EVIDENCES OF SUCCESS

We will know we have succeeded when:

- Our customers find it easy to do business with us, receive 100-percent on-time, damage-free service, accurate and timely information regarding their shipments, and the best value for their transportation dollar.
- Our employees work in a safe environment free of accidents and injuries, are focused on continuous improvement, share the opportunity for personal and professional growth that is available to all members of our diverse work force, and take pride in their association with BNSF.
- Our owners earn financial returns that exceed other railroads and the general market as a result of BNSF’s superior revenue growth and operating ratio, and a return on invested capital that is greater than our cost of capital.
- The communities we serve benefit from our sensitivity to their interests and to the environment in general, our adherence to the highest legal and ethical standards, and the participation of our company and our employees in community activities.

BNSF Performance Measures

<table>
<thead>
<tr>
<th>BNSF Units* Handled</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal</td>
<td>272,731</td>
<td>292,824</td>
</tr>
<tr>
<td>Agricultural Products</td>
<td>125,658</td>
<td>127,951</td>
</tr>
<tr>
<td>Industrial Products</td>
<td>219,129</td>
<td>187,906</td>
</tr>
<tr>
<td>Consumer Products</td>
<td>606,090</td>
<td>551,602</td>
</tr>
<tr>
<td>System</td>
<td>1,223,608</td>
<td>1,160,283</td>
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</tbody>
</table>

* Carloads, trailers or containers

<table>
<thead>
<tr>
<th>2013 BNSF Velocity Performance</th>
<th>Quarter-to-date through Feb. 14, 2013</th>
<th>1st Qtr. Goal</th>
<th>Actual QTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locomotives miles per day</td>
<td>308.5</td>
<td>305.8</td>
<td></td>
</tr>
<tr>
<td>Agricultural car miles per day</td>
<td>205.7</td>
<td>194.8</td>
<td></td>
</tr>
<tr>
<td>Merchandise car miles per day</td>
<td>150.8</td>
<td>155.5</td>
<td></td>
</tr>
<tr>
<td>Coal car miles per day</td>
<td>336.1</td>
<td>344.8</td>
<td></td>
</tr>
<tr>
<td>Intermodal transit days</td>
<td>3.69</td>
<td>3.76</td>
<td></td>
</tr>
</tbody>
</table>

- Locomotive data is measured as miles per day.
- Agricultural, Merchandise and Coal active car cycle data is measured as miles per day on the BNSF system.
- Intermodal average transit days=Average time between cutoff and deramp or interchange delivery (transit time starts at cutoff or first train departure if cutoff is after first train departure). The measure weights average trailer and container transit times. With this measure the lower the number the better.

BNSF Reportable Injuries

<table>
<thead>
<tr>
<th>Year-to-date through Feb. 7, 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
</tr>
<tr>
<td>2012</td>
</tr>
</tbody>
</table>

Our Vision is to realize the tremendous potential of BNSF Railway Company by providing transportation services that consistently meet our customers’ expectations.

Inside this issue

3 2013: Building on our successes
4 Our business model drives us forward
5 Executive Roundup
9 Shortline connection a long-term BNSF strategy
11 Shortline development team hits the road
12 2013 capital commitment program under way
14 Who We Are, What We Do: Customer Support
18 BNSF teams recognized for safety excellence
22 “Make Time for Safety” drawing contest winners named
25 Preventive exams: What’s your reason?
26 Modeling the Way

Got a story idea?

Send story ideas to:
Corporate.Communications@BNSF.com

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Year-to-date through Feb. 7, 2013

<table>
<thead>
<tr>
<th>Year</th>
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</tr>
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<tbody>
<tr>
<td>2013</td>
<td>32</td>
</tr>
<tr>
<td>2012</td>
<td>39</td>
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</tr>
<tr>
<td>2012</td>
<td>39</td>
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Despite significant challenges, 2012 was a record year for BNSF in many areas. In safety, revenue and operating income, we set new performance records. We also achieved best-ever results on several velocity measures and improved overall on-time performance compared with 2011. As always, I am proud of what we have accomplished together.

In safety, we achieved all-time low injury frequency and severity, a performance to celebrate. Sadly, we also experienced four employee fatalities and several life-altering injuries. I am convinced we can operate this railroad without these devastating incidents, as we work together toward our vision of eliminating all injuries and accidents. We will accomplish this through a continued focus on absolute rules compliance, along with a commitment to approaching others about safe as well as at-risk behavior.

Despite a slow economy and a dramatic drop in our coal business, our volumes increased 2 percent, thanks to two key business segments – the dramatic growth of crude-by-rail, particularly from the Bakken, and steady growth of domestic intermodal. In the year ahead, we expect the economy to continue its modest growth, although it will likely be late 2014 or 2015 before we return to the peak levels we saw before the recession.

We must continue to focus on improving velocity and meeting customer expectations, while also promoting more flexible and customized services, where appropriate, to boost operational consistency. We must also be prepared as markets continue to evolve. Crude-by-rail has gone from zero to 60 mph in a very short time, and thanks to clear strategy and planning, we made the necessary investments to lay the foundation for that growth.

We continue to invest significantly in the safety and reliability of our network, as well as in strategic expansion. For 2013, we are planning a record $4.1 billion in capital commitments for infrastructure, equipment and technology. (See related story on page 12.) Since 2000, we have invested nearly $42 billion in our network.

Public policy must catch up, quite frankly. The U.S. needs a national freight policy that takes the same integrated view of infrastructure as the marketplace and encourages investment accordingly. Permitting reforms are also needed to encourage – or at least stop impeding – private investment, while still protecting the public. The result will help build U.S. infrastructure and create a huge number of new jobs for the U.S. economy. BNSF has been working for eight years, for instance, on permitting for our proposed $500 million Southern California International Gateway (SCIG) intermodal facility. Once completed, SCIG will significantly expand our international container capacity in the Los Angeles area while also creating jobs and eliminating more than 1.5 million truck trips from Interstate 710 annually. We now project that we’ll enter the construction phase in a year or two.

When we look at our success as a company, it’s all about leadership and execution. You need both, equally strong elements in balance. In our Leadership Model, the first tenet is “Create a Compelling Vision.” Leaders at all levels of our organization put this into action when we set a strategy for the future, demonstrate passion and optimism, challenge the status quo and inspire action. But that vision must be paired with execution. To achieve our vision, we must continue to hold ourselves and each other accountable for delivering results.

This is an exciting time for BNSF, and we are fortunate to be part of a strong company in a vital industry. Let’s build on the many successes of 2012 as we embrace the future.
2012 was a strong year for BNSF, and we achieved records in many areas. Those results were strongly aligned with our strategic focus and business model. They provide a guide and context for our business decisions.

First, let’s translate 2012 results to our five strategic focus areas. As part of our focus on People, we achieved record safety performance, but tragically we also suffered the loss of four of our colleagues. We recognize the need for continued focus on rules compliance and approaching others about safety. We improved Service and met or exceeded many of our velocity goals. In Return, we increased volumes and achieved record revenues and operating income. We invested $3.6 billion in our Franchise last year to maintain and expand our network, while also leveraging growth related to crude-by-rail and domestic intermodal. We also continued our outreach to and support for Communities through programs such as the BNSF Railway Foundation’s program of matching dollar-for-dollar most employee contributions to nonprofit organizations.

