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April 29, 2022
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April 29, 2022

Via Electronic Filing

The Honorable Martin Oberman, Chairman
Surface Transportation Board
395 E Street, SW
Washington, DC 20423-0001

The Honorable Michelle Schultz, Vice Chairman
Surface Transportation Board
395 E Street, SW
Washington, DC 20423-0001

The Honorable Patrick Fuchs
Surface Transportation Board
395 E Street, SW
Washington, DC 20423-0001

The Honorable Robert Primus
Surface Transportation Board
395 E Street, SW
Washington, D.C. 20423-0001

The Honorable Karen Hedlund
Surface Transportation Board
395 E Street, SW
Washington, D.C. 20423-0001

Re: Docket No. EP 770 – *Urgent Issues in Freight Rail Service*

Dear Chairman Oberman, Vice Chairman Schultz and Board Members Fuchs, Primus and Hedlund:

Per your exchanges with Mr. Eric Gehringer and Ms. Beth Whited during the hearing of April 26-27, 2022, Union Pacific respectfully submits the enclosed service update. Union Pacific will report on a weekly basis during the pendency of the service challenges discussed at the hearing.

Please feel free to contact me if you have any questions.

Sincerely,

James B. Boles

Enclosure

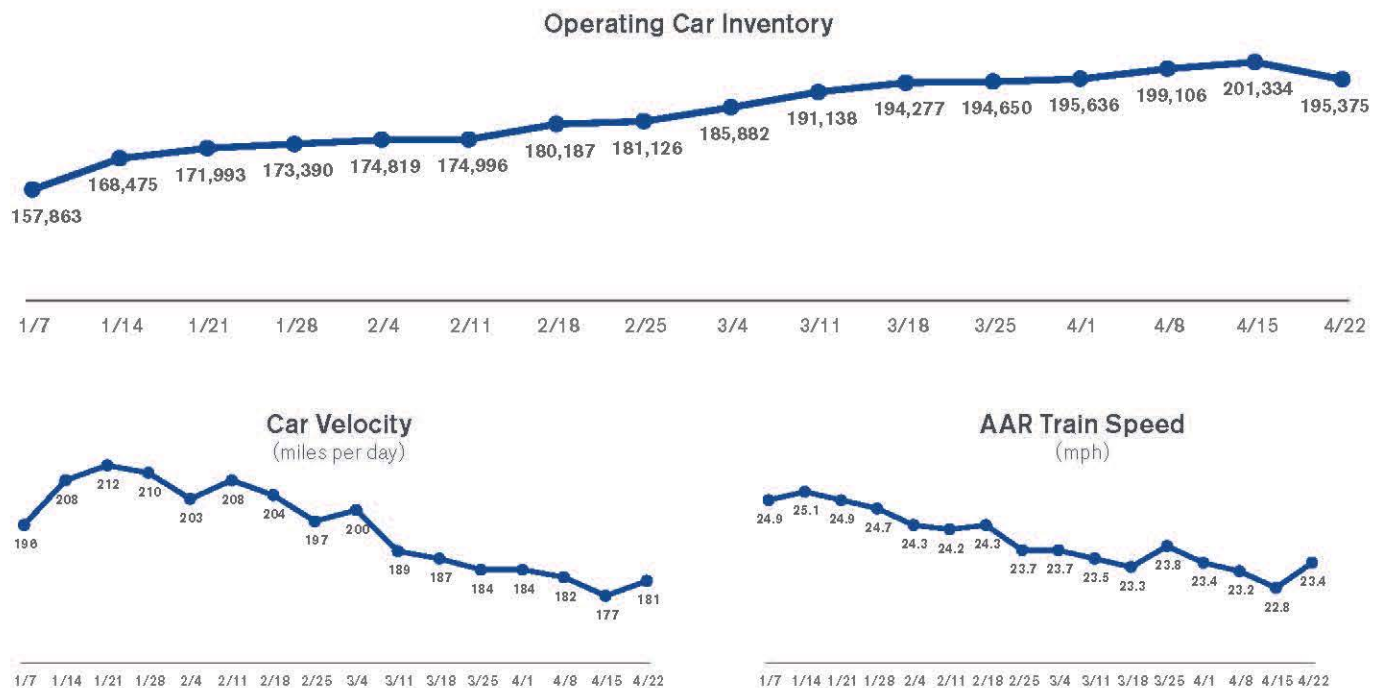
cc: Ms. Cynthia T. Brown, Chief,
Section of Administration, Office of Proceedings

Service Update

April 29, 2022



Operating



Workforce Resources



¹All TE&Y employees who began training in 2022.

²All TE&Y employees who have completed training in 2022, including those who started training in 4Q 2021

As noted during the EP 770 hearing, Union Pacific is working closely with many of its customers to reduce congestion. Some customers have cooperated with Union Pacific in reducing excess operating inventory. As of the date of this filing, Union Pacific has not embargoed customers as a part of this vital congestion reduction work.

Union Pacific will continue to evaluate the most effective and useful metrics that will give the Board an accurate and complete understanding of the quality of our customer service during the present, urgent circumstances. We may add metrics to this report as that evaluation continues.