Making tracks to the conventions
In August, the Democratic National Convention was held in Denver and posed some unique challenges given that BNSF has two mainline tracks about 150 feet away from the event site. Thanks to teamwork among many departments, trains kept running – safely and securely.

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Delivering power to the people
BNSF recently put 21 miles of a fourth main line in service at Logan Hill on the Powder River Division’s Orin Subdivision. The construction team faced significant challenges, but today the new line and dedicated division employees are keeping this important energy source moving.

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Best practices ensure site safety team effectiveness
More than 100 site safety teams help identify and reduce potential risks at BNSF terminals and yards. Most of these teams are successful at advancing safety, but some stand out with exceptional processes and results. A look at three teams reveals certain best practices that can be adapted by any site safety team to drive local safety efforts.

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Safety gains traction at boot camp
To reduce the risk of winter slip, trip and fall injuries, BNSF conducted a first-ever field test of its enhanced-traction footwear. Considering all the various winter environments across the railroad, management and labor representatives worked together to find the best solutions to eliminate these types of injuries.

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Your guide to the newly redesigned

BNSF’s information station – employee.bnsf.com – has been under construction for several months now, with the new and improved version set to go live soon. This intranet site, first activated in 2005, has become an invaluable resource, helping employees do their job and manage personal issues, such as healthcare and benefits, wellness, training, retirement and more.

While employee.bnsf.com gives employees access to tools and information, finding those hasn’t always been easy. Navigation has been one of the recurring issues employees have with the site. As a result of user feedback and a professional usability study, employee.bnsf.com has been redesigned with content organized in a more intuitive way.

In addition, the graphics, user interface and other special features have also been updated to reflect best practices from current, popular Web portals. For example, blue and bright orange will be much more common colors. As before, the portlets on each screen – the “boxes” of information – will allow customization of content and layout.

The redesign was accomplished by Technology Services, specifically the eBusiness team, with input from various content providers from other departments.

“Many people have been involved in the redesign, and all with a goal of providing employees with effective tools that enhance communication and productivity,” says Eldon Specht, director, eBusiness. “While it might take a little time for employees to reorient themselves, the information is all there – just better organized. They may even find tools and information they didn’t know existed!”

Here’s what will change:
• The current My BNSF, My Job and My Self tabs will go away and be replaced with four new tabs: @BNSF, Employee, Departments and Support Services.
• Each of the four main tabs will contain several subtabs.
• A Quicklinks panel (see diagram) will list the most commonly used links, replacing much of the content in the Search box that appears at the top of each page on the former employee.bnsf.com.

The major tabs and their sub-tabs

@BNSF Tab

Overview: This page, which is the first page you’ll see, incorporates much of the current-view information – BNSF goals, stock market indices, Dashboard and Weather (now customized by location) – and the tools employees need daily, such as People Search, Home Mail and Portal User Tips.

Company: This is a “who we are” sub-tab. The portlets include:
• Vision & Values; Diversity; Strategic Initiatives; Company Awards
• In the Community (charitable programs, public affairs and safety resources/workplace security)
• BNSF Store

Safety: This sub-tab provides everything you need to know about safety. Portlets include:
• Resources from the Safety Department (trends, reports, action plans, training, personal protective equipment and more), Safety Directory (contacts, coordinators and SAFPRO) and links to additional resources (FRA, NTSB, OSHA, etc.)
• Safety Applications, Grade Crossing Safety and Safety Recognition (awards and plates)
• Rules (rule changes, rule of the week, timetables and rulebooks, Operating Practices and more) and Safety Policies & Forms (safety briefings, focus topics, injury/accident reporting)

Communications: This will be your No. 1 news source, including both internal and external media. Portlets include:
• Top Stories, BNSF News and Railway magazine
• Transportation Craft News, General News and Support Craft News
• Inside BNSF Programs (Recognition and Wellness)

LR Home: This popular intranet site will continue to get lots of hits for information such as:
• What’s New in LR
• The BNSF Video Theatre
• Employee Spotlight, Job Well Done, Diversity in Action and Labor Relations Contests

Fort Worth: This sub-tab – for employees at headquarters – contains the same information from the former Fort Worth tab (FYI, campus information, conference room scheduling, diversity, security, community-based programs).
Your guide to the newly redesigned employee.bnsf.com

Get healthy, stay healthy, be informed

Check out BNSF’s new Online Wellness Center

BNSF’s new Online Wellness Center is THE place to go for information about getting healthy, staying well and managing your family’s health interests.

There are dozens of articles, links, tools, videos and tips in one handy spot to create your one-stop wellness guide for healthy living. The Online Wellness Center is divided into convenient, easy-to-navigate sections, including:

• What’s New, where you’ll find health-related company articles and news of public interest.
• Take Action, where you can take charge of your health with preventive benefits and tools for smoking cessation, managing weight, dealing with alcohol and drug problems, and more.
• Wellness Resources for Everyday Health, with articles and tips about common health concerns, such as back care, improving your family’s eating habits and coping with stress. You’ll also find information about BNSF’s first aid classes, health fairs and on-site health screenings.
• Tools for Everyday Living, where you’ll find links to health calculators, tips for communicating with your doctor, an eye-opening health-risk questionnaire and valuable personal health trackers.

