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December 15, 2023

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

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Public Record

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

Dear Ms. Brown:

BNSF respectfully submits this update on the status of our service recovery plan filed on May 20, 2022, as modified in accordance with the Board's June 16, 2022 decision. The data in this report reflects BNSF's service performance during the week ending December 8. BNSF achieved target for 10 of our 12 KPIs this week. The following chart reflects our performance against our KPI targets over the past eight weeks:

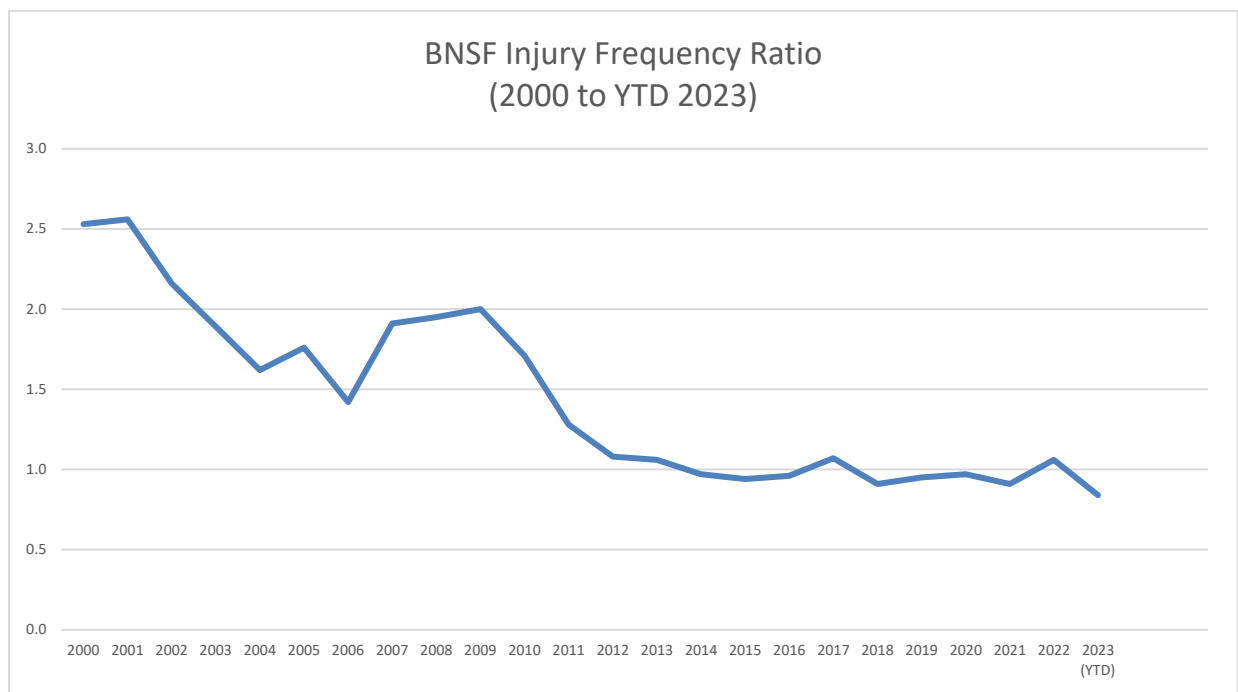
	42	43	44	45	46	47	48	49	8 Week Avg.
Train Speed	100%	98%	98%	101%	100%	103%	104%	104%	101%
Dwell	102%	100%	100%	103%	104%	99%	102%	107%	102%
Trains Holding	115%	123%	125%	147%	144%	140%	150%	153%	137%
Local Service	101%	101%	101%	102%	102%	101%	98%	100%	101%
Overall OTP	109%	107%	105%	109%	111%	111%	114%	118%	111%
Intermodal OTP	114%	109%	107%	109%	112%	113%	110%	119%	112%
Coal OTP	93%	96%	98%	107%	105%	97%	100%	102%	100%
Merch OTP	107%	104%	103%	103%	106%	108%	118%	120%	109%
Grain OTP	52%	72%	70%	85%	85%	84%	109%	88%	81%
Crude OTP	78%	78%	84%	73%	84%	78%	88%	92%	82%
Auto OTP	107%	94%	95%	94%	100%	107%	128%	116%	105%
Ethanol OTP	86%	103%	103%	95%	83%	120%	117%	109%	102%

BNSF's 2023 Safety Performance

As we approach the end of 2023, we wanted to take the opportunity to highlight our safety performance this year. Safety is critical to everything we do at BNSF, including our ability to maintain and improve the service we provide to our customers. As railroaders, everyone at BNSF understands the importance of eliminating the loss of life on our railroad and ensuring that our coworkers return home to