Our business model drives us forward. We’ve always used this business model at BNSF, but we’ve only recently made it part of our communication to employees. We portray the four components of our business model as a circle, because one area supports and leads into the next. This dynamic process helps us realize our goals, initiatives and, ultimately, our vision.

To grow, we pursue and add volume to the network, and strategically expand our infrastructure and resources to support that growth. The economy, customer needs and our business mix will inevitably evolve over time, and we need to be discerning and agile as we identify growth opportunities and handle increased volumes.

To achieve value, like any company, we must address inflation when we price our base business and when we add new business. We must receive a fair price for the service provided to new and existing customers.

When we think about running a railroad, we tend to think about execution first. It is about achieving continuous improvement and realizing results. When we execute, we focus on safety, service and productivity. To attain our vision of an injury- and accident-free workplace, we are building a Culture of Compliance and Commitment. We are improving service and productivity through Service Excellence, including Best Way. And we are identifying ways to offset half to two-thirds of inflation through productivity improvements. The part of inflation that we don’t address through improved productivity, we address through growth and value, which again demonstrates how the elements of our business model are dynamic and interdependent.

When we succeed in growth, value and execution, we achieve strong returns. These returns enable us, in turn, to invest in our network, our people and our communities. For 2013, we’re planning capital commitments of $4.1 billion, which will bring our total investment to $41.9 billion since 2000. We also invest in our people through competitive compensation and benefits, as well as training and development. Our investments in our business and people benefit the communities in which we operate. These investments, in turn, allow us to grow.

So it all comes full circle, as the four elements of our business model help us achieve results today and lay the foundation for continued success in the future. We are proud of what we achieved together in 2012, and, because we have a clear path to guide us, we are optimistic about the year ahead.
BNSF leaders take a look at 2012 and the year ahead.

Executive Vice President and Chief Marketing Officer
Steve Bobb

What are some of the Marketing team’s key initiatives for 2013?

As always, our key focus is growth, which is something everyone at BNSF can impact. To grow the business, we must, first, provide good service to our existing customers and, second, compete effectively in the market by balancing our service and cost structure to deliver clear transportation value. Third, we must continue to locate customer facilities on our network.

We want to be easy for our customers to do business with. Toward that end, throughout 2013 we will continue to enhance BNSF business processes and technology. In addition to continuing work under way to simplify and improve our customers’ BNSF experience, we will launch next-generation upgrades for two key systems: a new Customer Relationship Management (CRM) tool to replace Zephyr, and a new Rate and Price Management System (RPMS), the system that maintains our price agreements.

What’s our overall Marketing outlook for 2013?

Our expectations for 2013 are mixed, much like the economic outlook. The diversity of our business units continues to be one of our greatest strengths. This year, we expect some segments to continue setting volume records, while at least one segment will likely experience decreased volume.

Our service and the overall customer experience with BNSF are what can help distinguish us in a very competitive marketplace.

As the economy goes, so goes BNSF. We are expecting continued, though slow, growth. We must be nimble to handle the business when it comes.
What are the prospects for the four business units in 2013?

For our Consumer Products unit, as trucking companies face ever-present challenges and shippers become savvier about their shipping options, we will see continued over-the-road conversion on long-haul lanes driving domestic intermodal growth. Through our Next Generation Intermodal approach, we will continue to collaborate with our trucking firms and shippers to help identify new ways in which intermodal can be incorporated into shippers’ supply chains. We also anticipate that our automotive business will continue to grow this year.

As always, our key focus is growth, which is something everyone at BNSF can impact.

What is BNSF’s safety focus for 2013? What are we doing to ensure we operate free of fatalities?

In safety, we achieved our best-ever performance on reportable frequency and severity in 2012. But, sadly, we also experienced four BNSF employee fatalities and a number of life-altering injuries. I am convinced that we can operate this railroad without the devastating impact of these events.

We must continue our efforts to build a Culture of Compliance and Commitment, as we focus on absolute rules compliance and approach each other about safety. Creating a culture where employees take accountability for their own safety and that of their co-workers is an essential step toward our goal of eliminating all fatalities and, ultimately, all injuries.

In 2013, we will continue to focus on the importance of approaching others to speak up anytime we see at-risk behavior – as well as to recognize safe behavior and celebrate outstanding safety performance.

How are we doing in service and velocity? How do our process improvements continue to distinguish BNSF as the carrier of choice for our customers?

In velocity, we performed well in 2012 and saw improvements in all categories, with best-ever performance on our Coal and Merchandise measures. Our performance on several other velocity and service measures was inconsistent, however, due to a variety of localized service issues.

Our full-year on-time performance was 87.4 percent, an improvement compared with 79.6 percent in 2011. We need to build on this momentum and drive continued improvements in service in 2013 to consistently meet our customers’ expectations and our own high standards.

To accomplish this, we must continue our focus on velocity and on-time performance, enabled by standard repeatable processes and responsive service design processes.

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As always, our key focus is growth, which is something everyone at BNSF can impact.
What is our plan for capital commitments in 2013? What are some of the major capital projects ahead?

For 2013, we have a record capital plan of $4.1 billion. This is approximately a $450 million increase over our 2012 capital spend of $3.6 billion. Our largest commitment for 2013 is spending $2.3 billion on our core network and related assets. We also expect to spend about $1 billion on locomotive, freight car and other equipment acquisitions.

Our plan also includes about $250 million for continued installation of federally mandated positive train control (PTC) and $550 million for terminal, line and intermodal expansion and efficiency projects. Key projects will include adding capacity to accommodate Industrial Products growth related to Bakken Shale, and expanding and improving our intermodal terminal capacity, including completing our Logistics Park Kansas City, to enhance productivity and velocity.

We are focused on investing to meet our customers’ expectations and to expand capacity where growth is occurring. Our network is in better shape than it’s ever been, and our strong returns enable us to continue investing at a level that ensures the safety and reliability of our infrastructure while also allowing for strategic expansion.

How would you assess our financial performance in 2012? How are we doing with cost control?

Reflecting back on 2012 and considering the significant challenges we faced in Coal and Ag, we had a good year. Coal revenues were down 4 percent compared with 2011 and Ag revenues were down 1 percent. But total revenues exceeded $20 billion for the first time and overall were up 7 percent year over year due to the strength in our Industrial Products business, heavily driven by energy-related activity. Consumer Products also increased year over year, with our domestic intermodal business continuing to grow as the market takes advantage of our good service and low cost. The 2012 results are a great example of the benefits of our large, diverse franchise, both geographically and across commodities. When one area struggles, another may show improvement.

On the cost side, total operating expenses were about $15 billion, up 4 percent over last year on a volume increase of 2 percent. Our biggest costs continue to be compensation and benefits, and fuel; each one was about $4.5 billion in 2012. Compensation and benefits were up about 4 percent, due to increased wage and incentive compensation expense as well as higher health care costs and payroll taxes. Fuel was up nearly 5 percent, primarily due to higher diesel prices – about 16 cents higher per gallon compared with 2011. When you use more than 100 million gallons a month, this becomes significant. From a productivity standpoint, gross ton miles (GTM) per gallon improved almost 3 percent and cost per GTM, excluding fuel expense, was 1 percent higher, so we did a good job controlling costs.

And when we add it all up, our operating income exceeded $6 billion for the first time ever.

As we face an uncertain economy, how do we ensure we’re investing our capital dollars appropriately?