“The Online Wellness Center is a reflection of BNSF’s continuing commitment to employees and their families,” says Dr. Thomas Pace, assistant vice president and chief medical officer. “We’ve made it easy to log in from work or from home, so employees and their families can take advantage of the many wellness programs, tips and tools BNSF has to offer.”

Formerly the “My Self” tab, this page is all about YOU and includes these sub-tabs:

Personal: This sub-tab has space for personal notes, which you can use as a “to do” list, and provides portlets for:
- Financial Services (credit unions, investment companies)
- Life Events (personal changes, career changes, leaves of absence)
- Vacation, holiday, sick leave, tuition reimbursement, etc.

Benefits & Retirement: For all employees, this sub-tab includes:
- Discounts (employee and merchandise programs)
- Retirement (checklist; focus on strategy, saving and investing; FAQs)
(Note: Salaried employees will also see a portlet with links about their benefits.)

Wellness: For information about this sub-tab, which features a completely revamped Your Health Matters site, please see sidebar.

Career development: This sub-tab features Leadership University and Performance Management Process information.

Where do I find…?
If you can’t find a portlet that was under the old tab structure, just click “Help,” located in the upper right section, between “Layout” and “Feedback.” With the Help feature you can navigate the new structure and quickly search for a portlet’s new location.

This tab’s sub-tabs feature the major BNSF departments and the people, reports and tools behind them:
- Finance
- Marketing
- Operations
- Technology Services
- Corporate Audit
- Law & Government

This is the place to go for everything you need to fulfill your job needs and includes sub-tabs for:

Travel & Expenses: In addition to important links related to business travel, there is a “How Do I?” portlet for just about any question – getting tuition refunds, help with corporate credit cards and procard, making travel arrangements and learning about personal security.

Sourcing: Another helpful sub-tab, this one includes:
- A how-to portlet for ordering supplies, paying invoices, ordering high-quality printing and getting help with service contracts
- Information about BNSF’s Graphic Services and Mail Services
- Links for office equipment and supplies

Technology: For all your techie-type inquiries, this sub-tab features portlets for:
- TSOC Help Desk
- PC Products & Services
- Data Reporting Tools
- Web Design Services
- A how-to portlet for help with Blackberries, telephones, computers, software, pagers and more

This tab’s sub-tabs feature the major BNSF departments and the people, reports and tools behind them:
Delivering power to the people

Some 30 years ago, BNSF predecessor Burlington Northern Railroad was building a new rail line across the Wyoming prairie to help meet the country’s need for low-cost, cleaner-burning Powder River Basin (PRB) coal. At the time, the 127-mile line between Donkey Creek and Bridger Junction was the longest stretch of new railroad to be built in this country since 1931.

Most recently, BNSF continued the history-making when on May 14, 2008, 21 miles of a fourth main line were placed in service at Logan Hill on the Powder River Division’s Orin Subdivision. The new trackage is believed to be the world’s longest stretch of quadruple main line devoted exclusively to freight service.

The construction team faced significant challenges to put this track in service, especially considering the compressed timeframe and the physical constraints. To see what was involved, BNSF’s Manager, Internal Communications, Andrea Scott recently spent some time in the PRB, visiting with those who helped construct the new line as well as those who help keep this “black gold” moving.

Descending from 20,000 feet above Gillette, Wyo., the scenery below looks like the ultimate place for my 7-year-old son to celebrate his next birthday: piles of dirt, big yellow dump trucks, conveyor belts, explosives blowing up the sides of mountains and trains whizzing in and out of view. As the plane lands, I realize the coal mines, which look like mammoth open-air dirt bowls instead of the cave-like coal mines I envisioned, are of larger-than-life proportion.

During my 48-hour visit, I also realize it takes larger-than-life teamwork — among BNSF employees, our coal mine partners and our customers — to supply the coal that powers more than 10 percent of America’s electricity. I learned that 19 mines dot the hilly terrain in the heart of the Powder River Basin, and that Wyoming alone accounts for 36 percent of all U.S. coal produced — more than the combined output of the next three largest coal-mining states.

In just two days I got a crash course in the business of “black gold,” which makes up 21 percent of BNSF’s revenue, and about what it takes for BNSF to move almost 250 million tons of coal per year from this region to locations across the United States and abroad.

Coal and the employees who move it

Each day, an average of 132 trains — up to 150 per day during peak periods — move in and out of the PRB on the Joint Line, a portion of which BNSF operates with Union Pacific (UP) Railroad. With the addition of the fourth track, capacity is closer to 200 trains per day — an impressive statistic.

But stats don’t tell the whole PRB story. “It’s not about the numbers, it’s not just about the coal and it’s not about the mines,” says Sam Sexhus, general manager, Powder River Division. “BNSF’s success here boils down to one critical factor: our employees.”

The most recent example of that success is the completion of the world’s only fourth main line exclusively for freight service. Constructed on the infamous Logan Hill, the line boasts a 3-percent continuous incline for more than 8-mile stretch. The elevation change in 6 miles is 315 feet, a mighty climb for coal trains that weigh approximately 20,000 tons each.

“Employees worked long and hard to help make the Orin Subdivision’s fourth main line a reality. I think we can all be proud of what the new stretch of track ultimately means for this community, for BNSF and for the many Americans who rely on power generated from coal,” says Sexhus.

