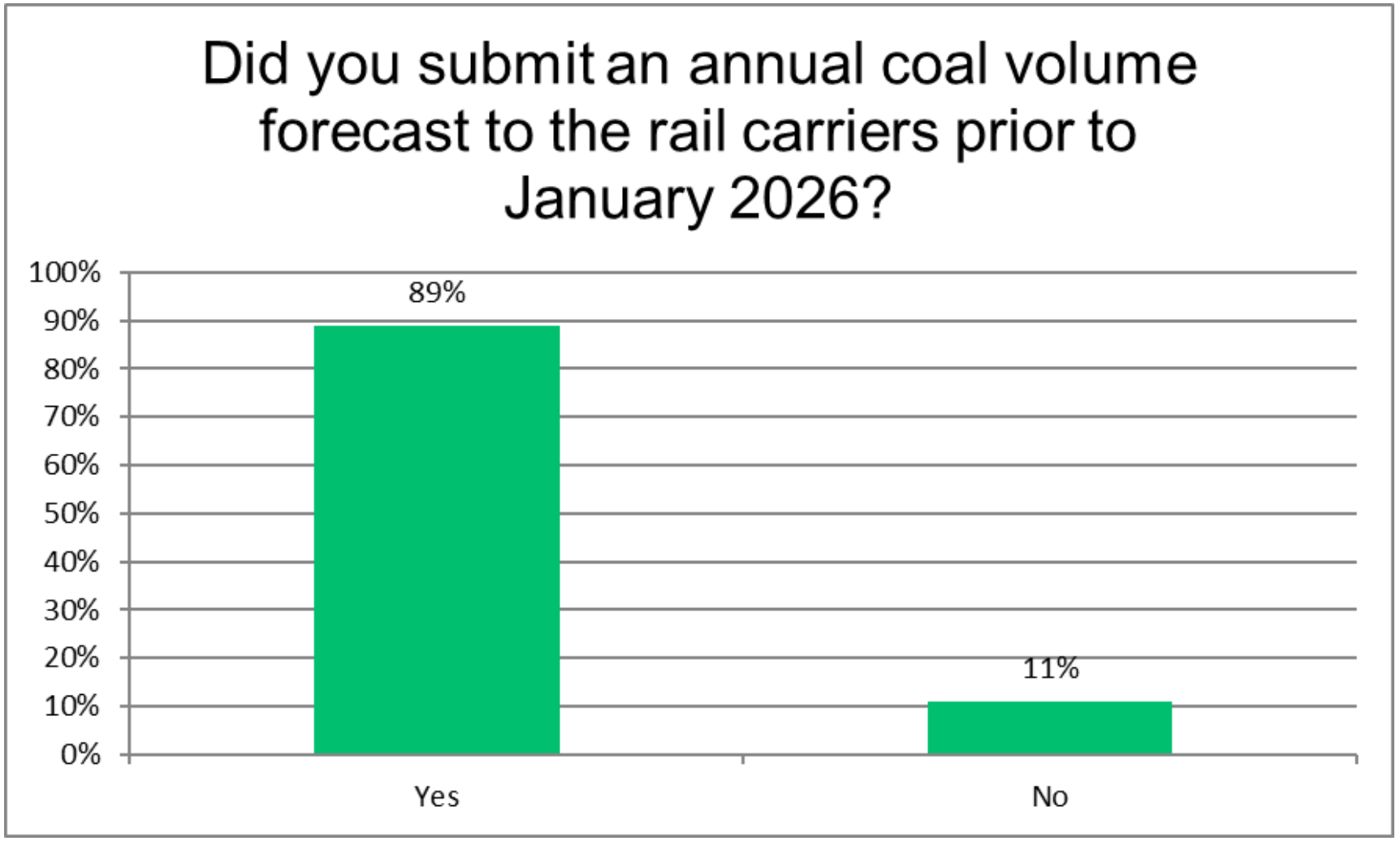
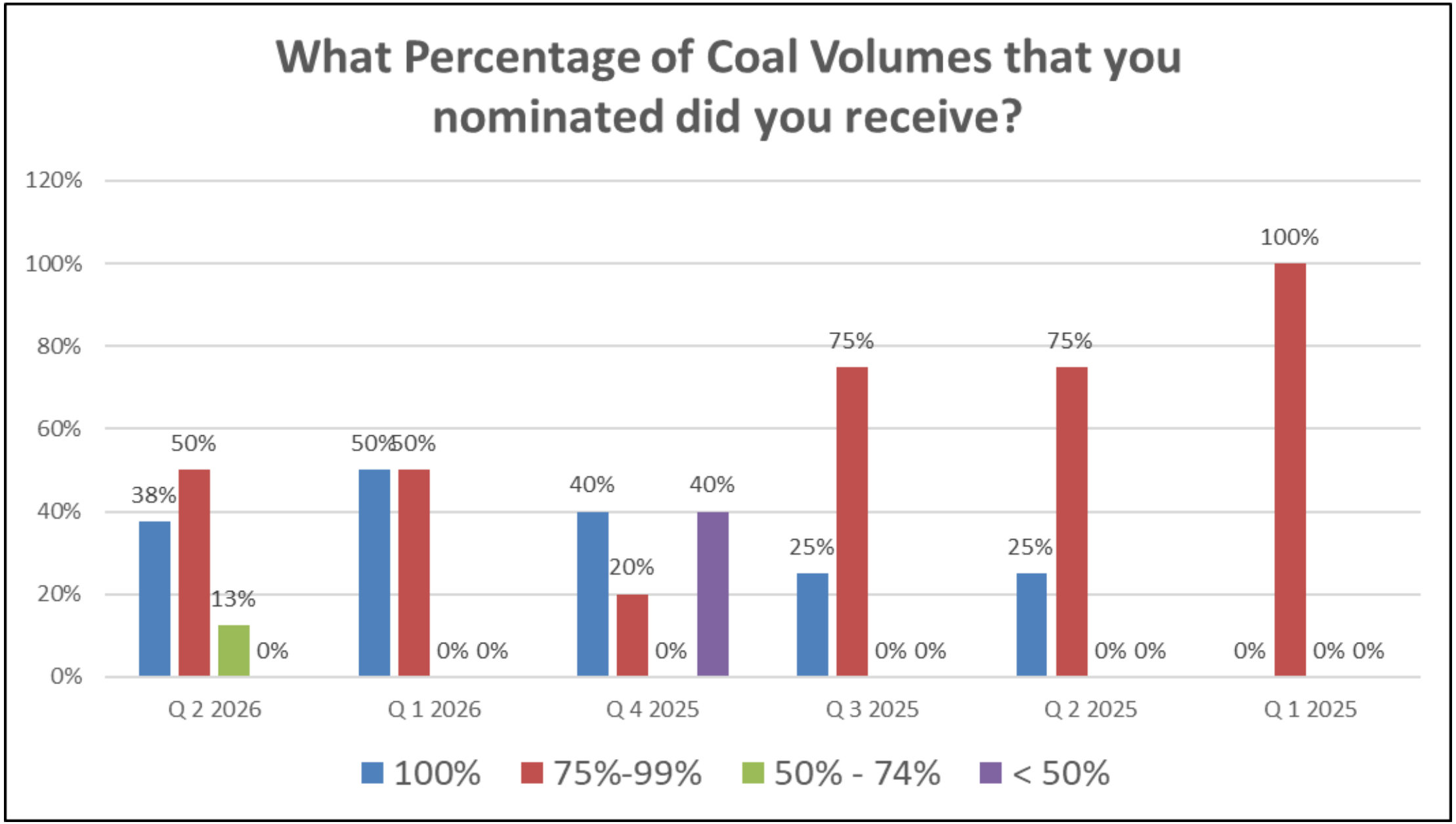
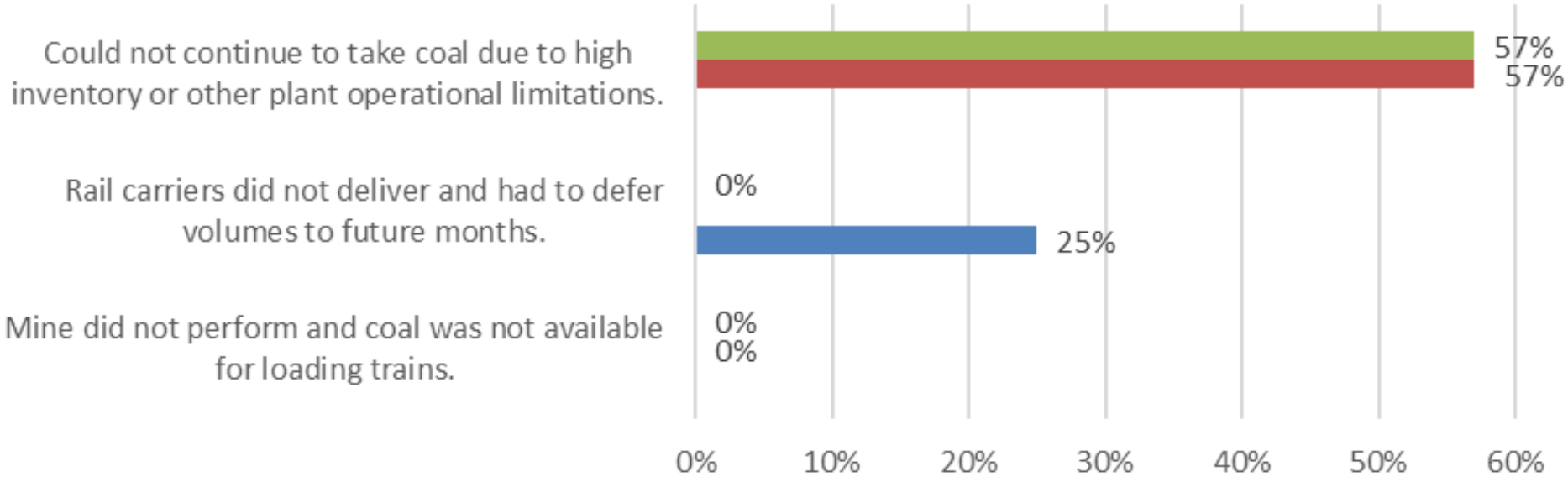
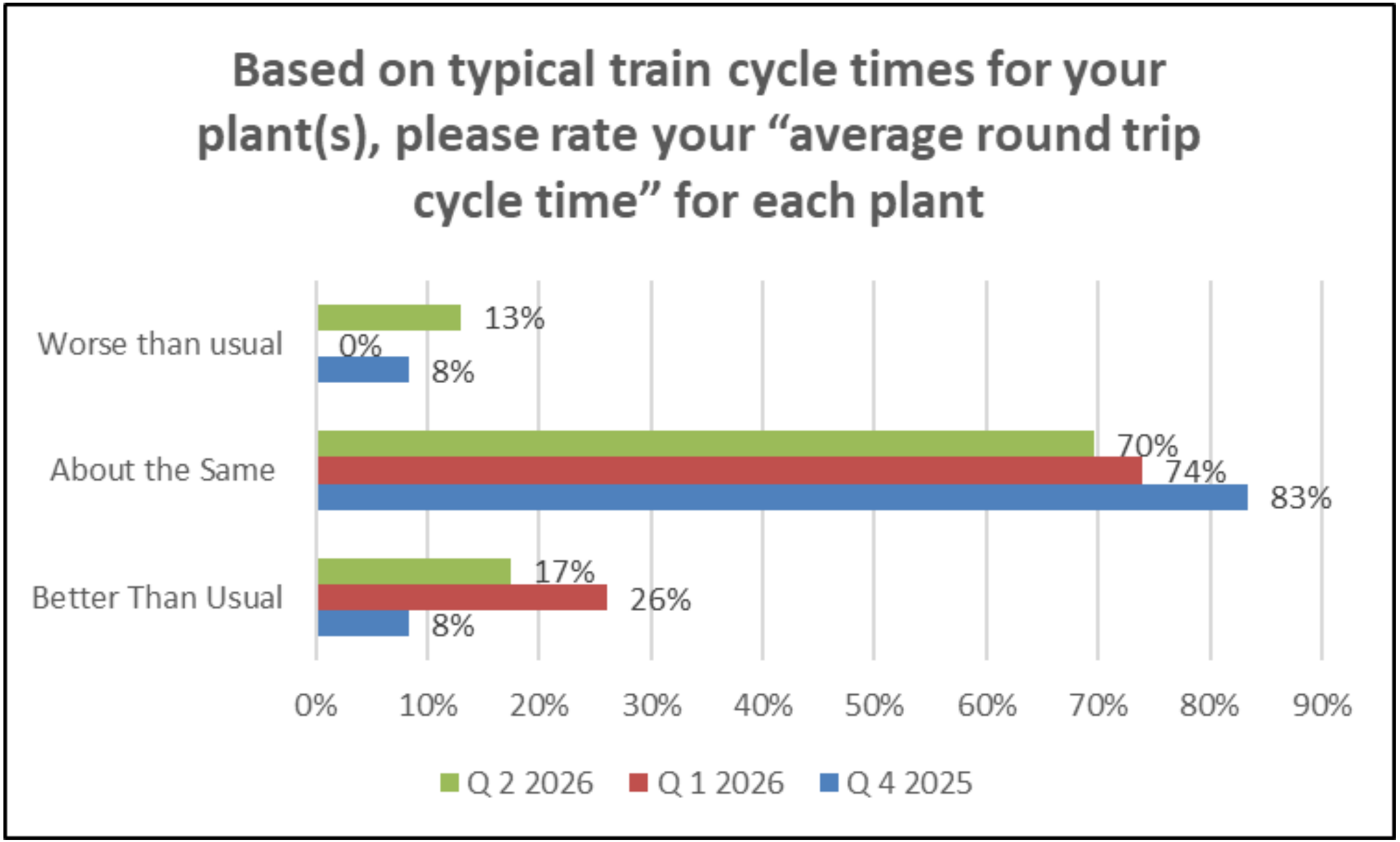


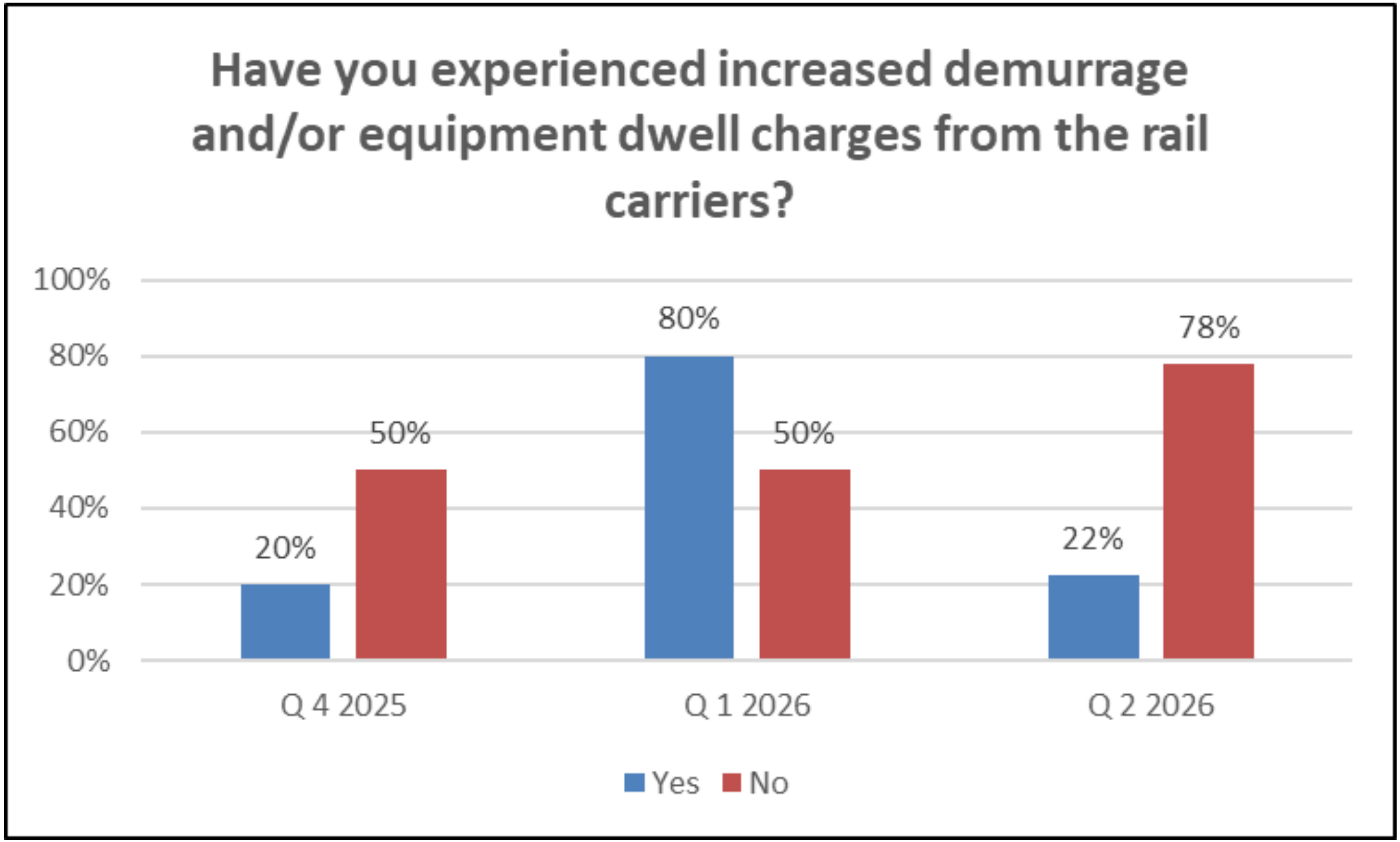

What Percentage of Coal Volumes that you nominated did you receive?
120%
100%
80%
60%
40%
20%
0%
38%
50%
13%
0%
50%
50%
0% 0%
40%
20%
0%
40%
25%
75%
0% 0%
25%
75%
0% 0%
0%
100%
0% 0%
Q 2 2026
Q 1 2026
Q 4 2025
Q 3 2025
Q 2 2025
Q 1 2025
100%
75%-99%
50% - 74%
< 50%