In 2013, we will likely have a year that feels a lot like 2012. Ag volumes will likely be down, as last summer’s drought reduced the supply of product. Coal should be up year over year, but will be under some pressure as natural gas prices, though not as low as last year, are low compared with historical averages. We expect to see improvements again in energy-related areas and Consumer Products.

Our challenge on the expense side, as always, will be to offset the majority of inflation in our costs through initiatives such as increased units per train, implementing technology to improve fuel and track maintenance efficiency, purchasing new, more efficient equipment and simply doing a good job of managing our spending. We always do well on this last part.

What are our greatest challenges to improved financial performance in 2013?

We have a very robust, focused and disciplined process around capital spending. We use the physical condition of

Where, when and how we spend capital dollars is truly strategic at a railroad because we are making very long-term and, many times, geographically specific bets.
the railroad to dictate the number of units (ties, miles of rail, tons of ballast, miles to surface, etc.) that need to be installed to maintain a strong system. Like operating expenses, we have initiatives to keep cost per unit in line.

For expansion capital, we have long-range plans to support our various lines of business and corridors. But as the day approaches that we actually will spend dollars against a project, we revisit those plans to make sure we have a business case to justify the investment. Over my career, I have seen many times that business conditions change and a project that was planned for several years out is pulled forward because the demand is here. I have also seen projects deferred or eliminated because markets have changed. Where, when and how we spend capital dollars is truly strategic at a railroad because we are making very long-term and, many times, geographically specific bets.

Executive Vice President
Law and Secretary
Roger Nober

**Q** What are the critical public policy or regulatory issues for the rail industry this year?

**A** There are several economic, safety and environmental regulatory issues that can potentially impact BNSF and its customers.

We need to see a more efficient infrastructure permitting process if we want to fully realize the benefits of good jobs, less traffic congestion and improved air quality.

BNSF’s Southern California International Gateway (SCIG) project, for example, represents a $500 million investment and will be the greenest intermodal facility in the country. The project will remove 1.5 million trucks from a major local freeway in Southern California and provide good-paying jobs. It’s a win-win situation, yet we are in our eighth year of the permitting process.

But this is not the case everywhere on our network. The state of Kansas is eager to bring economic development and jobs to their region and has worked quickly to permit BNSF’s new Logistics Park Kansas City to be operational later this year.

**Q** What legal challenges is BNSF currently facing?

**A** The most prominent legal issue is the antitrust suit against BNSF and other Class I carriers concerning fuel surcharge. The suit has been going on for six years, and we believe 2013 will be an active year. BNSF has never conspired with other railroads to fix fuel surcharges. Our actions concerning fuel surcharge are completely lawful, and we will vigorously defend these allegations.

We have a seen a decline in grade crossing legal issues since we have installed locomotive cameras. They have gone a long way in showing that our train crews operate trains in a safe manner.

“Every employee is a representative of their community and BNSF, and it takes an effort across the board to ensure communities feel like we are a good corporate citizen.”

**Q** What progress is BNSF making in building public support in the communities we serve? What has been the community reaction to proposed rail-related expansion projects?

**A** Building and maintaining strong community relationships is a core part of our Vision & Values. If we take care of the little things, they won’t turn into big things. The more responsive we are, the more engagement we have with communities, and the more respected we are then the more supportive the community is of us wanting to grow and expand.

People concerned about climate change policy have been able to get traction by focusing on community issues, such as locomotive emissions, whistle blowing, train counts, etc. The danger with this is that opposition groups are presenting bad facts to communities, and bad facts make bad laws. But we can influence this.

Having a good reputation is critical in moving forward and expanding in communities. Every employee is a representative of their community and BNSF, and it takes an effort across the board to ensure communities feel like we are a good corporate citizen. Our philosophy is we live here and work here, too.

Markets ebb and flow. Demand for a commodity today may change five, 10 or 20 years from now. But our investments are long term, and we are a permanent part of these communities.
Shortline connection a long-term BNSF strategy

For long-term growth, BNSF’s Industrial Products (IP) business often relies on shortline connections. In fact, nearly half of all IP traffic on our network involves a shortline railroad – not including the traffic that is received from Eastern railroads.

Fostering sustainable working relationships with short lines is more important than ever, as BNSF not only seeks to maintain existing volumes but develop new markets and broaden its reach, especially with IP shippers. Alliances with shortline (Class II) and regional (Class III) railroads provide different options and levels of expediency, whether originating loads at a crude oil facility in North Dakota or a box manufacturer in Arkansas.

“The mix of traffic on the BNSF network today is very different from what it was five years ago, and the Industrial Products business has been a big part of that. Short lines, especially those that are agile and entrepreneurial, are an essential extension of our IP network, often working with us to respond to market opportunities,” says Dick Ebel, assistant vice president, Shortline Development. “Short lines can play a critical role in our franchise’s long-term strategy.”

A review of the numbers reinforces that statement. Carloads that originate or terminate on short lines currently represent 20 percent of BNSF’s total units, not including Intermodal, a 1.9-percent increase from 2008. Volumes handled by short lines “touching” BNSF grew 8 percent from 2008 through 2011.

About 200 short lines are involved in 45 percent of Industrial Products’ and 35 percent of Agricultural Commodities’ moves. These short lines include several operated by small, independent companies (some of which are family-run operations) and others by large holding companies managing a portfolio of individual roads.

Big or small, short lines comprise a 22,574-mile feeder network that allows BNSF to extend its reach well beyond the core 22,577-mile route portion that BNSF owns (not including trackage rights). In fact, short lines are such a fundamental part of BNSF’s network strategy that they are one of the company’s key Emerging Initiatives, which are defined as those that help BNSF respond to opportunities or shifts in the economy, the marketplace or public policy.

Short lines can serve any of three roles. They may link two industries requiring rail service (for example, a gypsum mine and a wall board factory); they may provide service comparable to a Class I, such as switching customers and interchanging revenue traffic with Class I railroads; or they may operate a switching or terminal service transferring cars between railroads or operating solely within a facility or group of facilities. Often, short lines serve all three roles.

The Columbus & Greenville Railway was recently named BNSF’s 2012 Short Line of the Year.
“Together, BNSF and short lines must take care of customers by providing excellent service. We also pursue new business opportunities together, with a focus on velocity and efficiency to build a world-class supply chain. And we do these while investing for safety, efficiency and growth. It’s no small order, but we have a great team that makes the relationship work.”

Dean Wise, vice president, Network Strategy

Shortline renaissance

After an era of spinoffs through sales and leases, short lines have experienced new growth that parallels growth at the Class I railroads.

For instance, short lines, BNSF and other carriers have experienced growth from shale plays resulting in significant sand, pipe and crude oil moves. In the past two years, IP carloads have grown 7 percent and now represent 60 percent of the loads handled by short lines, the largest increase among the core group of commodities. These carloads include oil- and gas-related products.

The forest products business is anticipated to represent the next big growth area for short lines, as the housing market continues its recovery. In 2009, BNSF handled about 180 loads of lumber and panel products daily. In 2012, the daily average was about 240 loads, and short lines were an important part of these supply chains. Many short lines operate in areas that have timber stands, and the improving housing market and resulting lumber and panel volumes will drive growth for them and BNSF during 2013 and beyond.

