

## Principal Findings

- Both the Grain and Non-Grain Shipper Groups Rate the Price and Service Performance of Their Short Line as Better Than That Previously Provided by Their Class I Railroad. The Grain Shippers Observed a Greater Improvement Than the Non-Grain Shippers
- Grain Shippers Have a Higher Opinion of Short Line Price and Service (Compared to Motor Carriers) Than Do Non-Grain Shippers
- Both Grain and Non-Grain Shippers Rate Their Short Lines as Better Than Motor Carriers on Prices, But Motor Carriers are Rated Better Than Short Lines on Service Characteristics Related to Market Access, Transit Time, Dependability of Transit Time, and Frequency of Service
- Taking Prices and Service Into Consideration, Grain Shippers Prefer Short Line Railroads While Non-Grain Shippers Prefer Motor Carriers. When the Entire Shipper Sample is Considered, More Shippers Prefer Short Lines Than Any Other Mode