



Carl R. Ice
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August 31, 2020

The Honorable Ronald Batory, Administrator
Federal Railroad Administration
United States Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

The Honorable Ann Begeman, Chairman
The Honorable Martin Oberman, Vice Chairman
The Honorable Patrick Fuchs, Board Member
United States Surface Transportation Board
395 E Street SW
Washington, DC 20423

Dear Administrator Batory, Chairman Begeman, Vice Chairman Oberman, and Board Member Fuchs:

I write in response to your letter of August 24, 2020 emphasizing the importance of safe and dependable rail service as the nation continues to confront the challenges of the COVID-19 pandemic while working to promote economic recovery. As you acknowledged at the outset, the hard work and dedication of the people keeping the trains running – and running well – during this unprecedented crisis have ensured BNSF's continued safe and efficient delivery of freight to our customers. I remain extremely proud and encouraged by the perseverance and steadfast optimism shown by the men and women of BNSF as we navigate this difficult environment.

As I wrote to Chairman Begeman in May, we have had two main goals since the pandemic first began – namely, to protect the health of our employees and to keep the trains moving that carry the goods upon which our customers and the country depend. We are delivering on these objectives and I am confident that BNSF is well-positioned to safely and efficiently handle our customers' freight as the economy continues to recover.

In the area of safety, which your letter appropriately highlights and BNSF considers most important, we have set aggressive goals towards a vision of zero injuries and accidents and continue to make progress across a number of different measures. In particular, I would highlight that BNSF has now gone more than seven consecutive quarters without loss of life on the railroad, a strong testament to our people, processes, and technology deployment that work in concert to drive continuous safety improvement. Specifically related to COVID-19 and in keeping with CDC guidance, we continue to implement the necessary measures and protocols to maintain a safe workplace and protect the health of our employees.



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Overall the railroad is running well right now, with velocity up 17% year to date versus 2019, and local customer service performance at 90.9% year to date, up 4.1% versus last year. Additionally, BNSF remains well-positioned and well-resourced to flex with changing freight demands.

In terms of people, while the drop-in freight demand unfortunately led the need to furlough TY&E employees, we have begun to call people back to handle the increasing volumes. I had indicated previously in my May letter that we believed furloughed employees would be available to return to active service as needed and that has been our experience thus far. Going forward we hope to continue calling back furloughed workers as the freight outlook improves. Also, while on the subject of TY&E employees, I thought you would appreciate hearing that BNSF recently recognized approximately 1,500 engineers and conductors for having perfect job attendance during the COVID crisis, again reflecting the dedication of so many of our people serving on the front lines.

In closing, let me assure you that BNSF will continue to communicate frequently with our customers across a number of complementary communications platforms, including regular direct interactions with our sales and marketing teams, in order to provide timely and relevant information to support our mutual business and decision-making needs. As always, our communication effort extends to employees as well as we work to inform and support the people who are keeping our railroad running during these uncertain times.

Sincerely,

A handwritten signature in blue ink that reads "Carl R. Ice". The signature is fluid and cursive, with the first name "Carl" being particularly prominent.

Carl R. Ice
President & Chief Executive Officer