Collaborative effort

BNSF and its short lines share certain mutual expectations, including an emphasis on collaboration and communication, says Dean Wise, vice president, Network Strategy.

“Together, BNSF and short lines must take care of customers by providing excellent service. We also pursue new business opportunities together, with a focus on velocity and efficiency to build a world-class supply chain. And we do these things while investing for safety, efficiency and growth,” he says. “It’s no small order, but we have a great team that makes the relationship work.” (See sidebar.)

The Columbus & Greenville Railway (CAGY) is an example of this collaborative spirit and was recently named BNSF’s 2012 Short Line of the Year.

“The communication that we have with the BNSF is daily,” says CAGY General Manager Giles Perry. “Together, we’re great service providers, and a big part of that success is because of our communication.”

The Burlington Junction Railway and Riverport Railroad have also worked closely with BNSF to move increased volumes of crude oil from the Bakken Shale, as has the Hondo Railway west of San Antonio, Texas. The family-owned Hondo, which was the 2011 Short Line of the Year, reacted quickly to new business opportunities in 2010-11, investing capital to enlarge capacity to handle more carloads that eventually move on BNSF.

Ebel says that each of the award recipients has shown a sense of urgency in getting new transactions in place to meet or exceed customers’ expectations for excellent service.

Putting it all on the table

BNSF sponsors an annual shortline conference and quarterly shortline meetings anticipated to represent the next big growth area for short lines, as the housing market continues its recovery. In 2009, BNSF handled about 180 loads of lumber and panel products daily. In 2012, the daily average was about 240 loads, and short lines were an important part of these supply chains. Many short lines operate in areas that have timber stands, and the improving housing market and resulting lumber and panel volumes will drive growth for them and BNSF during 2013 and beyond.

There currently are 200 short lines on our network.

Short lines comprise 22,574 route miles of the BNSF network vs. 22,577 BNSF-owned route miles (not including trackage rights).

45 percent of BNSF’s IP traffic and 35 percent of Ag moves on short lines.

Short lines range in size from small companies to large holding companies.

With 37 ASLRRA members, Texas has the most shortline/regional railroads.

By region, the East has the most ASLRRA members (150), followed by Central (138), South (100) and Pacific (71).
BNSF encourages its short lines to list customer information in the SCRS database to help capture joint-line opportunities with new customers. “We realize that customers want us to share information so that we can work with our shortline connections to provide better service,” says Ebel. “Potential customers make their shipping decisions quickly. If they can’t find us, they’re going to find an alternative, most likely trucks.”

High marks don’t hurt

In a 2012 survey conducted by the American Short Line Railroad Association (ASLRRA), BNSF performed better in 11 of 12 categories compared with 2011 – and shattered all-time bests in eight. This annual survey asks members about service levels, ranging from ranking pickups and deliveries to response time for rate requests and quality of cars.

Ebel attributes the good marks to spending more time with the carriers and understanding their business. “At the end of the day, it’s all about getting the goods delivered on time and meeting the needs of customers,” he says.

But, Ebel notes, there is always room for improvement. The Shortline Development team is focusing on reducing the response time for rate requests, addressing interchange delivery versus scheduled delivery and expanding technology offerings. They’re also evaluating short lines for acquisition, if the dynamics are right.

“It all starts out with customer service,” says Ebel. “And it continues with re-investing to be able to continue to provide that support.”

BNSF’s strategic vision is that short lines can provide gateways to new business, if they provide high levels of service at low operating costs.

To achieve that vision, the Shortline Development team engages short lines with a variety of BNSF resources – Franchise Development, Network Studies and Public/Private Partnerships within Network Strategy, as well as other teams, including Marketing, Operations, Finance and Law – to develop new business or improve traffic in existing lanes.

“The key to our success is energizing the broader Team BNSF,” says Dick Ebel, AVP, who heads a team of four directors to meet the needs of short lines.

Chris Randall, the longest-tenured in Shortline Development, has a great depth of knowledge of BNSF’s network and how short lines fit; Larry Cole has a strong technical background and historic perspective; Kristy Clark has a legal background to help navigate the details; and Steve Salzman is well-experienced in Network Strategy, with in-depth knowledge of the railroad’s footprint.

The team has taken to the road – and the rails – to bolster relationships and learn more about each property and improve service levels.

“Seeing the operation on the ground and getting to know the people out there rather than sitting in an office is really helpful. Doing hy-rail trips, driving together, is quality time. It is far superior to trying to do everything over the telephone,” says Ebel. “These visits have proven to be really beneficial to the relationships we have with the short lines and our field personnel.

“Those are the foundational things that have been really helpful for the team.”
2013 capital commitment program under way

This year’s capital commitment program is approximately $4.1 billion, including $2.3 billion for the core network and related assets as well as $1 billion for locomotive, freight car and other equipment acquisitions. In addition, the program includes about $250 million for continued installation of federally mandated positive train control and $550 million for terminal, line and intermodal expansion and efficiency projects. The plan is about $450 million higher than last year.

BNSF’s expansion and efficiency projects will primarily be focused on capacity expansion to accommodate Bakken Shale-related industrial products growth, intermodal terminal expansion, such as the completion of BNSF’s Logistics Park Kansas City, and other terminal improvements to enhance productivity and velocity.

Major line and terminal projects by region, route and subdivision (sub)

**Northern Transcon**

Many of the 2013 line-related projects on the Northern Transcon route are driven by increasing train volumes related to the energy business and will add capacity for growth and improve velocity:

- **Devils Lake Sub**: three siding projects
- **Dickinson Sub**: one siding project
- **Glasgow Sub**: three siding projects
- **Hillsboro Sub**: one siding project
- **Seattle Sub**: Longview, Wash., bypass track to improve train velocity in and out of the Port of Longview

**Southern Transcon**

- **San Bernardino Sub**: continue the multiyear Colton, Calif., grade separation project that will ultimately result in reduced delay to transcontinental intermodal trains

**Mid-Con**

These projects are anticipated to add capacity for train growth or improve throughput:

- **Barstow Sub**: one siding project
- **Galveston Sub**: one siding project
- **Red Rock Sub**: one siding project
- **Fort Worth Sub**: continue the multiyear Tower 55 project that will add a new north-south main track, and upgrade signals, connection tracks and grade crossings
velocity as well as support volume growth related to the energy business:

- **Bellingham Sub**: add two receiving/staging tracks at the Everett, Wash., Terminal to add capacity for train growth
- **Brookfield Sub**: extend Galesburg, Ill., Terminal departure tracks to support the building of longer manifest trains
- **Clovis Sub**: install CTC on eastbound fueling/inspection tracks at Belen, N.M., Terminal to increase train throughput velocity and capacity
- **Glasgow Sub**: construct additional staging tracks at Minot, N.D., Terminal to add capacity for train growth; make track improvements at Williston, N.D., Terminal to increase car switching capacity; and construct staging tracks just east of Glasgow, Mont., Terminal to add capacity for train growth
- **Jamestown Sub**: track improvements at Mandan, N.D., Terminal to increase car switching capacity
- **Lafayette Sub**: begin construction of new terminal to serve customers in the Lake Charles, La., area
- **Staples Sub**: track improvements at Northtown (Minneapolis) Terminal to improve car switching velocity and reduce overall terminal dwell times for manifest cars
- **St. Croix Sub**: add second main track through LaCrosse, Wis., Terminal to increase train throughput velocity and capacity

