

Appendix B
Intermodal Freight Telephone Study
Questionnaire

QUESTIONNAIRE
TWIN CITIES REGION INTERMODAL TERMINAL NEEDS STUDY

RECORD NAME: _____
JOB TITLE: _____
COMPANY: _____
ADDRESS: _____
CITY & STATE: _____
VERIFY PHONE #: _____
THANK RESPONDENT AND DISCONTINUE.
INTERVIEWER: _____ DATE: _____

YOU ARE TO INTERVIEW THE KEY DECISION MAKER REGARDING FREIGHT SHIPMENTS.

Hello, this is (NAME) from Friedrichs & Associates. We are working with the Metropolitan Council to conduct a study with key Transportation Managers, and we would like to include your opinions.

1. Are you the person who manages the inbound or outbound freight for your company?

Yes 1 → CONTINUE

No 2 → ASK FOR THE APPROPRIATE PERSON.

B. Do you receive or ship freight in truckload size quantities?

Yes 1 → CONTINUE

No 2 → THANK RESPONDENT AND DISCONTINUE. TALLY AT #1 ON CONTACT SHEET.

2-A. Thinking of your freight handling locations in Minnesota and Western Wisconsin, how many truckload size shipments do you receive in a typical week?

_____ (6-9)

B. And how many do you ship in a typical week?

_____ (10-13)

C. IF THE SUM OF "A" AND "B" IS 5 OR MORE, CONTINUE.
IF NOT, THANK RESPONDENT AND DISCONTINUE. TALLY AT #2 ON CONTACT SHEET.

3-A. Is your business primarily manufacturing, wholesaling, retailing, warehousing, or some other type?

- Manufacturing 1
- Wholesaling..... 2 (10)
- Retailing 3
- Warehousing 4
- Other:
- _____ 5 (15-10)

B. What are the major products that your company manufactures or distributes? (17-21)

4-A. When dealing with truckload size quantities, how many freight handling locations do you have in Minnesota and Western Wisconsin?

_____ → IF ONE, ASK B. (22-30)
 IF MORE THAN ONE ASK C.

B. In what direction is that location from the Minneapolis/St. Paul metro area?

- North 1
- South 2
- East 3 (25)
- West 4
- Is in the metro area 5
- Other: _____ 6

C. In what direction are most of these locations from the Minneapolis/St. Paul metro area?

- North 1
- South 2
- East 3 (26)
- West 4
- Is in the metro area 5
- Other: _____ 6

D. What is the mileage between your company's major freight handling facilities in Minnesota and Western Wisconsin and the Burlington Northern Hub on Pierce Butler in St. Paul?

- _____ miles (27-29)
- _____ miles (30-32)
- _____ miles (33-35)
- Don't Know X (36)

4-E. What is the mileage between your company's major freight handling facilities in Minnesota and Western Wisconsin and the Soo Line Hub on 30th Avenue North East in Minneapolis?

_____ miles	(37-39)
_____ miles	(40-42)
_____ miles	(43-45)
Don't KnowX	(46)

5. Approximately how many full time employees does your company have in Minnesota and Western Wisconsin? _____ (47-50)

6. How important are freight services to your company's competitiveness? Would you say –
READ LIST:

Extremely important	1	
Very important	2	
Somewhat important	3	(51)
Not very important	4	
or Not at all important	5	

7. Who are your major truckload carriers? **DO NOT READ LIST. PROBE:** Any other major carriers?

Builders Transport	1	
Cannon Express	2	
Celadon Trucking.....	3	
Freymler	4	
Heartland Express	5	(52)
Intrenet.....	6	
J. B. Hunt.....	7	
Landstar	8	
M. S. Carriers	9	
Marten Transport	0	
MNX	1	
Munson Transportation	2	
P.A.M. Transport	3	
Schneider	4	(53)
Swift Transportation	5	
USA Truck	6	
Werner Enterprises	7	
Other:		(54-57)

_____ 8

8. Now I have some questions about rail intermodal shipping. Are you familiar with this term?
IF NOT CERTAIN, READ DESCRIPTION:

By rail intermodal I mean freight that is shipped in a trailer or container with part of the movement by railroad. Usually, the trailer or container is picked up at the origin facility or port by truck and delivered to a rail intermodal terminal. The trailer or container is loaded on a rail car, transported by rail to an intermodal terminal in the destination region and then delivered to the destination facility or port by truck.

