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**VIA ELECTRONIC FILING**

304690

June 3, 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  
June 3, 2022  
Part of  
Public Record

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

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 along with the 36-month time series of historical data on our KPIs. We are submitting a spreadsheet with the 36-month data for our 5 KPIs via spreadsheet but have also included them here in chart format for ease of reference.

As we indicated in our testimony in the hearing held in this proceeding, results in the initial stage of our system recovery will be modest, and in some cases choppy. We continue to provide a weekly overview of performance, highlighting service interruptions and expectations for the our customers through our network updates, which can be accessed on our BNSF public website.<sup>1</sup> We have been sharing those updates with the Board informally but invite all stakeholders to make use of those and other resources on our Customer Notification page.

In addition to the updated information attached herein, BNSF provided an update to STB staff in our first bi-weekly service call on May 26. A cross-functional BNSF team led by Chief Marketing Officer Stevan Bobb, Chief Human Resources Officer Judy Carter, and Vice President of Transportation Matt Garland and including senior operating leaders from all components of our service design team met with the STB staff to provide a briefing on our plan and an overview from Mr. Garland of our network performance for the period since the April hearing to supplement our weekly reporting and our service recovery plan submissions. We appreciated the opportunity to present that overview and answer the staff's questions. This meeting also served as an opportunity to transition the liaison from the BNSF officials who testified

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<sup>1</sup> <http://www.bnsf.com/news-media/customer-notifications/library.page?type=network>

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at the public hearing to the subject-matter experts who will continue to liaison with the Board staff during the bi-weekly meetings. We look forward to meeting with Board staff again on June 9.

Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Travis Owsley". The signature is fluid and cursive, with the first name "Travis" written in a larger, more prominent script than the last name "Owsley".