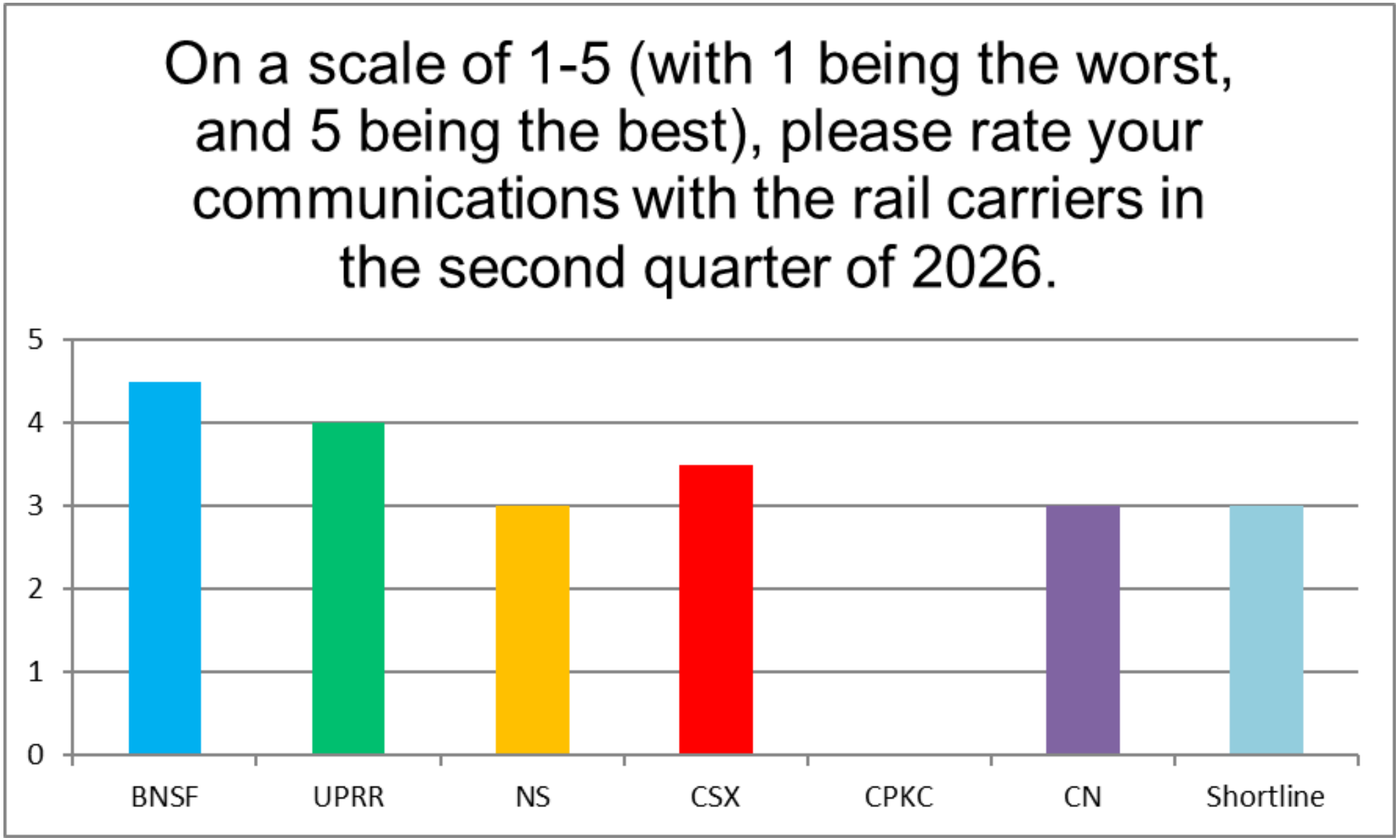
Share the reason why you did not receive nominated coal volumes (check all that aplly)



	Mine did not perform and coal was not available for loading trains.	Rail carriers did not deliver and had to defer volumes to future months.	Could not continue to take coal due to high inventory or other plant operational limitations.
Q 2 2026	0%	0%	57%
Q 1 2026	0%	0%	57%
Q 4 2025	0%	25%	0%


Based on typical train cycle times for your plant(s), please rate your "average round trip cycle time" for each plant