A. Do your major suppliers have access to rail intermodal service?

- Yes 1
- No 2 (58)
- Don't Know 3

B. Do your major customers have access to rail intermodal service?

- Yes 1
- No 2 (59)
- Don't Know 3

C. Do your major truckload carriers use rail intermodal either for your company or for other shippers?

- Yes 1
- No 2 (60)
- Don't know 3

9-A. Now thinking of your freight handling locations in Minnesota and Western Wisconsin, do any of your inbound or outbound shipments move by rail intermodal?

- Yes 1 → CONTINUE
- No 2 → SKIP TO Q.10. (61)

B. Is your rail intermodal volume greater in 1994 than it was in 1993?

- Yes 1 → CONTINUE
- No 2
- Same as in 1993 3 → SKIP TO Q.10. (62)
- Don't Know 4

C. Why is it greater in 1994? PROBE ONCE AND CLARIFY FULLY. (63-65)

10-A. Are you responsible for the inbound freight that you receive by either rail intermodal or by truck?

Yes 1 → SKIP TO C. (66)
No 2 → CONTINUE.

B. Who would I speak to for additional information on your inbound freight?

NAME: _____

PHONE #: _____

C. And are you responsible for the outbound freight that you ship by either rail intermodal or by truck?

Yes 1 → SKIP TO NEXT APPROPRIATE SECTION. (67)
No 2 → CONTINUE.

D. Who would I speak to for additional information on your outbound freight?

NAME: _____

PHONE #: _____

E. CONTINUE WITH NEXT APPROPRIATE SECTION.

INBOUND FREIGHT

Now please think about the inbound freight that you receive either by rail intermodal or by truck at locations in Minnesota and Western Wisconsin.

1-A. How many shipments of truckload size inbound freight do you receive in a 12 month period.

_____ (6-10)

B. How many of these shipments move only by truck from port of entry or point of origin to destination -- and how many move by rail intermodal in a trailer or container?

by Truck _____ (11-15)

by Rail Intermodal _____ (16-20)

MUST TOTAL TO ANSWER AT A:

2. IF ANSWER TO RAIL INTERMODAL AT "B" IS ZERO, SKIP TO Q.4 ON NEXT PAGE.

A. How many rail intermodal shipments come in a trailer and how many in a container?

in Trailer _____ (21-25)

in Container _____ (26-30)

MUST TOTAL TO RAIL INTERMODAL ANSWER AT 1-B:

B. IF ANSWER TO TRAILER AT "2-A" IS ONE OR MORE, ASK: What is the length of the most common size trailer that is used?

_____ (31-32)

C. IF ANSWER TO CONTAINER AT "2-A" IS ONE OR MORE, ASK:

<ul style="list-style-type: none"> • What is the length of the most common size <u>container</u> that is used? _____ (33-34) • How many of the (<u>READ ANSWER TO 2-A "CONTAINER"</u>) containers that you receive in a 12 month period move through a port? _____ (35-39)
IF NONE, SKIP TO Q.3.

2-D. Which major steamship companies handle your product that then moves by inbound rail intermodal freight into Minnesota or Western Wisconsin? **DO NOT READ LIST. PROBE:** Any others?

- ACL 1
- American President..... 2
- Evergreen..... 3
- Hanjin 4
- Maersk Line..... 5 (40)
- Mitsui O. S. K. Lines 6
- NYK Line 7
- OOCL 8
- Sea-Land Service 9
- Other:
- _____ 0
- _____ (41-42)
- _____
- Don't know X

3. Which railroads handle your inbound rail intermodal freight that is shipped into Minnesota or Western Wisconsin? **DO NOT READ LIST. PROBE:** Any others?

- Burlington Northern 1
- Canadian Pacific/Soo Line 2
- Chicago and North Western 3
- Canadian National 4
- Conrail 5 (43)
- CSX 6
- Norfolk Southern..... 7
- Santa Fe 8
- Southern Pacific 9
- Union Pacific 0
- Other:
- _____ X
- _____ (44-46)
- _____

4-A. What are the major commodities that you receive in shipments of truckload size either by truck or rail intermodal in Minnesota and Western Wisconsin? (47-49)

4-B. What are the major origination points for these commodities? IF NEEDED, READ LIST:

Canada	1	(50)
Mexico	2	
United States - SPECIFY STATES:		(51-54)

Overseas - SPECIFY PORTS OF ENTRY:		(55-57)
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C. What percent of these commodities are imported from Canada, Mexico, or some other country? _____% (58-60)

D. IF ANY ARE IMPORTED, ASK: What percent is from -- READ LIST.

Canada	_____ %	(64-66)
Mexico	_____ %	(67-69)
Other ports of entry:		(61-63)