The new fourth main track was placed in service under the “super highway” concept, which allows main line track to be completed first, followed by the universal crossovers. With this method, increased capacity is available sooner than if all of the trackage had been placed in service at the same time.

About 20 crews totaling more than 175 Engineering employees and contractors began grading for the new track in spring 2007. To complete the project, they installed:

- 55,127 concrete ties
- 7,155 wood ties
- 216,766 lineal feet of rail
- 170,000 tons of granite ballast

They also constructed two bridges and extended five grade crossings.

Putting Maintenance Excellence initiative to the test

Planning and communication were critical to ensure minimal impact on customers for both BNSF and UP. With the help of the division’s Engineering Planning Center, Maintenance Excellence was put to the test during the project’s planning and execution.

Maintenance Excellence is a joint initiative between the Engineering and Transportation departments that improves planning and scheduling of work windows and more efficiently uses the time that a track is taken out of service. The program calls for a coordinated effort, including positioning materials in the right place at the right time and pre-empting potential problems, such as service interruptions and slow orders, through increased preventive maintenance.

“It was an unbelievable, well-orchestrated effort — better than anything I’ve seen — using Maintenance Excellence to its fullest potential,” says Dave Hestermann, assistant vice president and chief engineer, Central Region.

“By practicing Maintenance Excellence, employees have much more predictable work
The planning center team and the production gangs meet every month to discuss improvements and areas of opportunity so we can continue to make the process even better,” says Charlie McCoy, construction roadmaster, Gillette. “With the coal traffic we have out here, it’s imperative to be on the same page.”

Environmental in more ways than one

While the fourth main line increases capacity to serve energy customers, it was also developed with sensitivity to the environment. BNSF constructed the fourth main line by using locally quarried stone, which reduced fuel required to transport materials. Tunnels were constructed to facilitate safe passage of livestock and wildlife, and teams helped to preserve the habitat by relocating grass and plants to nearby lands.

PRB coal is considered a cleaner alternative to other coals, too, since when it is burned, it produces about one-fifth of the sulfur of other types of eastern coal.

PRB coal is also one of the world’s cheapest sources of energy, and the Energy Information Administration projects that demand for PRB coal will jump 73 percent by 2030, and the supply will continue as new mines come on line. (See sidebar.)

Analysts say that – barring any changes that would federally mandate the use of alternative fuels – coal will continue to be a primary fuel source for electricity generation around the world. In fact, global demand for electricity is rising very actively involved in the planning stage for the energy companies to:

• Build a 5.7-mile loop at the mine to accommodate two 150-car unit trains
• Build a 35-mile spur out of the mine to BNSF main lines in Montana
• Plan a loading facility at the mine that will be able to handle 7,000 tons of coal per hour

When this plant is up and running at full capacity, it will produce an additional 12 million tons of coal each year out of the region.


tapping into a new source

Two energy companies recently agreed to a 15-year deal to purchase 10 million tons of coal annually, beginning in 2009 or 2010, from the Bull Mountain coal mine (now named Signal Peak) near Roundup, Mont. This underground coal mine has the potential to tap into considerable underground coal reserves.

For their transportation needs, the energy partners have made an agreement with railroads, including BNSF, to transport the coal from the Signal Peak mine operation to generating stations. BNSF, in turn, has been very actively involved in the planning stage for the energy companies to:

• Build a 5.7-mile loop at the mine to accommodate two 150-car unit trains
• Build a 35-mile spur out of the mine to BNSF main lines in Montana
• Plan a loading facility at the mine that will be able to handle 7,000 tons of coal per hour

When this plant is up and running at full capacity, it will produce an additional 12 million tons of coal each year out of the region.

Coal comes full circle

When I returned home to the 105-degree heat in Fort Worth, Texas, I did a little research of my own and realized that my home is actually heated (and cooled) by energy produced in a coal plant. I won’t be using the furnace anytime soon, but I am warmed by hugs from two children eagerly awaiting souvenirs.

The first thing I do is tell them a story about the big yellow trucks, conveyor belts, coal mines and the incredible employees who I get to work with at BNSF. Then, I reach into my carry-on and hand each of them a little piece of coal – which doesn’t seem like the worst gift for a child after all.

Contributed by Andrea Scott

Editor’s Note: In November 2009, the Orin Subdivision will celebrate its 30-year anniversary on this continuous line. Were you an employee of Burlington Northern when the maiden voyage departed the Orin Line? If so, we’d like to hear from you. E-mail stories or photos to susan.green@bnsf.com.
I f anyone wonders, BNSF Deputy Chief of Police Ben Reed’s retirement date was set long before the 2008 Democratic National Convention (DNC). But now that the DNC is over, he admits to breathing a lot easier – and looking that much more forward to “pulling the pin” in December.

“We’d never done anything like this before,” says Reed of Resource Protection’s role in DNC security. “Now that it’s over, I’m grateful to have had the opportunity to be involved, because we – not I, as this was truly a team effort – executed the plan to near perfection.”

BNSF’s involvement in the DNC began nearly two years ago, when it was announced that the convention would be held in August 2008 in Denver, part of Reed’s territory. He was first contacted by the U.S. Secret Service, which is the lead law enforcement agency for this national security event.