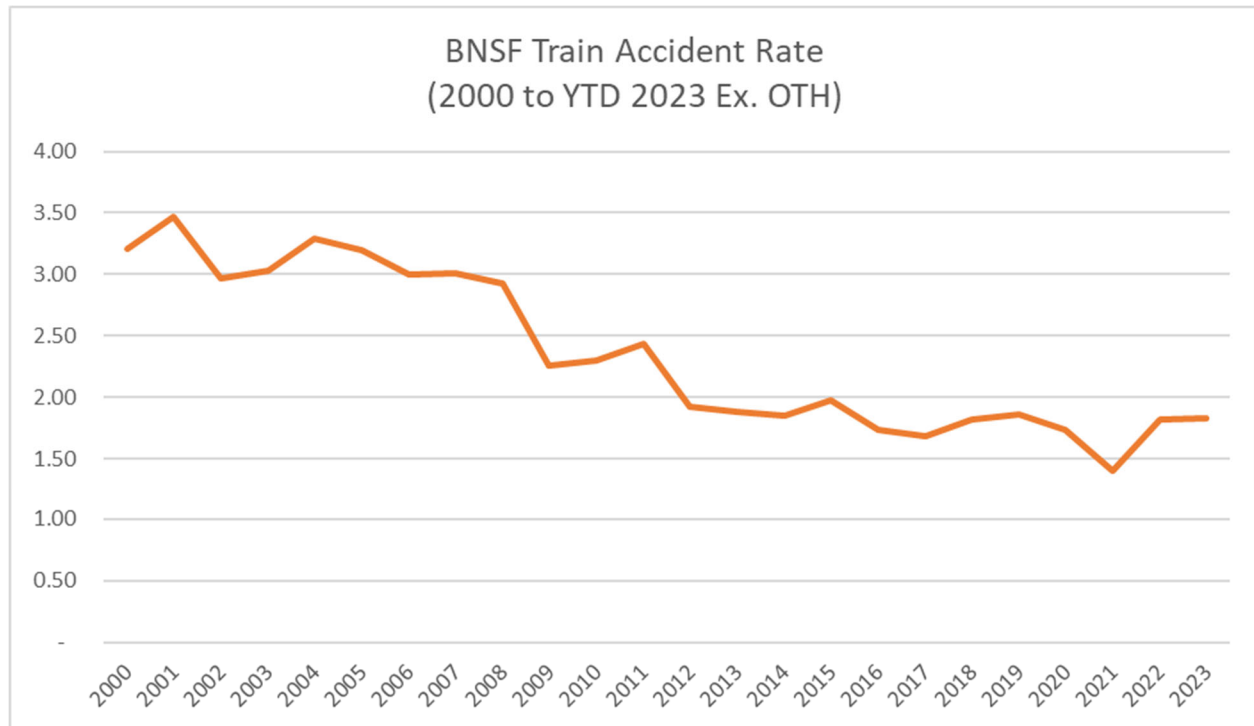
their families in the same condition as when they left for work. Likewise, our employees, our families, and our customers live in the communities where we operate and minimizing the impact that our operations have on those communities is a responsibility we take seriously. A safe railroad is a fluid and competitive railroad, and our customers universally share our safety values. Our work toward our vision of an accident and injury-free railroad directly supports our commitment to provide our customers the service they need to succeed and grow in their respective markets.

We have made great progress towards our safety vision in 2023. BNSF is on pace to finish this year with the lowest injury frequency ratio of the four U.S.-based Class I railroads, and the lowest in the 170+ year history of our railroad. Injury frequency ratio is the standard rail industry measure indicating the number of FRA-reportable employee on-duty injuries per 200,000 hours worked.¹ In other words, BNSF's YTD 2023 injury frequency ratio of 0.83 means that for a group of 100 employees each working a 2,000 hour year, less than a single reportable injury would occur. As reflected in the chart below, this year's record frequency ratio represents the continuation of a trend of significant improvement over the past two decades. For example, in the year 2000, BNSF employees suffered approximately 1,100 reportable injuries compared to fewer than 300 reportable injuries suffered thus far in 2023, which is a more than 70% reduction. Similarly, in the year 2000 six BNSF employees tragically lost their lives in on-duty incidents, whereas our employees have worked fatality free in 2023 and in three of the past five years.



¹ An FRA-reportable injury is one that meets the criteria set forth in 49 CFR § 225.19(d).

In addition to operating without injury or loss of life, a critical component of our safety vision is to operate free of train accidents. As depicted in the chart below, BNSF's rate of train accidents not caused by external factors has, like our injury frequency performance, decreased significantly since 2000.²



While much progress has been made over the last two decades and our YTD 2023 total train accident performance is on track to be the lowest among the four U.S.-based Class 1 railroads for the eighth consecutive year, BNSF's performance has remained generally flat for several years. We recognize that more work remains to be done to achieve our vision, and we are approaching that effort in partnership with our employees and their unions. BNSF recently reached a new training agreement with the unions representing our Train, Yard and Engine ("TY&E") employees that will transition our newly hired TY&E employees from separate legacy BN and Santa Fe training programs into one streamlined and consistent BNSF training program. Once this new program launches in early 2024, students will spend four weeks of their total 14+ week program at BNSF's Technical Training Center ("TTC") in Overland Park, Kansas, where they will receive safety, rules, and operating practices training in the classroom, as well as performing hands-on training exercises in labs and training yards. BNSF has made significant capital investments in our TTC classroom and yard facilities to accommodate this new, earlier deployment of hands-on training, which will be facilitated by our staff of Master Instructors. Once students leave the TTC, they will continue their training with nine plus weeks of on-the-job training at their home location, which is facilitated by qualified craft instructors.