_____	_____ %	(70-72)
_____	_____ %	(73-75)
_____	_____ %	(76-78)

MUST TOTAL ANSWER AT "C":

$\frac{\quad}{(1-4)} \quad \frac{3}{(5)}$

E. What percent of the commodities that you receive in truckload size in Minnesota and Western Wisconsin come from each of the following sources -- READ LIST AND THEN GO BACK OVER THE LIST, ONE AT A TIME:

From a supplier's plant	_____ %	(9-11)
From a warehouse or distribution center	_____ %	(12-14)
Directly from a port of entry	_____ %	(15-17)
or From some other source:		(6-8)

_____	_____ %	(18-20)
_____	_____ %	(21-23)

MUST TOTAL TO

F. How frequently do you receive these commodities – READ LIST:

- Daily 1
- More often than once a week..... 2
- Once a week 3 (20)
- 2 or 3 times a month..... 4
- Once a month 5
- or Less often 6

G. What is the average transportation rate for these commodities, excluding any ocean freight charges?

- \$ _____ per Ton 1
- (25-27) Pound..... 2 (28)
- Mile 3
- Other: _____ 4

H. What is your preferred length of truck, trailer, or container for an inbound shipment of these commodities? (29-30)

I. What percent of these inbound commodities would you classify as high, average, or low value? By high value I mean \$100,000 or more for a 48 foot size shipment. Low value is \$30,000 or below.

- High..... % (31-33)
- Average..... % (34-36)
- Low % (37-39)

MUST TOTAL TO

100%

J. Is the time sensitivity of your major inbound commodities – READ LIST:

- Overnight 1
- Too meet a schedule on-time 2
- Too meet a schedule consistently or reliably ... 3 (40)
- Some other time sensitivity 4
- or is it not time sensitive 5

K. Who chooses the shipping method and routes for your major inbound commodities that are shipped into Minnesota or Western Wisconsin-- READ LIST: (YOU MAY HAVE MORE THAN ONE ANSWER.)

- You 1
- Your supplier 2 (41)
- or A third party 3

5-B. And which intermodal terminals are used closest to the point of destination ? **DO NOT READ LIST.**

<u>RAILROAD</u> (68)	<u>CITY</u> (73)
Canadian Pacific/Soo Line 1	Minneapolis..... 1
Burlington Northern 2	St. Paul 2
Other: (69-72)	(74-77)
_____ 3	_____ 3
_____ 4	_____ 4
_____ 5	_____ 5

C. What is the relative cost of moving these inbound materials by truck as compared with rail intermodal? Is truck shipment – **READ LIST:**

- Much more expensive..... 1
- Somewhat more expensive 2
- About the same 3 (78)
- Somewhat less expensive 4
- or Much less expensive than rail intermodal shipping ... 5

DO NOT READ: Don't KnowX

D. If you needed to increase the size of your inbound shipments, would that increase your use of intermodal service?

- Yes 1
- No 2 (79)
- Don't Know 3

E. If the method of packaging major inbound commodities was improved, would that increase your use of intermodal service?

- Yes 1
- No 2 (80)
- Don't Know 3

6. CONTINUE WITH NEXT APPROPRIATE SECTION.

OUTBOUND FREIGHT

Now please think about the outbound freight that you ship either by rail intermodal or by truck from locations in Minnesota and Western Wisconsin.

1-A. How many shipments of truckload size outbound freight do you make in a 12 month period.

_____ (6-10)

B. How many of these shipments move only by truck from point of origin to port of exit or destination – and how many move by rail intermodal in a trailer or container?

by Truck _____ (11-15)

by Rail Intermodal _____ (16-20)

MUST TOTAL TO ANSWER AT A:

2. IF ANSWER TO RAIL INTERMODAL AT "B" IS ZERO, SKIP TO Q.4 ON NEXT PAGE

A. How many rail intermodal shipments are made in a trailer and how many in a container?

in Trailer _____ (21-25)

in Container _____ (26-30)

MUST TOTAL TO RAIL INTERMODAL ANSWER AT 1-B:

B. IF ANSWER TO TRAILER AT "2-A" IS ONE OR MORE, ASK: What is the length of the most common size trailer that is used?

_____ (31-32)

C. IF ANSWER TO CONTAINER AT "2-A" IS ONE OR MORE, ASK:

• What is the length of the most common size container that is used?
 _____ (33-34)

• How many of the (READ ANSWER TO 2-A "CONTAINER") containers that you ship in a 12 month period move through a port?
 _____ (35-39)

IF NONE, SKIP TO Q.3.