### Marketing Projects

In addition, the 2013 capital plan includes $139 million for marketing-related projects. Among the new or expansion intermodal and automotive projects to be constructed in 2013 are:

- **Logistics Park Kansas City (LPKC)**: complete construction and open the new intermodal facility at Edgerton, Kan., capable of 500,000-plus annual unit capacity for both container and trailer service; project includes six 8,000-foot strip tracks, five wide-span cranes, 1,800 paved parking spots and automated gate systems (AGS). The facility is planned to open in October.
- **Pearl (Kent, Wash.) Automotive**: add 31 more railcar spots and 1,287 parking bays
- **Logistics Park Chicago (Joliet, Ill.) Automotive**: add 9,000 feet of track or 72 additional railcar spots and 3 acres of additional parking
- **San Bernardino, Calif. Automotive**: construct new 4,000-foot track and 300 additional parking bays
- **Dayton’s Bluff (St. Paul, Minn.) Automotive**: add up to 500 more parking bays

### Bridges

Construction work is under way on some of the largest bridges on BNSF, including:

- **Plattsmouth Bridge**: in conjunction with new siding project, new mainline bridge being constructed over the Missouri River, where BNSF main line crosses from Iowa to Nebraska
- **Bellefontaine Bridge**: located near St. Louis and over the Missouri River, replacing the steel tower approach spans (875 feet) and replacing the floor system in four, 440-foot through-truss spans
- **Br. 294.10**: at Ponca City, Okla., over the Salt Fork of the Arkansas River
- **Heavy bridge projects in the design and permitting phase this year, for construction in 2014, include Bridge 24.8 at Camas, Wash., over the Washougal River; bridges 106.58 and 110.26 at Princeton, Ill.; Bridge 160.76 at Tecumseh, Neb.; and Bridge 32.06 at Des Allemands, La.**

### Southeast

To add capacity and improve velocity for southern transcontinental trains, the following projects are scheduled:

- **Avard Sub**: CTC
- **Cherokee Sub**: one siding and one double track project
- **Fort Scott Sub**: one siding project

### Terminals

Many of the 2013 terminal projects are designed to increase terminal throughput

- **Northtown Terminal**: track improvements
- **LaCrosse Terminal**: extend departure tracks
- **Galesburg Terminal**: extend departure tracks
- **Bridges**: of the largest bridges on BNSF, including:
  - Bridge 24.8 at Camas, Wash.
  - Bridge 106.58 and 110.26 at Princeton, Ill.
  - Bridge 160.76 at Tecumseh, Neb.
  - Bridge 32.06 at Des Allemands, La.
  - Bridge 294.10 at Fort Worth, Texas
  - Bridge 32.06 at Des Allemands, La.
  - Bridge 32.06 at Des Allemands, La.
Operating a railroad requires many moving parts and people in a wide variety of roles. The vital contributions made by BNSF people in jobs across the railroad are the topic of this Railway series.

Whether you’re new to the railroad or a veteran, these “who we are and what we do” stories are designed to bring a greater appreciation of the work and of those doing the work as well as to demonstrate our mutual interdependence.

In 2012, BNSF transported nearly 10 million carloads across 32,500 miles of track, with thousands of customers entrusting their supply chain needs to BNSF. Our vision is to consistently meet those customers’ expectations – and the vast majority of loads arrive at their destination on-time due to consistent, reliable service.
But several variables can impact that performance, including weather, interchange with other railroads or trucking firms, and service interruptions due to track or equipment issues. When exceptions occur, BNSF Customer Support (CS) is there to ensure the customer has the best experience possible.

“We want our customers to know that every train, every carload and every package is as important to us as it is to them,” says Demond Dortch, senior manager, in the Domestic Intermodal group for CS.

The role of a CS representative is to listen and to communicate much-needed information, answer questions, provide a solution and collaborate with other BNSF employees to resolve exceptions. To focus expertise, the team is segmented into three main groups: Domestic Intermodal, International Intermodal and Carload, all located in the Customer Support Center at the Fort Worth headquarters.

In addition, two support units are available 24 hours a day, 365 days a year: Customer Network Solutions (CNS) and Customer Support Extended Services (CSES). The CNS desk provides intermodal customer support round the clock to resolve exceptions during “off” hours. The CSES desk provides the same coverage to carload customers. These two “always-on” units ensure that BNSF and customers stay in sync.

“Now in my 14th year in Customer Support, I continue to be amazed by and thankful for the great team that takes care of our customers. The composition of the team is ever-changing, but the quality of work stays very high, which speaks to the leadership, training and the people themselves.”

Mike Arita, AVP, Customer Support
“Working in Customer Support is demanding,” says Greg McComas, manager, UPS. “But it’s also rewarding. A customer may not be happy when they first contact us, but we get to make sure that they are pleased once all is said and done. We get to help them and BNSF at the same time. It’s a win-win.”

For example, a customer called CS about a “missing” rail car, which was to be interchanged from a connecting carrier to BNSF at a switching yard. The customer informed the CS rep that the car had been designated as delivered by the connecting carrier, but not designated as received by BNSF. CS worked with local Transportation contacts to have the yard inspected. The car was located and determined ready to be assigned to BNSF. But because the car was behind a derailed car on the connecting carrier, it was delayed. CS notified the customer of the delay and was alerted when the car was ready for interchange to ensure it moved to its final destination.

“This can be a challenging job,” says Susie Templeton, manager, Springfield Division, and 33-year railroad veteran. “We deal with a very small subset of BNSF’s overall traffic – freight that has undergone a service exception. The customers who contact us are not calling to pat us on the back. They are calling because something has not gone according to plan and they need our assistance in resolving that exception.”

Customer Service 101

Resolving an exception is rarely simple, and training for those who join the CS team of 140 is rigorous. “I came out of the Management Trainee Program and had four weeks of one-on-one training,” says Stephanie Remigio, analyst, International Intermodal. “They put you through mock calls and emails, show you how to use all the systems and really help you to hone problem-solving and communication skills.”

New CS employees are also connected with veteran employees like Silvia Guardado, senior analyst, for the kind of training that only real-world experience can provide. “New hires are often put in my pod so I can help them with the ins and outs of customer support,” she says. “They can ask all the questions they want, and I help them grasp real-world applications of our technology and processes.”

Guardado notes that one of the most difficult things for those new to CS is determining who to contact. “We inter-
car is where it is and delayed – and what are we doing to remedy the situation.”

With an average of 800 inquiries a day, CS relies on an advanced telephone system and a highly customized version of Zephyr to keep track of customer history. Over the last few years, CS has collaborated with TS to develop a more powerful and streamlined version of TSS Xpress.

“The information we needed was spread over multiple screens in TSS Xpress,” says Rekieta. “We had to piece together the information in our heads, moving from screen to screen. We created summary screens for the Carload and Intermodal units that pull critical customer information from the mainframe and put it in one place, greatly improving efficiency.”

**Self-auditing**

Strategic Business Support also manages Higher Ground, a program that monitors telephone call quality between CS analysts and customers. CS reviews 100 calls a week to ensure that the correct processes and procedures are being followed and to identify coaching opportunities. An email quality program is under development, and CS aims to have a next-generation CRM tool in place by the end of 2013 that will provide a more comprehensive view of BNSF’s interaction with customers.

