



Adam Weiskittel
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VIA ELECTRONIC FILING

August 26, 2022

Ms. Cynthia Brown, Chief
Section of Administration
Office of Proceedings
Surface Transportation Board
395 E Street SW
Washington, DC 20423

ENTERED
Office of Proceedings
August 26, 2022
Part of
Public Record

RE: Docket No. EP 770 (Sub No. 1), Urgent Issues in Freight Rail Service

Dear Ms. Brown:

Pursuant to the Board's May 6 decision in the above-referenced proceeding, BNSF respectfully submits this update on the status of our service recovery plan filed on May 20, as supplemented in accordance with the Board's June 16 decision.

We also wanted to separately highlight two developments related to our service performance this week. First, we will be lifting the temporary permit embargo we had in place for certain shipments destined to California effective September 5. As described in the attached letter to our customers that Steve Bobb, EVP & Chief Marketing Officer, and Matt Igoe, EVP & Chief Operations Officer, sent on August 23, the embargo was not a step we took lightly and we are pleased that it has contributed to increased fluidity in Southern California. Second, this week BNSF was able to hit our target for overall velocity for the first time since submitting our service recovery plan, while also hitting our terminal dwell target. While we still have progress to make to return service to the levels our customers expect and do expect our progress to remain somewhat choppy in coming weeks, we are encouraged by these signs of improvement.

Sincerely,

A handwritten signature in blue ink, appearing to read "Adam Weiskittel".

Adam Weiskittel
AVP & Associate General Counsel, Operations

CC: Mr. Michael Higgins, Office of Public Assistance, Government Affairs, and Compliance

Attachments

BNSF Service Recovery Plan

Key Performance Indicators



	Baseline (March 4, 2022)	Current ¹	Progress Against Baseline	Target
Overall Velocity	24.4 mph	26 mph	+6.6% 	26 mph
Terminal Dwell	28.8 hrs	25.9 hrs	-10.1% 	26 hrs
Local Service Performance	87.6%	86.9%	0.8% 	90%
On Time Performance	See Next Slide			
Average Trains Holding	147.3	148.4	+0.7% 	95

¹ The data in this column reflects the data BNSF reported on August 24, which reflects performance in the week ending August 19.

BNSF Service Recovery Plan

Key Performance Indicators



	Baseline	Current	Progress Against Baseline	Target
Intermodal	66.9%	63.1%	-3.8 pp ↓	70.0%
Coal Unit	66.6%	65.5%	-1.1 pp ↓	75.0%
Merchandise	46.9%	59.5%	+12.6 pp ↑	63.0%
Grain Unit	62.7%	63.3%	+0.6 pp ↑	75.0%
Crude Unit	46.1%	55.1%	+9.0 pp ↑	70.0%
Auto Unit	52.0%	57.0%	+5.0 pp ↑	63.0%
Ethanol Unit	18.0%	29.0%	+11.0 pp ↑	50.0%

From: BNSF Customer Notifications <customer.notifications@email.bnsf.com>
Sent: Tuesday, August 23, 2022 12:22 PM
To: BNSF Customer Notifications
Subject: Limited Embargo Ending - A Message From Steve Bobb and Matt Igoe

To view this email as a web page, go [here](#).



August 23, 2022

Dear First Name,

We are pleased to report that BNSF is lifting our temporary permit embargo in California. As [announced](#), beginning Monday, September 5, shipments may move into California without a permit. We recognize the embargo has led to some additional disruption to our affected customers in the short term, and we sincerely appreciate your support and patience. Thanks to your continued collaboration, we've been able to reduce congestion and improve network fluidity in Southern California.

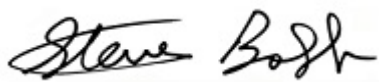
The decision to put the limited embargo in place was not one we took lightly. Still, it was a step we knew we had to take in response to significant ongoing service challenges, especially in Southern California. During the past two months, BNSF team members and contractors worked around the clock to reduce the backlogs and ensure that essential commodities flowed. Last week, we were able to grant 89% of permits requested for shipments moving into California. Moving forward, we will continue working collaboratively with individual customers to manage traffic flows and maintain fluidity.

Returning service to normal levels will require that we remain diligent and focused on controlling inventory levels on our network. As you know, the temporary embargo was one of several actions we've taken to improve network fluidity and restore service levels to the levels you expect from BNSF and we expect of ourselves. BNSF teams remain focused on our broader service recovery efforts and are driving improved operational conditions across our entire network. Our gains in network fluidity have enabled BNSF to reduce agricultural past dues, and are now current for fall harvest.

We also remain committed to continuing to provide transparent and frequent communications about the state of our network as recovery efforts continue throughout our network.

As always, we thank you for your business and the opportunity to serve as your transportation service provider.

Sincerely,



Steve Bobb
Executive Vice President
and Chief Marketing Officer



Matt Igoe
Executive Vice President
and Chief Operations Officer

This email was sent to: customer.notifications@bnsf.com

This email was sent by: BNSF Railway Company
2650 Lou Menk Dr Fort Worth, TX 76131-2830 US

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