Our new training agreement follows the historic Transportation Safety Agreement ("TSA") that BNSF reached with the unions representing our TY&E employees across most of our southern region last year. The TSA created over 100 full and part-time craft positions dedicated to safety. The TSA has already shown benefits by allowing for a more proactive focus on correcting safety rule compliance issues through

² Such external factors include extreme environmental conditions, improperly loaded railcars, vandalism, trespassers, and other similar causes.

discussion and retraining, as opposed to greater reliance on disciplinary measures. BNSF and union leaders continue to work towards implementing this model throughout the rest of our network.

Equally important, BNSF has invested nearly \$13 billion in system maintenance over the past five years to keep our track, facilities, and rolling stock in safe working order. These investments include the development and implementation of several new technologies to promote safer operations, such as our decision to implement Positive Train Control technology across approximately 3,400 miles of our network where the technology is not required by law. Additionally, BNSF has developed a pioneering Automated Track Inspection (“ATI”) program that leverages frequent rail geometry tests by manned and unmanned inspection machines to identify track defects for early correction while minimizing unnecessary manual inspections that slow rail service. While we have not yet been able to obtain the regulatory approvals needed to implement the ATI program systemwide, the program has been remarkably successful at driving down track defects on the territories where it has been implemented, including our Southern Transcon route that handles more volume than any other part of our network. This technology is just one example of BNSF’s continuing effort to develop and implement new ways of making our railroad safer for the benefit of our employees, our customers, and the communities in which we operate.³

While we recognize that the Board is not the agency principally charged with railroad safety matters, safety is inherent to all aspects of railroad operations, and we believe it plays a critical role in our ability to provide our customers the service they expect. We take tremendous pride in the safety performance our team has achieved this year and how that has contributed to our service improvement, but readily acknowledge that work remains to be done in pursuit of our vision to operate free of incidents and injuries on a sustained basis.

Sincerely,



Adam Weiskittel
AVP & Associate General Counsel, Operations

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

³ In a prior update to the Board, BNSF previously discussed another example, our Brake Health Effectiveness program, which uses wayside detector technology to identify potentially defective brakes for focused testing and repair while reducing unnecessary intermediate brake tests. See Status update of BNSF Railway Company, *Urgent Issues in Rail Service—Railroad Reporting*, at 4 (Aug. 11, 2023).



BNSF Service Recovery Plan

Key Performance Indicators

	Baseline (March 4, 2022)	Current ¹	Progress Against Baseline	Target
Overall Velocity	24.4 mph	27.3 mph	+11.9% ↑	26 mph
Terminal Dwell	28.8 hrs	23.8 hrs	-17.4% ↓	25.5 hrs
Local Service Performance	87.6%	91.1%	+4.0% ↑	91%
Overall On Time Performance	62.4%	82.3%	+31.9% ↑	70%
Average Trains Holding	147.3	44.5	-69.8% ↓	95

¹ The data in this column reflects the data BNSF reported on December 13, which reflects performance in the week ending December 8.



BNSF Service Recovery Plan

Key Performance Indicators

	Baseline	Current	Progress Against Baseline	Target
Intermodal	66.9%	88.9%	+22.0pp 	75%
Coal Unit	66.6%	76.3%	+9.7pp 	75%
Merchandise	46.9%	78.0%	+31.1pp 	65%
Grain Unit	62.7%	65.7%	+3.0pp 	75%
Crude Unit	46.1%	64.1%	+18.0pp 	70%
Auto Unit	52.0%	81.1%	+29.1pp 	70%
Ethanol Unit	18.0%	54.5%	+36.5pp 	50%

	11/26/23	11/27/23	11/28/23	11/29/23	11/30/23	12/1/23	12/2/23	12/3/23	12/4/23	12/5/23	12/6/23	12/7/23	12/8/23	12/9/23
Availability	64.7%	73.4%	76.0%	76.8%	75.2%	69.0%	62.1%	62.9%	71.7%	74.7%	75.3%	75.2%	72.1%	65.6%
Agreement	364	622	599	514	440	511	519	482	579	591	522	467	453	444
Absences	503	463	408	466	603	840	697	692	563	539	539	584	634	509
Company Business	31	52	77	86	70	48	37	35	57	74	90	83	42	25
FMLA/Medical Leave	237	191	153	128	174	275	350	359	280	196	181	203	237	277
Furloughed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous	15	24	16	23	38	69	79	79	59	33	32	39	33	40
Training	4	11	27	38	21	3	0	0	6	22	41	22	2	0
Vacation/Paid Leave	1,455	1,049	907	884	955	1,030	1,064	993	892	818	825	887	991	1,050