Travis Owsley  
Senior General Attorney

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

Attachments

# BNSF Service Recovery Plan

## Key Performance Indicators

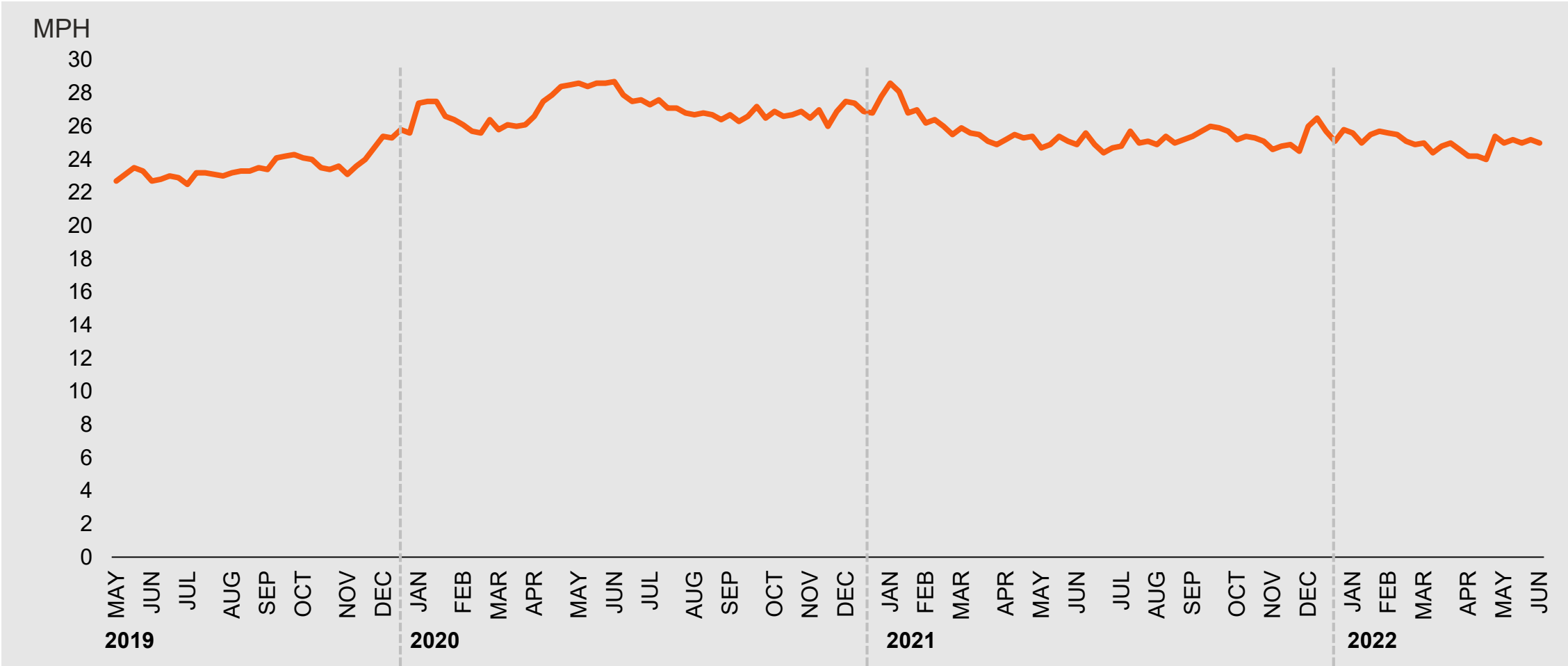


|                           | Baseline<br>(March 4, 2022) | Current <sup>1</sup> | Progress Against<br>Baseline | Target |
|---------------------------|-----------------------------|----------------------|------------------------------|--------|
| Overall Velocity          | 24.4 mph                    | 25.0 mph             | +2.5% ↑                      | 26 mph |
| Terminal Dwell            | 28.8 hrs                    | 27.4 hrs             | -4.9% ↓                      | 26 hrs |
| Local Service Performance | 87.6%                       | 88%                  | +0.4% ↑                      | 90%    |
| On Time Performance       | 62.4%                       | 61%                  | -2.2% ↓                      | 70%    |
| Average Trains Holding    | 147.3                       | 165.4                | +12.3% ↑                     | 95     |

<sup>1</sup> The data in this column reflects the data BNSF reported on June 1, which reflects performance in the week ending May 27.