Every possible “what if” is considered by the Secret Service, and the DNC posed some unique challenges, given that BNSF has two mainline tracks about 150 feet away from the downtown Pepsi Center, where the convention was held for four days.

With some 40,000 visitors descending upon the Mile-High City, the security plan originally called for all BNSF train service on those two mainline tracks to be shut down completely. Conventions attract protestors, so having trains in the “hot zone,” the high-security perimeter, was an element the Secret Service initially wanted to eliminate.

“When it became clear that our operations were going to be significantly impacted and questions started being asked that were out of our area of expertise, the BNSF Police team quickly involved the Operations Department,” Reed explains.

Colorado Division General Manager Janssen Thompson and Central Region Vice President Bob Lease, as well as Safety, Engineering, Corporate Relations and Government Affairs representatives, were brought into the discussions.

The effort also necessitated support from other divisions and departments. The Powder River, Springfield and Nebraska divisions assisted with train staging and inspection plans. Service Design and the Network Operations Center coordinated the overall staging and rerouting. Mechanical teams at Denver and Alliance, Neb., provided support; and the local United Transportation Union and Brotherhood of Locomotive Engineers and Trainmen safety coordinators conducted detailed briefings at Denver and Trinidad, Colo., with all transportation crews who operated trains through the “hot zone.”

“We had all the ‘holes’ filled so that there was a person available to take care of any issue,” says Reed.

Thanks to the entire team’s involvement, and the confidence they instilled with both the Secret Service and other agencies, BNSF was allowed to operate trains through Denver between the hours of 11 p.m. and 1 p.m.

“From our perspective, having the convention so close to our tracks offered us the opportunity to showcase what our company does and to explain the importance of freight rail transportation to representatives of the communities we serve and run through,” explains Ashley Cavossa, director, Government Affairs, Washington, D.C., and who planned most of the BNSF convention-related activities. “The Resource Protection and Operations teams did an outstanding job of allowing this to happen, all in a safe and secure environment.”

Even though BNSF trains were allowed to operate, there were certain conditions BNSF had to meet, according to BNSF Chief of Police Duwayne Pennington, Fort Worth.

“An empty coal train was set between BNSF tracks and the Pepsi Center for the duration of the convention to act as a buffer. Hazardous materials were voluntarily rerouted, and those trains – mainly loaded and empty coal – that did operate through the zone had to be inspected,” he explains. “The Secret Service demanded a lot, and there was a lot of pressure on us, but everyone did an outstanding job of achieving our mission.”

Round-the-clock coordination and communication were key, thanks to the Multi-Agency Command Center (MACC) that the Secret Service established. At the MACC, BNSF Police and Operations personnel were assigned daily, one from each department per 12-hour shift, to represent BNSF.

Long before the convention came to town, Reed and his team conducted site assessments to determine vulnerabilities. To deter trespassing, temporary fencing was installed at several locations and arrangements made for special equipment such as ATVs and gas masks. All BNSF employees allowed in the hot zone had to have the required credentials with photo IDs.

For the entire week of the convention, 11 BNSF K9 teams were brought to Denver for the train inspections. In all, they swept 44 trains, car by car – a tedious but critical exercise. Luis Mares, special agent in charge, estimated the K9 teams walked about 105 miles, including the 70 miles of trains searched.

No explosives were ever detected, and the searches were all conducted in a timely, thorough manner. “We kept the railroad moving, with no service failures,” says Pennington.

The 52 special agents at the DNC also had the responsibility of round-the-clock patrolling about a mile-long section by the Pepsi Center. Since many of the agents were brought in from areas outside of Denver, it was new territory for them. Given the number of tripping hazards and the amount of miles patrolled, the fact that the team was injury-free is notable, says Pennington.

In addition, the Executive Protection Team had to provide security for the 13 business cars parked at Denver Union Station and protect on-board guests.

“Every day, we had to adapt as circumstances changed. As protestors moved through the area, we were given frequent updates by the MACC. There were some tense moments,” says Pennington. “But throughout it all, morale was high and we felt we were really contributing to the overall success of Team BNSF.”

To compound the whole security issue, there was a last-minute move of Barack Obama’s acceptance speech to Invesco Field at Mile High, an open-air stadium next to Interstate 25 and not far from BNSF track. The BNSF Police team moved into place to protect the 80,000-plus people using the crossing near the stadium.

When the DNC was finally over, the BNSF business cars headed to St. Paul for the Republican National Convention (RNC). While the RNC was held at a location not near BNSF tracks, the same level of security was again provided for the business cars, which were on Canadian Pacific Railway track near the Xcel Center, and invitees.

“The DNC was probably the largest operation we’ve ever put together,” says Pennington, noting that it will be the playbook for the 2010 Winter Olympics at Vancouver, B.C.

Reed, however, will be home, he says – enjoying retirement.

Contributed by Susan Green
Best practices ensure site safety team effectiveness

More than 100 site safety teams help identify and reduce potential risks at BNSF terminals and yards. Most of these teams are successful at advancing safety, but some stand out with exceptional processes and results. A look at three teams reveals certain best practices that can be adopted by any site safety team to drive local safety efforts.

Across BNSF’s system, site safety teams help drive local safety through a collaborative effort involving labor and management. These teams work together to investigate and resolve local safety-related suggestions and concerns. Some teams have also helped their locations achieve measurable safety results. A close look at three committees – Kansas City, Mo., (Murray Yard), Alliance, Neb., and Birmingham, Ala. – reveals “best practices” that can be adopted by any site safety team.