2-D. Which major steamship companies handle your product that was carried by rail intermodal from Minnesota or Western Wisconsin? **DO NOT READ LIST. PROBE:** Any others?

- ACL 1
- American President..... 2
- Evergreen..... 3
- Hanjin..... 4
- Maersk Line..... 5 (40)
- Mitsui O. S. K. Lines 6
- NYK Line 7
- OOCL 8
- Sea-Land Service 9
- Other:
- _____ 0
- _____ (41-42)
- _____
- Don't know X

3. Which railroads handle your outbound rail intermodal freight that is shipped from Minnesota or Western Wisconsin? **DO NOT READ LIST. PROBE:** Any others?

- Burlington Northern 1
- Canadian Pacific/Soo Line 2
- Chicago and North Western 3
- Canadian National 4
- Conrail 5 (43)
- CSX 6
- Norfolk Southern..... 7
- Santa Fe 8
- Southern Pacific 9
- Union Pacific 0
- Other:
- _____ X
- _____ (44-46)
- _____

4-A. What are the major products that you ship in truckload size either by truck or rail intermodal from Minnesota and Western Wisconsin? (47-49)

4-B. What are the major destination points for these products? IF NEEDED, READ LIST:

Canada	1	(50)
Mexico	2	
United States - SPECIFY STATES:		(51-54)

Overseas - SPECIFY <u>PORTS OF EXIT</u> :	(55-57)
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C. What percent of these products are exported to Canada, Mexico, or some other country?

_____ %	(58-60)
---------	---------

D. IF ANY ARE EXPORTED, ASK: What percent is shipped to – READ LIST.

Canada	_____ %	(64-66)
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Mexico	_____ %	(67-69)
--------------	---------	---------

Other <u>ports of exit</u>		
(61-63)		

_____	_____ %	(70-72)
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_____	_____ %	(73-75)
-------------	---------	---------

_____	_____ %	(76-78)
-------------	---------	---------

MUST TOTAL ANSWER AT "C":

_____	<u>5</u>
(1-4)	(5)

E. What percent of the products that you ship in truckload size from Minnesota and Western Wisconsin come from each of the following sources – READ LIST AND THEN GO BACK OVER THE LIST, ONE AT A TIME:

From a plant	_____ %	(9-11)
--------------------	---------	--------

From a warehouse or distribution center	_____ %	(12-14)
--------------------------------------------------	---------	---------

or From some other type of location:		(15-17) B
(6-8)		

_____	_____ %	(18-20)
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_____	_____ %	(21-23)
-------------	---------	---------

MUST TOTAL TO

4-F. How frequently do you ship these products -- READ LIST:

- Daily 1
- More often than once a week..... 2
- Once a week 3 (20)
- 2 or 3 times a month..... 4
- Once a month 5
- or Less often 6

G. What is the average transportation rate for these products, excluding any ocean freight charges?

- \$ _____ per Ton 1
- (25-27) Pound..... 2 (28)
- Mile 3
- Other: _____ 4

H. What is your preferred length of truck, trailer, or container for shipments of these products?

_____ (29-30)

I. What percent of these outbound products would you classify as high, average, or low value? By high value I mean \$100,000 or more for a 48 foot size shipment. Low value is \$30,000 or below.

- High..... % (30-33)
- Average..... % (34-36)
- Low % (37-39)

MUST TOTAL TO

100%

J. Is the time sensitivity of your major outbound products -- READ LIST:

- Overnight 1
- Too meet a schedule on-time 2
- Too meet a schedule consistently or reliably ... 3 (40)
- Some other time sensitivity 4
- or is it not time sensitive 5

K. Who chooses the shipping method and routes for your major outbound products that are shipped from Minnesota or Western Wisconsin-- READ LIST: (YOU MAY HAVE MORE THAN ONE ANSWER.)

- You 1
- Your supplier 2 (41)
- or A third party **3**

4-L. IF A THIRD PARTY IS USED, ASK:

What percent is decided by a third party?
 _____ % (42-44)

What is the name of this third party? **DO NOT READ LIST.**

American President (APL or APDS)	1	
Alliance Shipping	2	
Commerce Express	4	
CSX	5	(45)
Dart Intermodal	6	
GST	7	
Global Transportation	8	
Hub City	9	
Intermodal Sales Corporation	0	
Intermodal Transport (ITCO)	X	
Norman G. Jensen	Y	
King Shipping	1	
Mark VII	2	
McCann's Transportation Company	3	
Midwest Gateway	4	
Midwest Shippers	5	(46)
Rail Van	6	
Riss	7	
C.H. Robinson	8	
Twin Modal	9	
Other: _____	0	(47-49)

5. REFER TO PAGE 12, Q.1-B. IF RAIL INTERMODAL IS USED, CONTINUE BELOW. IF NOT, SKIP TO NEXT SECTION.

A. For shipments of these commodities that move by rail intermodal, which intermodal terminals are used closest to the point of origination? **DO NOT READ LIST.**

RAILROAD (50)	CITY (55)
Canadian Pacific/Soo Line 1	Minneapolis 1
Burlington Northern 2	St. Paul 2
Other: (51-54) _____ 3	(56-59) _____ 3
_____ 4	_____ 4
_____ 5	_____ 5

5-B. And which intermodal terminals are used at the point of destination?