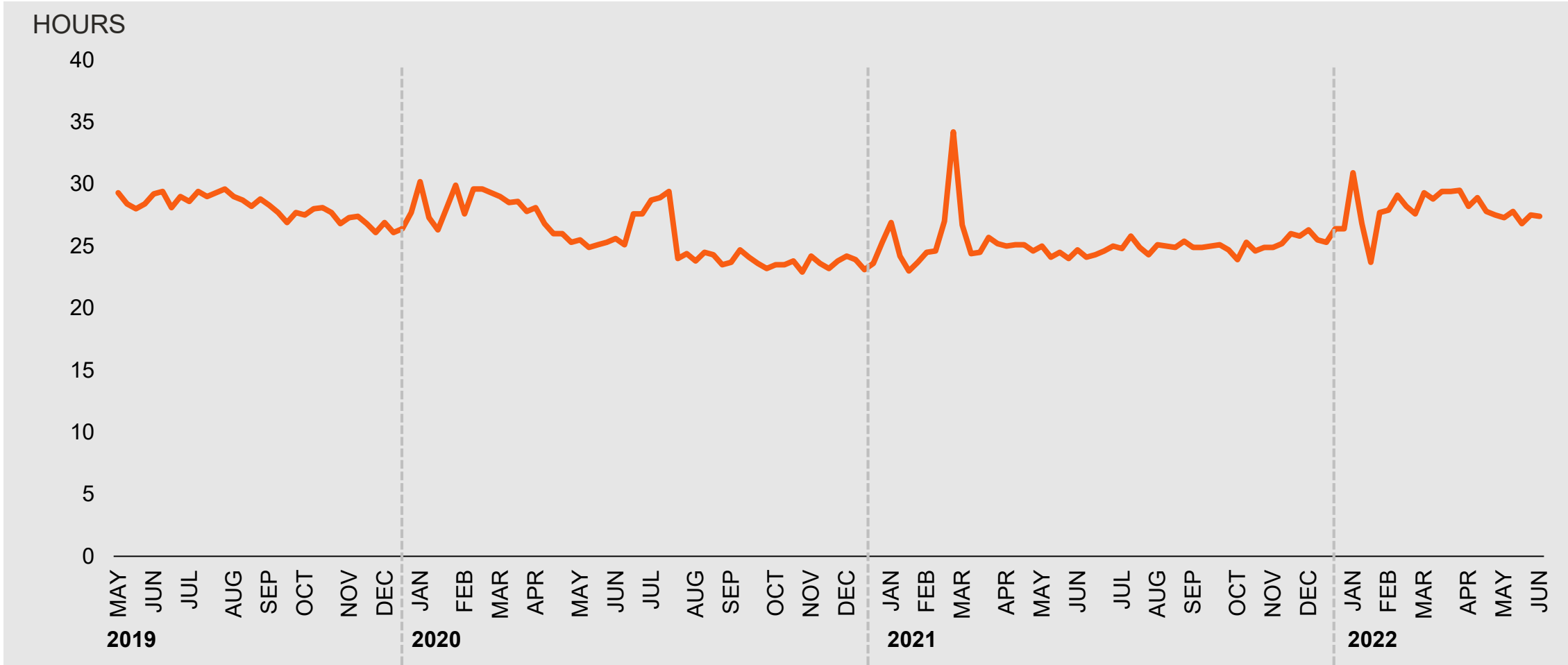
# BNSF Service Recovery Metrics

## Overall Velocity (mph)



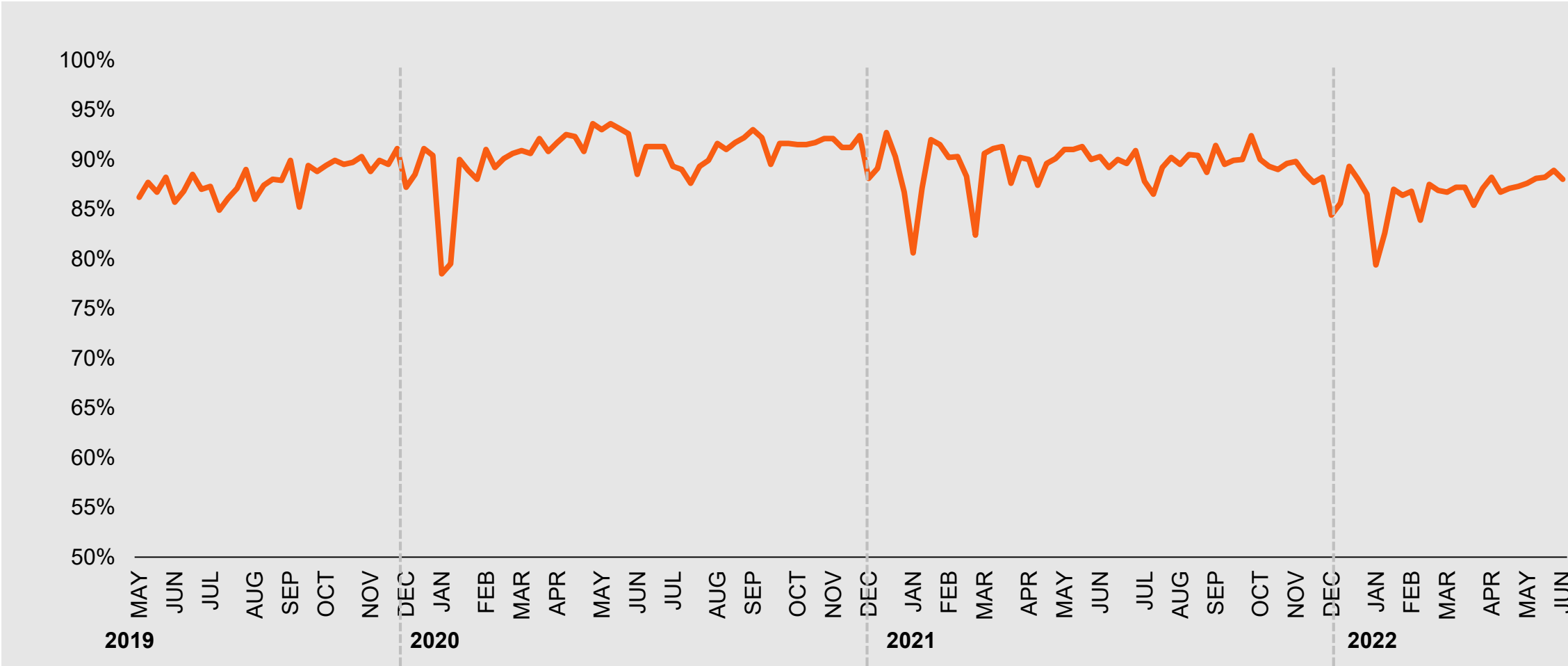
# BNSF Service Recovery Metrics

## *Terminal Dwell (Hours)*



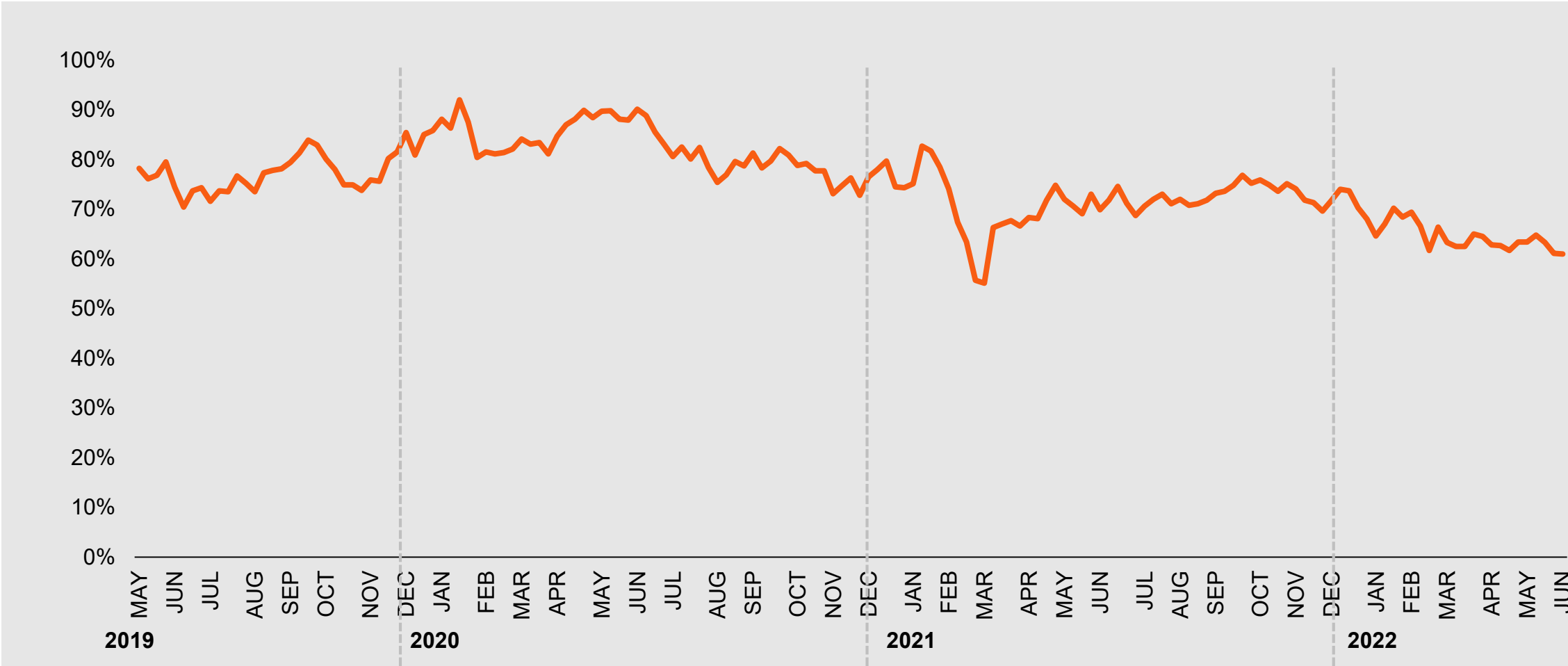
# BNSF Service Recovery Metrics

## Local Service Performance



# BNSF Service Recovery Metrics

## *On-Time Performance*



# BNSF Service Recovery Metrics

## *Average Trains Holding*