Along with self-auditing, CS regularly surveys BNSF customers to ensure satisfaction. Each day 40 customers are surveyed – 20 Carload and 20 Intermodal – the day after they contact CS. Most results are positive, but the CS team provides additional follow-up if the customer still has concerns.

The center’s efforts have paid dividends in more ways than one. The BNSF Customer Support Center is the only railroad customer service group to earn Purdue University’s Center of Excellence Certification. Only 25 percent of companies certified attain repeat certification, and BNSF CS has received the honor every year since 2005.

The CS technologies and processes may have contributed to that high praise, but it’s the people who give the center its sterling customer service reputation.

The CS team is a close-knit group that shares a passion for volunteer work within the local community. For example, CS will again host a Special Olympics cycling event at the Fort Worth campus in April that they hope will engage others on campus.

“Our focus on community comes from the top down,” says Rekieta. “Mike Arita [AVP, Customer Support] makes it a point to focus on people and community. Those values have really resonated throughout our group, and it makes CS a great place to work.”

Says Arita: “Now in my 14th year in Customer Support, I continue to be amazed by and thankful for the great team that takes care of our customers. The composition of the team is ever-changing, but the quality of work stays very high, which speaks to the leadership, training and the people themselves.”

“There is a very well-informed customer. Therefore, the inquiries we receive tend to be more complex.”

Karen Rekieta, director, Strategic Business Support
Annual Safety Bell trophies were recently presented to BNSF work teams with the best safety performance for 2012. Safety Bell trophies for 2012 went to the following teams in these categories:

- **Best Division Frequency and Severity:** Springfield Division (0.58 and 17.99, respectively)
- **Best Mechanical Frequency and Severity:** (tie, all with a frequency of 0.00) Zone 4, based in Kansas City, Kan., and Mechanical shops at Galesburg, Ill., Northtown (Minneapolis) and Commerce, Calif. These four teams, along with Zone 5, based in Belen, N.M., were also tied in severity (0.00)
- **Best Rail Equipment Incidents Ranking (based on derailment statistics):** Nebraska Division (2.7)
- **Best Engineering Frequency:** Telecommunications (0.36)
- **Best Engineering Severity:** Gulf Division (0.94)

Mark Schulze, vice president, Safety, Training and Operations Support, notes that in 2012 BNSF achieved a best-ever performance on reportable frequency and severity, which improved 15 and 24 percent over 2011, respectively. Overall, the company had a 1.1 reportable injury frequency ratio and a total severity ratio of 32.34 for the year. The ratio for reportable train accidents and incidents improved by 19 percent compared with 2011.

“The significant reductions we made overall in 2012 demonstrate that the right processes are in place, and the achievements of employees on these Safety Bell teams are further evidence that we can attain our vision of an injury- and accident-free workplace,” says Schulze. “Many of the bell recipients cited a strong willingness to approach each other about safety, where employees not only take responsibility for their own safety but also of others around them.”

Greg Fox, executive vice president, Operations, notes the importance of recognizing BNSF’s many safety successes. “In 2012, we had 278 fewer employees injured than in 2011,” Fox says. “That’s a significant positive reduction that has a direct impact on employees and their families.”

However, BNSF experienced four employee fatalities and a number of life-altering injuries in 2012. “These fatalities and injuries underscore the unforgiving nature of our work, but I am convinced that we can operate this railroad without the devastating impact of loss of life,” says Fox. “Nothing is more important that returning home safely at the end of the workday.”

**Springfield Division: Best Division Frequency and Severity Bell**

Metrics are important; they measure how work teams are performing against a goal. But the number that matters most to the Springfield Division is one that doesn’t
show up in reports. That number – 38 – represents the 38 fewer co-workers who were impacted by an injury in 2012 than the previous year.

“We have a goal to make it be all about people and relationships, not statistics,” says General Manager Rance Randle. “We spend time building relationships and meeting with one another, recognizing that we all have a viewpoint. That personalization ensures that people feel valued, so that we see each other as part of a team – a team that is a network of family and friends looking out for one another.”

Others on the division share his view.

“We really became and are a team,” says Rick Batten, United Transportation Union (UTU-Y) safety coordinator and yardmaster. “We work on building relationships, in some places having discussion groups or adding more meetings with employees.”

The listening – face to face in the cabs of locomotives, at site safety meetings or in casual conversations in parking lots – makes a difference, according to Devon Smoot, Brotherhood of Locomotive Engineers & Trainmen (BLET) safety coordinator. “Employees are receptive and glad to know we are there to listen. And we [safety committee members] are responsive, taking care of the ‘little things.’ As a result, the ‘big things’ have a way of taking care of themselves.”

This division’s culture of collaboration allows the team to communicate better about risk and exposure and not just rules. “Doing something within the rules doesn’t mean there isn’t exposure. We talk a lot about these types of things throughout the year and together found ways to go above and beyond rules to reduce exposure whenever possible,” says Jason Blakeman, then-manager of Safety for the division and now terminal manager, Tulsa, Okla.

“For example, we made ‘Don’t put your feet where your eyes haven’t been’ a common talking point, and put it on banners and signs. We really raised awareness about slip/trip/fall issues, and everywhere on the division, people were talking about it.” At the end of the year, there were no slip/trip/fall injuries across the division.

A major focus area for the division last year was providing Transportation employees with Enhanced Safety Training; of the 1,700 TY&E (train, yard and engine) employees, 1,500 completed the training, which is voluntary.

Collectively, the training, the talking and engagement pay off, says Roger Cadden, UTU safety coordinator. “Our safety committees take ownership of getting people talking to each other, and we are a better team for it. We all care that there were 38 fewer of us not hurt, and that many more are going home safe to their families.”

**Best Mechanical Frequency and Severity (tie)**

Four Mechanical teams – Zone 4, based in Kansas City, Kan., and the shops at Galesburg, Ill., Northtown (Minneapolis) and Commerce, Calif. – all had a 0.00 injury frequency last year. These four teams, along with Zone 5, based in Belen, N.M., were also tied in severity (0.00).
“Again in 2012, the Mechanical team’s Safety Bell recipients aligned and lived by the Mechanical organization’s well-established safety programs,” says Vice President Mechanical Chris Roberts. “All our safety programs are centered around rules compliance, supervisor-with-employee safety contacts and peer-to-peer support and interaction. We are confident that compliance, communication and commitment are key to everyone’s safety success.”

Congratulations to the 379 employees in Zone 4; the 169 in the Galesburg facility; the 204 at Northtown; the 102 at Commerce; and the 243 in Zone 5.

**Nebraska Division: Best Rail Equipment Incidents Ranking**

While the Nebraska Division has a long tradition of earning safety bells, the Best Rail Equipment Incidents (REI) bell has been elusive.

“All of the departments across the division [Transportation, Engineering and Mechanical] have been working together to make this happen and, gradually over the last couple of years, the number and severity of the rail equipment incidents have been greatly reduced,” says General Manager Janssen Thompson. “We set a goal to get the lowest – or best overall – derailment performance for 2012, then communicated our expectations and coached everyone throughout the year.”

Transportation helped reduce human-factor caused incidents with a focus on controlling movements and shoving cars, along with improving train handling.