**Organization**

The Birmingham site team includes members from many crafts. According to Devon Smoot, safety coordinator for the Brotherhood of Locomotive Engineers and Trainmen (BLET), representatives come from all groups, including Transportation, Engineering and Mechanical.

On the Murray Yard team, labor representatives come from almost every craft, according to Danny Ray, terminal superintendent. “What we really want is a good cross-section from Transportation and Mechanical, plus enough officers to support the committee and make decisions.” On the management side, the team includes the terminal superintendent and the terminal manager, supported by trainmasters, a roadmaster and a car foreman.

The Alliance site team, which represents about 800 employees, goes further, defining roles for members. Powder River Division Safety Coordinators Steve Waller, representing the United Transportation Union (UTU), and Brad Merriman, representing the BLET, developed a site safety team manual that summarizes roles for members. Powder River Division Safety Coordinators Steve Waller, representing the UTU, and Brad Merriman, representing the BLET, developed a site safety team manual that summarizes roles for members. Powder River Division Safety Coordinators Steve Waller, representing the UTU, and Brad Merriman, representing the BLET, developed a site safety team manual that summarizes roles for members.

Best practices for site safety committees

- Teams include representatives from all crafts at the site.
- Both managers and labor representatives attend meetings consistently.
- All team members understand their roles.
- Team members partner together.
- Team meetings follow a published agenda, and members record minutes.
- Teams consistently communicate safety items to employees.
- Teams employ a closed-loop safety process.
- Teams engage in risk-reduction programs at the site.
- Teams recognize safety successes.
- Teams evaluate their own efforts annually.

**Communication**

Alliance road crews lead the system with a .23 frequency ratio as of Sept. 19, 2008, and the yard operation is injury-free to date in 2008. Frank Bennett, superintendent, Operations, says one factor is strong communication. “To drive the safety process, and particularly communication, we have really great working relationships with all the local chairmen and on the safety team itself,” he says.

Additionally, the team communicates often with employees. After every site safety meeting, the team holds a 48-hour safety marathon to communicate safety issues to employees. In between marathons, volunteers meet employees in the terminal, which allows one-on-one communication about safety issues.

The Birmingham team regularly communicates through safety alerts, reports on current safety statistics and posts minutes from site team meetings. The team also reports the results of work practice observations (WPOs), providing trend data about at-risk work practices based on observations that aggregate results. As always, no employee names or identifiers are used in the WPO process.

Posters and a weekly newsletter communicate safety messages to Murray Yard employees. The yard employees also display signs that highlight their injury-free record. As of mid-September, they had reached a 1,540-day injury-free streak, the best in its class for Transportation.

**Risk-reduction efforts**

At the Birmingham site, Jack Brake, co-chair of the site team and a UTU representative, says the team relies heavily on WPOs to understand safety issues and progress in the yard. Two WPO coordinators, separate from the site team, facilitate that program. “We separated them, so there would be no question about the anonymity of the observations; no names, dates or job numbers are recorded. This also adds stability, since site team members are elected every two years.” Based on the results of WPOs, the team is able to identify patterns in safe and unsafe behaviors and act quickly to communicate at-risk behaviors to their workforce, composed largely of new-hire employees.

The Alliance team also relies on WPOs to identify and eliminate at-risk behaviors. Tom Rodak, a UTU representative, says that WPOs are no different than being a brother’s keeper. “The data we get gives us a good idea of at-risk behaviors,” he says.

In the end, Ray appreciates a high safety standard from the Murray Yard site team. “Our committee is a hugely effective tool in managing safety,” he says.
Making safe decisions: California Engineering

In 2007, the California Engineering team had 21 reportable injuries, but they’ve rebounded in 2008 with an impressive 0.21 frequency ratio and a 0.00 severity ratio.* Getting back to safety basics and rebuilding trust have helped them achieve a superior safety record.

Jeff Owen, general director, Maintenance, is sure that safety doesn’t take a day off. He leads an Engineering team of 499 employees on the California Division who are dedicated to working safely every minute of every day across 2,054 total miles of track. As a result, California Engineering is now the safest Engineering group on the BNSF system. This year, with nearly 1 million man-hours, the team has experienced only one injury and no track authority violations to date. But Owen will be the first to tell you that they don’t spend a lot of time focusing on numbers. Instead, he says, “We concentrate on people working safely every day.”

Taking a snapshot

According to Owen, there was no magic bullet. “We had been successful before, we just had to get back to doing those same things again.”

To help with that effort, Division Engineer Adam Richardson rolled out a program to employees in 2007, Making Safe Decisions, which focused on risk management. The program created an open forum for all employees, whether exempt or scheduled, to speak freely about what they perceived as barriers to safety. Richardson says that at the conclusion, a lot of eyes were opened. “For all of us, that dialogue really created a snapshot of where we were, but more importantly, we had the opportunity to problem solve right there on the spot. After that, we could take specific actions.”

As a result, division management increased the focus on Maintenance Excellence to ensure adequate track windows. Employees increased their focus on minimizing risk.