<u>RAILROAD</u> (60-68)	<u>CITY</u> (69-77)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

C. What is the relative cost of shipping these outbound materials by truck as compared with rail intermodal? Is truck shipment -- READ LIST:

- Much more expensive..... 1
 - Somewhat more expensive 2
 - About the same 3
 - Somewhat less expensive 4 (78)
 - or Much less expensive than rail intermodal shipping ... 5
- DO NOT READ: Don't KnowX

D. If you needed to increase the size of your outbound shipments, would that increase your use of intermodal service?

- Yes 1
- No 2 (79)
- Don't Know 3

E. If the method of packaging major outbound products was improved, would that increase your use of intermodal service?

- Yes 1
- No 2 (80)
- Don't Know 3

6. CONTINUE WITH NEXT SECTION.

ASKED OF EVERYONE

1-A. Which of the following improvements in rail intermodal service in the Minneapolis - St. Paul area might increase your use of this service in the future.

The first item is – **READ LIST ONE AT A TIME:**

- More frequent rail service 1
- Improved reliability of rail service 2
- Reduced rail transit time 3
- Reduced intermodal terminal time at the origin
for inbound shipments 4
- Reduced intermodal terminal time at the
destination for outbound shipments 5
- Reduced intermediate terminal time at
transfer points such as Chicago 6
- Reduced intermodal terminal time in the Twin Cities 7
- Additional terminal capacity in the Twin Cities 8
- Improved drayage service from the
railroad to your location 9
- Reduced transit time from the railroad
terminal to your location 0
- Increased equipment free time for
unloading 1
- Improved availability of trailers or containers 2
- Improved availability of electronic services to
trace shipments 3
- Improved availability of electronic services
to access rates 4
- Improved availability of services to book freight 5
- Improved availability of services to process
claims 6
- Improved availability of services for EDI
or Electronic Data Interchange 7
- Reduction in relative cost of rail intermodal service 8
- Reduction in packaging costs needed for
damage prevention 9

(7)

(8)

1-B. Are there any other factors or technological improvements that would increase your use of rail intermodal service? **PROBE AND CLARIFY.** (9-12)

2-A. If rail intermodal services to and from the Minneapolis - St. Paul area were improved by providing additional terminal capacity and service, would your company consider expanding your use of rail intermodal?

Yes 1
No 2 (13)
Don't Know 3

B. If improvements in intermodal service in the Minneapolis - St. Paul area were available, do you think your company might consider expansion such as by adding plant or warehouse capacity at some point in the future?

Yes 1
No 2 (14)
Don't Know 3

C. If your business situation changed so that your shipping volume increased, would that increase your use of intermodal service?

Yes 1
No 2 (15)
Don't Know 3

3. How do you expect the North American Free Trade Agreement to impact your business? (16-20)

4-A. In the next year or two, what is the outlook for your company's business activities at your Minnesota and Western Wisconsin facilities? Do you expect some growth, no growth, or a decline?

- (21)
Some growth..... 1 → What % growth do you expect per year? _____ (22-23)
- No growth 2
- A decline 3 → What % decline do you expect per year? _____ (24-25)

B. Going beyond that period, over the next 3 to 5 years, what is the outlook for your company's business activities at your Minnesota and Western Wisconsin facilities? Do you expect some growth, no growth, or a decline?

- (26)
Some growth..... 1 → What % growth do you expect per year? _____ (27-28)
- No growth 2
- A decline 3 → What % decline do you expect per year? _____ (29-30)

5. IF GROWTH IS EXPECTED AT "A" OR "B" ABOVE, CONTINUE BELOW:

A. In which of your geographic markets do you think growth will occur? (31-35)

B. From which geographic locations will you obtain inbound commodities to accommodate that growth in production? (36-40)

C. Is investment in increased plant capacity likely to be required to accommodate growth?

Yes 1

No 2

Don't Know 3

(41)

6. SKIP TO BOX ON COVER PAGE.