Worse than usual
About the Same
Better Than Usual
13%
0%
8%
70%
74%
83%
17%
26%
8%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
Q 2 2026
Q 1 2026
Q 4 2025


Have you experienced increased demurrage and/or equipment dwell charges from the rail carriers?
100%
80%
60%
40%
20%
0%
20%
50%
80%
50%
22%
78%
Q 4 2025
Q 1 2026
Q 2 2026
Yes
No


On a scale of 1-5 (with 1 being the worst, and 5 being the best), please rate your communications with the rail carriers in the second quarter of 2026.
5
4
3
2
1
0
BNSF
UPRR
NS
CSX
CPKC
CN
Shortline

Key Takeaways from Q 2 2026

- Rail Service is about the same for about 70% of shippers in the second quarter 2026. 11% say service is worse than it was in 2025.
- Cycle times are about the same for about 70% of the shippers. About 17% say Better than Usual. 13% said Worse than usual (up from 0% reporting worsening service over the last two quarters)
- Delays with train pick up requests up by 57% for those that responded. Increased from 0% in the last quarter and 25 in Q 4 2025
- Trains being doubled in transit down to 14% reported by the respondents (was 50% in last 2 quarters)
- Lack of locomotive power up to 43% and railroad crews at 29% reported as causing delays for shippers.
- Longer than normal or historic cycle times for this quarter reported 14% - up from 0% in Q 1 2026 (was 25% in the 4th quarter 2025)
- Coal Mine Production issues contributing to coal not being delivered reported by 11% of the respondents (was 0% in Q 1 2026)
- High Utility inventory reported by 57% of the responders for the reason why a plant could not take coal – same as previous quarter
- Poor Communication from the rail carreirs reported by 29% of the respondents in Q 2 – up from 0% for the past two quarters
- 29% of responders said they are seeing more demurrage charges from the rail carriers.
- Missed car switches continues at 0% reported for the 6th quarter in a row since January 2025