“Our peer-to-peer teams, such as the RESTORE team at Lincoln [Neb.] Terminal, have been communicating best practices and recognizing teams. The Kansas City Terminal and the Sioux City [Iowa] and St. Joseph [Mo.] subdivisions achieved record human-factor accident/incident-free days in 2012,” says Thompson. “Site-safety teams have made a real concerted effort to get people talking about this topic during peer-to-peer discussions.”

Meanwhile, Engineering has focused on track structure reliability, and Mechanical has done its part performing rolling stock inspections. These efforts have contributed to a reduction in Engineering- and Mechanical-related derailments. In addition, technology, including detectors and geometry cars, is also being leveraged.

All these efforts add up, especially when factoring in the challenges of weather and increased gross ton miles (GTMs). Cold winters are not uncommon on the division, and last year the division faced record heat and drought conditions. Combine this with the increase of GTMs across the division (2.35 percent increase compared with 2011), and the REI bell is one that the team is especially proud of, says Thompson.

“I sincerely appreciate the efforts of every employee on reaching this milestone, a first for our division,” says Thompson. “It truly reflects a team effort to improve reliability. Congratulations, Nebraska Division!”

**Telecommunications: Best Engineering Frequency**

The 600 employees who make up Telecommunications are responsible for maintaining the company’s voice and data network devices, and they face some unique safety challenges. Their work includes maintaining nearly 1,000 towers ranging from 100 to 450 feet tall, in addition to thousands of smaller towers.

“Our teams climb those towers on a routine basis, so we put a good deal of emphasis on fall protection and training,” says Gary Grissum, assistant vice president, Telecommunications. “Several of our towers are located on remote mountaintops, presenting another set of unique challenges, considering the snow cat travel required to reach the sites in the winter.”

While Telecom employees often are part of large-scale projects and work with other groups, they may also work in the field, individually and in remote locations. According to Grissum, “the price of entry for anyone on the team includes an understanding of safety principles. We are committed to creating an injury-free work environment.

“We are blessed with an outstanding group of individuals across Telecom.
who truly look out for each other from a peer engagement standpoint and come together as a team to proactively identify and eliminate risk in the workplace,” says Grissum.

At the heart of peer engagement is feedback, he says. “We try to foster a culture across the organization that encourages open, honest and candid communication and feedback across all levels.”

“The team is also willing to have sometimes tough discussions when it comes to safety. “We rely on feedback, not only the positive but the constructive as well,” says McNabb. “Of course, we do it with care and compassion for the other person, which builds commitment within the organization.”

In addition, the team has embraced Engineering Safety Leadership Training, which continues to be instrumental. “It provides us with the safety leadership tools that have proven to be a game-changer in creating a culture of safety,” says McNabb.

“This annual competition is one way teams of employees from each division can demonstrate their knowledge of the rules while encouraging teamwork.”

Members of the Rules Scholar winning team from the Texas Division are pictured with BNSF leaders following the competition. Pictured front row left to right are: Tim Colley, Mike Etter, Gerald Breeden, Allen Minnard, Josh Stout and Tyler Abla. Back row left to right are: Keary Walls, general manager, Texas Division; Chris Roberts, vice president, Mechanical; Tom Hund, executive vice president and chief financial officer; Greg Fox, executive vice president, Operations; Carl Ice, president and chief operating officer; Steve Bobb, executive vice president and chief marketing officer; Dave Freeman, vice president, Transportation; and Sam Sexhus, vice president, Engineering.

Texas Division wins 2013 Rules Scholar competition

The six-member team from the Texas Division took first place at the BNSF Rules Scholar competition in January. Second place went to the Southwest Division, while reigning champion Kansas Division came in third.

The competition, in its 13th year, gives teams of first-line supervisors from across the system a chance to test their knowledge of safety and operating rules. The cross-functional teams include supervisors from Transportation, Engineering, Mechanical and Dispatching.

“Compliance with our safety and operating rules begins with knowledge,” says Mark Schulze, vice president, Safety, Training and Operations Support. “This annual competition is one way teams of employees from each division can demonstrate their knowledge of the rules while encouraging teamwork.”

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‘Make Time for Safety’ drawing contest winners named

About 160 children entered this year’s Safety Drawing Contest – with artwork that demonstrated their artistic skills and their family commitment to safety.

Sponsored by Labor Relations and Safety, the contest was open to children, grandchildren or other dependents of BNSF employees and retirees. The key message was “Why is it important to make time for safety?” with the slogan “Make Time for Safety.”

GRAND PRIZE WINNER: Hannah Goble, age 18, daughter of Jim Goble, market manager, Consumer Products, Fort Worth
contest winners named

The grand prize winner received a $100 gift card, and $50 gift cards went to each of the category winners.

Mark Schulze, vice president, Safety, Training and Operations Support, says he was pleased with how well the submissions demonstrated the importance of safety in everyday life. “Nothing is more important than returning home safely at the end of the workday to our families and loved ones,” Schulze says. “Everyday safety at work is critical, and we were pleased to see how well these submissions demonstrated the importance of safety.”

“For me, the message about my artwork is that I am blessed to have an amazing and loving family, and I want to make sure they always keep safe,” says grand prize winner Hannah Goble, age 18, daughter of Jim Goble, market manager, Consumer Products, Fort Worth. Hannah, currently a freshman in college majoring in art, worked off of a photo of her family, including dad, mom, sister and brother.

Congratulations to the winners, including sisters Maggie and Sophia Schock, and thanks to all the entrants.
Ages 7-9: Sophia Schock, age 8, daughter of Ty Schock, section gang, Glendive, Mont.

Ages 10-12: Julia Pind, age 10, daughter of Terry Pind, supervisor of facilities, Springfield, Mo.

Ages 13-15: August VanCleave, age 14, grandson of Kevin Piper, locomotive engineer, Lincoln, Neb.

Ages 16-18: Natalie Martin, age 16, granddaughter of Stanley Martin, electrical foreman, Havre, Mont.
Preventive exams: What’s your reason?

Preventive care is one of the most important steps you can take when it comes to your health. Preventive screenings can help you detect health problems early and allow you to treat them faster, which can prevent bigger problems and higher costs later. Check out these reasons to get a preventive exam. What’s yours?

1 Your basic annual exam is FREE if you’re a salaried employee enrolled in a BNSF-sponsored medical plan or if you’re a scheduled employee enrolled in the national plans.1

Annual physical exams include:
- **Screenings**, such as blood pressure, mammograms and Pap tests
- **Tests**, such as cholesterol, blood sugar and prostate-specific antigen (PSA)
- **Immunizations**, such as flu vaccines and booster shots for adults, and children’s immunizations

2 The waiting room is a great place to relax.

Self-explanatory!

3 Like accidents, many diseases are preventable, or at least manageable, if you know you’re at risk.

At BNSF, our goal is a 100-percent accident- and injury-free workplace. That’s why we take preventive steps to avoid accidents and injuries. Safety is part of our daily job. Why shouldn’t we treat our health the same way?

Going to the doctor to get your preventive exam should be as important to you as our safety processes. Illnesses like cancer, diabetes and heart disease don’t go away because you don’t think about them. For example, many cancers are curable and have high survival rates. But if you wait until you have symptoms, your chances of surviving cancer five years or more go down greatly.

4 Your truck should not have more checkups than you.

You take your vehicles in for preventive maintenance; perhaps have the oil changed, tires rotated, etc. You also have them inspected annually to ensure they pass certain minimum requirements.