Having made those commitments, management and scheduled employees forged new lines of communication, which in turn helped strengthen trust between management and employees. “The high quality of the employees on this division and their commitment to working safely are the reasons we’ve been successful in 2008,” says Richardson.

Robert Coronado, safety assistant for the Brotherhood of Maintenance of Way Employees Division (BMWED), says that the program was well received by employees. When managers showed their commitment, employees matched the resolve. “Our employees really do want to create a safe workplace,” he says. “They take pride in and ownership of safety, not just for themselves but for their fellow workers.”

Jack Clements, safety assistant for the BMWED, says the program helped employees see that the daily decisions they make count to others – family, friends and co-workers. “We have a strong family focus on the division,” says Clements. “And this extends to our fellow workers.”

As an example, Clements helped create safety posters featuring individual teams, illustrating the Safety for Us theme. “This year, John Crisler, division engineer, facilitated the Making Safe Decisions program to continue risk management and to keep lines of communication open. He says, “Part of the reason our teams work safely is open communication and trust, which are crucial to empowerment – and we have an empowered team.”

Recommitting to safety

Across the division, recommitment and empowerment emerge as strong safety themes. Owen says that the entire team – both management and labor – recommitted to doing the things each said they would do.

Lee Hostler, Structures manager, puts it this way, “It boils down to trusting that our employees will not cut corners and that they will use empowerment. That’s the right thing to do.”

Within the Signal, Structures and Maintenance of Way (MW) groups, all began focusing on safety basics, one being the quality of job safety briefings (JSBs). Hostler held training sessions that allowed Structures employees to write out a JSB and to present that briefing to others.

On the southern part of the division, Coronado began a renewed focus on helping MW employees put together briefings geared to individual jobs. At the same time, Clements, on the northern side, was helping elevate the quality of briefings there, ensuring that MW crews continued a year-long, injury-free streak.

And for the Signal group, Manager Dennis Skeels began using a JSB form that took briefings to an entirely new level. Employees using that briefing form identify tasks, personal protective equipment and pertinent rules that apply to the day’s work and to machinery that crews might use.

All groups on the division, however, emphasize empowerment. The California Commuter Construction team, a group that works with the Engineering team, has spent a lot of energy on employee empowerment. Dan Guillon, manager, says that employees realize that the safety process is theirs. “Our success is the ownership our employees have taken with safety.”

Owen agrees. “The biggest contributor to our safety record is each member of our team. We do not want anyone taking unnecessary risks. Everyone understands this expectation: Your responsibility is to do your job safely. That’s the message in California.”

California Engineering streaks* as of Sept. 15, 2008

Division injury-free days

Commuter Construction – 615 days
Maintenance of Way
Northern California – 360 days
Southern California – 71 days
Roadway Equipment – 5,137 days
Signal – 264 days
Structures – 2,635 days

Top-performing, injury-free teams

Commuter Construction
Southern California Signal Construction – 744 days
Maintenance of Way
Northern California – Fresno West – 1,312 days
Southern California – San Bernardino – 1,401 days
Signal
Los Angeles – 3,965 days
Structures
Southern California – 3,430 days

*as of Sept. 15, 2008
Safety gains traction at boot camp

Last Jan. 24, volunteers from System Safety and BNSF’s largest work groups performed a first-ever field test to determine best choices for enhanced-traction footwear. Their purpose was to eliminate risks that can cause slip, trip or fall injuries.

With temperatures hovering around 20 below zero last January, 21 volunteers from System Safety, Transportation, Engineering and Mechanical work groups trod across snow and ice at the Northtown Diesel Shop in Minneapolis. They were researching enhanced-traction footwear (ETF) to be used in the various winter environments across the BNSF system.

The field test, the first of its kind, included multiple surfaces, inclines and declines, according to Lawrence Fleischer, director, Ergonomics and Safety. “We wanted to identify unacceptable risks with our winter slip, trip and fall injuries, so we began looking at the performance of our current ETF selection,” says Fleischer.

Another issue was consistency of ETF across the system. Each division previously selected ETF based on surroundings particular to that division. The result was that ETF approved on one division might not be approved on others.

Mike Henning, a volunteer from the Brotherhood of Maintenance of Way Employees Division (BMWED), believes a uniform ETF based on surroundings particular to that division. The result was that ETF approved on one division might not be approved on others.

Roger Bobby, another BMWED volunteer, agrees. “We tested every different type of footwear and strap-on currently being used,” he says. “Testing boots and strap-ons

The test team consisted of managers and labor representatives from northern regions, along with representatives from BNSF’s ETF distributors, Chet’s Shoes and Hagemeyer.

Volunteers tested 14 different products on every type of winter walking condition on every BNSF surface, including:

- Metal decks
- Mainline and yard ballast
- Ties and turntable walkways
- Asphalt and concrete surfaces
- Locomotive and truck stairs, and truck bed surfaces, including diamond plate and nonskid surfaces

“Short of using the products in real settings, I think this test was a good indicator of how the ETF performs,” Bobby notes.

Volunteers rated the ease of getting the ETF on and off, and slippage on different surfaces. They also noted comfort and range of motion.

“The team tested each style of footwear in random order, which helped produce objective and thorough results,” says Bob Johnson, a participant from the Mechanical work group, Northtown Diesel Shop.

