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November 17, 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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Office of Proceedings  
November 17, 2023  
Part of  
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 November 10. Last week, BNSF achieved target for eight of our twelve KPIs with an additional KPI being at least 95% of target. We have also achieved further improvement in our Grain OTP KPI, which is consistent with historical trends following the normal dip in that metric at the outset of Fall harvest. The following chart reflects our performance against our KPI targets over the past eight weeks:

|                | 38   | 39   | 40   | 41   | 42   | 43   | 44   | 45   | 8 Week Avg |
|----------------|------|------|------|------|------|------|------|------|------------|
| Train Speed    | 103% | 102% | 102% | 100% | 100% | 98%  | 98%  | 101% | 101%       |
| Dwell          | 104% | 104% | 103% | 102% | 102% | 100% | 100% | 103% | 102%       |
| Trains Holding | 146% | 147% | 139% | 124% | 115% | 123% | 125% | 147% | 133%       |
| Local Service  | 101% | 102% | 102% | 102% | 101% | 101% | 101% | 102% | 102%       |
| Overall OTP    | 117% | 115% | 111% | 110% | 109% | 107% | 105% | 109% | 110%       |
| Intermodal OTP | 116% | 116% | 113% | 111% | 114% | 109% | 107% | 109% | 112%       |
| Coal OTP       | 110% | 107% | 102% | 106% | 93%  | 96%  | 98%  | 107% | 102%       |
| Merch OTP      | 111% | 108% | 107% | 108% | 107% | 104% | 103% | 103% | 106%       |
| Grain OTP      | 104% | 91%  | 75%  | 62%  | 52%  | 72%  | 70%  | 85%  | 76%        |
| Crude OTP      | 91%  | 87%  | 78%  | 86%  | 78%  | 78%  | 84%  | 73%  | 82%        |
| Auto OTP       | 116% | 109% | 108% | 115% | 107% | 94%  | 95%  | 94%  | 105%       |
| Ethanol OTP    | 109% | 97%  | 74%  | 108% | 86%  | 103% | 103% | 95%  | 97%        |

In our last biweekly report, BNSF discussed some of the short and long-term investments we've made to support the growth of our intermodal business by converting over-the-road shipments to more environmentally friendly rail transportation. Since then, BNSF and J.B. Hunt Transport Services announced another important step toward that goal with the introduction of Quantum, our joint premium intermodal service aimed at service-sensitive freight currently moving on the highway. Quantum service will feature up to 95 percent on-time delivery on transit times that are approximately one day faster than traditional intermodal service. BNSF and J.B. Hunt employees will be working side-by-side at the new Intermodal Innovation Center at our Fort Worth campus to plan every aspect of the service and ensure prompt, positive resolution of events in transit.<sup>1</sup>

This Quantum service has been made possible by the longstanding relationship between J.B. Hunt and BNSF, as well as the substantial capacity investments each company has made to our networks. It is a quintessential example of BNSF's competitive, growth-oriented approach to the transportation market. We appreciate J.B. Hunt's partnership in this endeavor and look forward to a successful launch of this service.

Sincerely,



Adam Weiskittel  
AVP & Associate General Counsel, Operations

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

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<sup>1</sup> More information on our Quantum service is available here <https://www.bnsf.com/news-media/news-releases/newsrelease.page?relId=jb-hunt-and-bnsf-expand-intermodal-marketplace-with-launch-of-quantum> and here <https://www.jbhunt.com/our-company/case-studies/quantum>.



# BNSF Service Recovery Plan

## Key Performance Indicators

|                                | Baseline<br>(March 4, 2022) | Current <sup>1</sup> | Progress Against<br>Baseline                                                                 | Target   |
|--------------------------------|-----------------------------|----------------------|----------------------------------------------------------------------------------------------|----------|
| Overall Velocity               | 24.4 mph                    | 26.3 mph             | +7.8%     | 26 mph   |
| Terminal Dwell                 | 28.8 hrs                    | 24.8 hrs             | -13.9%    | 25.5 hrs |
| Local Service Performance      | 87.6%                       | 92.5%                | +5.6%     | 91%      |
| Overall<br>On Time Performance | 62.4%                       | 76.3%                | +22.3%  | 70%      |
| Average Trains Holding         | 147.3                       | 50.8                 | -65.5%  | 95       |

<sup>1</sup> The data in this column reflects the data BNSF reported on November 15, which reflects performance in the week ending November 10.



# BNSF Service Recovery Plan

## Key Performance Indicators

|              | Baseline | Current | Progress Against Baseline                                                                     | Target |
|--------------|----------|---------|-----------------------------------------------------------------------------------------------|--------|
| Intermodal   | 66.9%    | 81.5%   | +14.6pp    | 75%    |
| Coal Unit    | 66.6%    | 80.2%   | +13.6pp    | 75%    |
| Merchandise  | 46.9%    | 67.0%   | +20.1pp    | 65%    |
| Grain Unit   | 62.7%    | 63.4%   | +.7pp      | 75%    |
| Crude Unit   | 46.1%    | 51.2%   | +5.1pp    | 70%    |
| Auto Unit    | 52.0%    | 66.1%   | +14.1pp  | 70%    |
| Ethanol Unit | 18.0%    | 47.4%   | +29.4pp  | 50%    |

## TYE Unavailability and Cause

|                     | 10/29/.. | 10/30/.. | 10/31/.. | 11/1/23 | 11/2/23 | 11/3/23 | 11/4/23 | 11/5/23 | 11/6/23 | 11/7/23 | 11/8/23 | 11/9/23 | 11/10/.. | 11/11/.. |
|---------------------|----------|----------|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|
| Availability        | 63.1%    | 71.5%    | 71.7%    | 71.5%   | 70.7%   | 67.2%   | 60.9%   | 63.6%   | 71.9%   | 74.6%   | 75.6%   | 75.2%   | 71.0%    | 63.7%    |
| Agreement           | 414      | 539      | 526      | 463     | 403     | 449     | 465     | 421     | 535     | 506     | 400     | 377     | 404      | 377      |
| Absences            | 757      | 584      | 418      | 586     | 811     | 908     | 731     | 730     | 588     | 547     | 541     | 589     | 674      | 585      |
| Company Business    | 16       | 32       | 53       | 85      | 91      | 46      | 20      | 18      | 48      | 82      | 102     | 94      | 39       | 25       |
| FMLA/Medical Leave  | 314      | 245      | 267      | 307     | 290     | 313     | 326     | 317     | 278     | 212     | 190     | 211     | 249      | 280      |
| Furloughed          | 0        | 0        | 0        | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0        | 0        |
| Miscellaneous       | 24       | 26       | 19       | 32      | 51      | 74      | 78      | 81      | 49      | 32      | 26      | 19      | 12       | 14       |
| Training            | 1        | 12       | 24       | 44      | 40      | 5       | 2       | 3       | 6       | 16      | 25      | 23      | 3        | 0        |
| Vacation/Paid Leave | 1,223    | 1,106    | 1,290    | 1,078   | 1,046   | 1,082   | 1,172   | 1,120   | 918     | 807     | 827     | 904     | 1,066    | 1,155    |