What about your body? Doesn’t it deserve appropriate periodic preventive care to maintain top running condition?

5 You can save lots of “heartache” and money by finding problems early.

Take blood pressure as an example. According to the Centers for Disease Control and Prevention, one in three adults has high blood pressure. About one in five people with high blood pressure doesn’t know he or she has it.

High blood pressure, also called hypertension, is dangerous because it makes the heart work harder to pump blood to the body. It also contributes to hardening of the arteries, or atherosclerosis, and heart failure.

69 percent of people who have a first heart attack, 77 percent of people who have a first stroke and 74 percent of people with chronic heart failure have high blood pressure.

Be aware of your risk factors. Don’t you want to know before a heart attack, stroke or heart failure?

6 Do it for your family!

It’s not just about you – your health also affects your family. Do it for your spouse, your little one or your grown one. They want you to be healthy, too. Take five minutes now and schedule your preventive exam. 📆

Sources: Centers for Disease Control and Prevention, American Heart Association

1ASD Welfare Fund now covers routine annual physical exams and immunizations at 90 percent in network or 70 percent out of network.
As a community of 40,000 members, each of us can make a significant difference in the places where we live and work. Giving back – with our time, our donations and our talents – not only improves our collective community, it models the way for others to follow. Here are some of the stories of BNSF people who are doing the right thing and setting an example for all of us.

**Springfield Division kicks off year with food drive for needy**

Maintenance of Way employees assembling for start-up town hall meetings across the Springfield Division used the opportunity to gather non-perishable food items and donate cash for local needy families.

By the end of January, half-way through the program, employees had donated nearly 1,100 pounds of food and more than $550 to local charity venues.

Karen Turner, Springfield West MW safety assistant, is among the food drive organizers. She was amazed at the success of the short-notice, first-ever food drive.

“These people are away from home, staying at a hotel, taking a van to the grocery store and getting items to donate before the town hall meetings. They’ve gone above and beyond. I feel proud working for BNSF with these people and of what we’re doing,” Turner says.

When Turner unloaded donated items to the Springfield, Mo., charity, a young man personally thanked her and all involved. He told an emotional tale of how he was once addicted to drugs, and the charity offered him food and a way to face his addiction, Turner notes.

**Chicago coat drive a success**

Approximately 100 coats were delivered recently to Pacific Garden Mission, a homeless shelter that serves more than 5,000 men, women and children, as part of an annual winter coat drive held at 14th Street Mechanical Department and Aurora Hill Yard in Chicago.

Coach Cleaner Jennifer Patterson has organized the annual coat drive the past four years. This year, Mechanical and Transportation employees participated in the drive.

Patterson used to pass the mission and see homeless people in need of winter coats and decided to help.

“Some people come into misfortune and move to the shelter for a variety of reasons,” she says. “There are a lot of folks in need who are happy to get the coats, and the warm clothes will help them endure the cold weather.”

Coach Cleaner Jennifer Patterson collected winter coats and donated them to the Pacific Garden Mission.

**Annual ride raises funds for small cell cancer research**

More than 165 bikers, including a number of BNSF employees who rode and volunteered, recently participated in Melissa’s Annual Small Cell Cancer ride. They raised $14,000 for Children’s Mercy Hospital in Kansas City, Mo. This brings the five-year total to more than $56,365 donated to support small cell cancer research in the name of fellow biker Melissa, who passed away from the disease.

Machinist Todd Boyer, left, is one of many employees who supported the event to raise research funds for Children’s Mercy Hospital.

People join together on their motorcycles or in cars to ride for a cure. The event also includes food, music and an auction.

**Cooking off for charity**

For 27 years, a Charity Chili Cook-off has been held in Gillette, Wyo., to support the Youth Emergency Services House and Council for Community Services. The Powder River Division sponsored the latest cook-off, and a team of division employees participated and brought home trophies.

More than 30 teams competed and
4,200 people attended the showdowns to see whose red and green chili, salsa and guacamole were deemed the best in Campbell County.

BNSF defended its title and brought home the first-place trophy for the second consecutive year for both judges’ and people’s choice in green chili. The award-winning recipe belongs to clerk Jami Angelos’ stepfather and is titled, “Bringing the Heat Green.” BNSF also placed second in judges’ and people’s choice for salsa, thanks to a recipe from Angelos’ sister.

The overall event raised about $33,500 in donations for the worthy charities.

Passionate about donating

Erin Thiesse, general clerk, Brainerd, Minn., Equipment Shop, is passionate about supporting the United Way.

Thiesse was determined to do what she could to make a difference.

“We need to encourage all kinds of support – whether it’s volunteering your time or sharing your dollars,” says Thiesse, who decided two years ago to give back by coordinating fundraising efforts at the shop.

Thiesse and her United Way co-chair Glenn Newby, planned maintenance coordinator, decided to spice things up with drawings, a barbecue and chili cook-off. “We want more people to be aware of what the United Way can do,” she says.

Restoring a historical town

For nearly a year, Deb Reeh, Alliance, Neb., material assistant chief clerk, has been helping to preserve a piece of history. She volunteers at Dobby’s Frontier Town, helping to refurbish the 19-building village located in the Nebraska Sandhills.

The town began with a grocery store owned by Kenneth “Dobby” Lee’s father in 1923 on the northeast edge of Alliance. Dobby’s Frontier Town today includes a jail, general store, blacksmith shop and livery stable.

“Frontier Town is kept up strictly by volunteers and grants because it’s a nonprofit project,” says Reeh, who volunteers throughout each week. “A lot of people with original material and merchandise will donate to help keep it up. There is a satisfaction in seeing a building from start to finish and the transformation that takes place.”

Spreading awareness with pink shoelaces

Commerce, Calif., Carman Eliseo Renteria wanted to find a way to recognize his sister-in-law, who was diagnosed with breast cancer. Knowing that there were safety concerns associated with the pink ribbon pins often worn to support cancer awareness, he came up with a different idea.

“I decided to wear pink shoelaces and talked with Kenny Campbell, who also wanted to be involved,” he says.

Campbell, safety assistant, thought it was a good idea and decided to participate to recognize his aunt, who underwent a double mastectomy.

After other employees heard about their plans, many told their own stories and decided to participate, including eight carmen – Gustavo Gutierrez, Max Jimenez, Cid Narro, Art Perez, Martin Quijada, Matthew Reynolds, Luis Rios and Ricardo Zapata – and Richard Rodriguez, mechanical foreman.

The pink shoelaces became conversation-starters and brought awareness to cancer research and treatment. As word spread, Transportation employees also wanted to participate.

“Hopefully, we’ll get others to communicate about how all kinds of cancer affect each and every one of us in one way or another,” says Renteria.
Get Snappin’ for the 2014 Calendar Contest!

We need good seasonal shots for the 2014 calendar, so grab your camera and get snapping! The deadline for submissions is July 1, 2013.

Remember, photos:
- Must include a BNSF train – only the newest paint scheme will be accepted;
- Should emphasize our broad geographic coverage and the many commodities we handle; and
- Need to be in focus – a horizontal format works best. Employees can submit up to three photos for consideration. Each entry should include both a high-resolution digital photo on a disk or thumb drive and a color printout of the image. Pictures may include BNSF employees working on the railroad.

Be watching BNSF Today for articles with full contest details. Information, including the entry form, can also be found on the Communications page of the BNSF portal.