Diving into slip, trip and fall safety

Richard Woodsie, manager, Field Safety, Powder River Division, says the test created an opportunity for everyone to share an important safety value. “We worked together to come up with the best solutions,” he says.

Results indicated that Chet’s Pac boots, Chet’s studded overshoes and Due North strap-on studs performed well.

Paul Casanova, sales manager for Chet’s Shoes, heard suggestions on improvements. As a result, Chet’s designed several new boots. “This year, we’re producing a brand-new product based on very specific input from BNSF employees,” he says. “We’re incorporating carbide studs into the soles of a new Pac boot, and we’re using softer leather on the upper part.” His company expects to fill orders by the end of October.

Employee safety tips

“Stay focused on your work. By working safely, you’ll be able to go home and have fun.”

– Michael Vincent, Signal safety assistant, Centralia, Wash.

Focus on Safety

VP, Safety, Training and Operations Support: Mark Schulze, Mark.Schulze@bnsf.com

Editor: Linda Jacobson, ljjacobson@quepco.com

Contributing Photographers: Jack Clements, Robert Coronado, Lee Hostler, Bob Johnson, Chris Ohmann, Doug Proffitt, Dennis Skels

Got a story idea?

Send story ideas, safety tips, suggestions and comments to bnsf.safety1@bnsf.com or call Gene Welandar at (817) 352-1144.

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In addition to ensuring the security and safety of BNSF's physical plant, the RPS team is leading the way in another area of safety. The team has not experienced a reportable injury for more than 765 days, as of late September. By increasing their focus on situational awareness and identifying at-risk behaviors, the RPS team has laid a foundation for a strong safety culture. John Clark, RPS assistant vice president, says one reason is that team members emphasize situational awareness to eliminate unnecessary risk.

**Situational awareness**

Prior to its present safety achievement, the RPS team experienced back-to-back years of reportable injuries. Clark, along with Chief of Police Duwayne Pennington and Director of Training Dr. Terry Adams, enlisted the department's 20-member safety committee to investigate root causes. Their conclusion was that officers, while helping ensure safety and security for the railroad, were taking unnecessary personal risks.

Indeed, the RPS team carries out a wide variety of duties:

- Investigating stolen property or suspicious objects
- Interfacing with local, state and federal law enforcement agencies
- Preventing trespassing
- Assisting with derailments and accidents
- Enforcing BNSF’s security plan. (See Page 6 for information on how BNSF’s police force assisted at both political party national conventions.)

“We found that a large part of each officer’s safety is his or her awareness of circumstances in an environment or situation that can change rapidly,” says Adams. “Situational awareness, a risk-management practice, is critical to our safety program.”

Juan Acvedo, a four-year senior special agent agrees. “I know the single most important thing I can do for my own safety is to be mentally aware of where I am and what my task is,” he says.

800-832-5452

For railroad emergencies, call the Resource Operations Call Center.

**Targeting risk**

Safety leaders also identified specific at-risk behaviors, targeting especially how employees handle the following key tasks:

- Approach suspects
- Operate police vehicles
- Ensure positive protection when opening or closing a container or railcar door

Adams says that approaching suspects is one of the riskiest duties their officers face. To help ensure officer safety, they stressed verbal communication skills, which can de-escalate a situation. They also added body armor to an officer’s required personal protection equipment and changed other procedures to reduce potential risk.

To address vehicle operation, officers undergo stringent defensive driving certification, since officers drive about 2.5 million miles annually. Additionally, one key goal outlined in this year’s Safety Action Plan is to eliminate vehicle collisions. “In looking at unsafe behavior, we found that officers were having trouble seeing through the cages [mesh screens] when backing a police vehicle,” says Acvedo. “We developed a procedure to mitigate the risk of someone backing into equipment.”

For Load and Ride Solutions (LARS), another important RPS function, the team looked for ways to reduce exposure to risk when opening or closing container, trailer or railcar doors. The LARS team helps review customer loading techniques and trains customers, where necessary, to prevent potential freight damage. LARS employees now use a safety strap, which is a device that protects officers inspecting railcar contents from falling loads that may have shifted en route.

Employees carry wallet safety cards that contain checklists for each of these duties. “This really keeps safety basics in front of everyone,” says Mark Moody, a 20-year senior special agent. “And they’re a reminder throughout the year of how to reduce risk for these daily activities.”

“We can put programs in place,” says Clark, “but we’re safe today because our people maintain awareness of their environment and because they evaluate risk in every situation.”

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**CLOSE CLEARANCES**

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**REVIEW**

- Have you reviewed S-13.1.5. Riding In or On Moving Equipment? 1. Is riding the car/equipment necessary? 2. Can you ride the car/equipment safely?
- Have you reviewed all restrictions and prohibitions for riding cars due to close clearance for your territory, including main tracks, yards and industry tracks?
- Have you reviewed available storybooks on the industry, paying attention to: Routes? Safety and walkway issues? Special commands for spotting and pulling? Customer preferences? Switch locations? Other items specific to the industry?
- Have you looked at photographs and graphic markers that depict exact locations of close-clearance conditions?

**ROUTINE**

- Have you participated in a job safety briefing that included close clearances: Buildings, Utility poles, Equipment or other items in close proximity to tracks, Railcars spotted within the fouling point of another track?
- Are you aware of other considerations that could affect a close-clearance situation, including: Type of railcar and type of rail operation? Track location and track curvature?
- Are you watching for close-clearance situations that involve both vertical and horizontal objects, such as bridges or tunnels?
- Are you watching for situations of no clearance, such as: Personal access between the railcar and an overhead fixture? Overhead loading chutes at grain elevators? Utility wires?
On Sept. 12, Hurricane Ike slammed the Texas Gulf Coast. While it was ranked a Category 2 hurricane, Ike had a tidal surge of a much larger hurricane that covered 90 percent of Galveston Island. Winds of 100 mph wiped out or heavily damaged businesses, homes and BNSF track and property along the coast.

The causeway to Galveston Island received major damage. The Galveston terminal office had part of its roof blown off and was flooded with 4 feet of water, while a communications tower was blown down and the rails and switches rusted due to 9 feet of flooding salt water. More than 500 BNSF employees and their families were affected by Hurricane Ike.

To provide food and shelter for the employees who immediately went back to work, BNSF built a small village at the Pearland, Texas, terminal. Trailers for housing, fuel for trucks and food for hundreds were provided on a daily basis.

BNSF has been able to restore service on most of its track and is now working closely with the Port Terminal Railroad Association and Union Pacific Railroad to maintain fluid rail service as customers restore their own operations.

When BNSF thinks big, it thinks very big. A perfect example is locomotive washers.

Take the Barstow, Calif., Locomotive Maintenance Inspection Terminal (LMIT). It can wash five road locomotives at a time through a semi-enclosed open-topped corrugated maze, all to the cacophony of spraying water and soap mixing with the sound of idling diesels. If the units were human, there would be an audible “ahhhh” as they came out the other side.

Locomotives and rolling stock show the effects of all types of weather and conditions, just as the family car does after it returns home after a long trip coated with bugs, road salt, tar and grit.

The capability to wash locomotives exists at major locomotive maintenance shops and service facilities throughout the system, and while engines may not be cleaned as frequently as the family car might be, they are washed every 184 days as a part of major periodic maintenance events and also at other times on an as-needed basis.

“Pride has a lot to do with it,” explains Ralph Hunt, senior general foreman, Barstow LMIT. “When people are sitting at a grade crossing watching a BNSF freight train roll by, they can tell if the equipment is clean or not. It makes a difference.”

Installed in 1998 (on the site of an older washer), the Barstow locomotive washer works 24 hours a day, seven days a week – unless the air temperature drops below about 40 degrees.

“We don’t want to wash a locomotive and have the water turn to ice,” says Hunt. “That becomes a hazard for employees.”

Contributed by David Lustig

A typical sequence vaguely resembles the various cycles of what the family automobile might go through at the local car wash. It begins when a set of just-serviced locomotives is brought down to the west end of the complex.

Once in the concrete containment area, the units are blue-flagged and the two-person hostler crew opens up the locomotive retention tanks that hold the various drippings and other liquids that collect during normal train operations. Then the units move through the washes. Everything that comes off the locomotives and the wash liquids themselves will be collected, held and recycled so as not to seep into the ground.

With a hostler in a locomotive cab, the units make their way through the facility at about 1 mph to the first “arch.” Here, reclaimed water is sprayed to cool down the locomotives; if the exterior is too hot, the soap won’t work as well. The units then enter the next series of arches, which apply city water that has been run through a water-softening system to maximize the cleaning effectiveness of the chemicals.

Additional arches cover the front, sides, top and rear of each locomotive with more reclaimed water to completely rinse the soap off and bathe the trucks and underside of the units with a mild acid bath to further remove road grime. A final rinse of water finishes off the job.

Just east of the washing unit on the concrete containment area, the units sit while excess water is drained and the hostlers recap the retention tanks. Then, and only then, are the locomotives taken to the ready tracks to await their next trip.

The entire process takes about 15 minutes and uses 4,000 gallons of water, all of which is processed through the wastewater treatment facility prior to going to the Barstow municipal water system.

“We service anywhere from 80 to 100 locomotives in a 24-hour period,” says Hunt. “When you work on a railroad that owns thousands of locomotives, I think it makes a difference.”

Contributed by David Lustig

RAILWAY | SEPTEMBER/OCTOBER 2008 11
Joe Blackwell, a Los Angeles-based locomotive engineer, plans to retire in 2009 after 31 years with the railroad. What makes his impending retirement even sweeter is his distinction as the 2009 BNSF Calendar cover photographer.

“This is very exciting,” says Blackwell. “To have the calendar cover shot in the year of retirement is unbelievable.” His cover shot (above) is of an eastbound intermodal train traveling through the picturesque Kingman Canyon on the Seligman Subdivision in Arizona. Blackwell also has the March shot with an intermodal train moving through Long Beach, Calif.

Blackwell has always had a fascination with photography and trains. “Photography is my hobby. I’ve been interested since I was a kid. And I’m a railroad buff. I’ve always enjoyed my job because I like being outside, being someplace different all of the time and operating large equipment. It’s thrilling.”

Long-time employees Scott Schrage, a Maintenance of Way welder in Seward, Neb., and Roger Bauer, chief clerk in Alliance, Neb., are also contributors to the 2009 calendar. Schrage’s photo of BNSF 5749 in Milford, Neb., captures a cold, gray, windy day with snow blowing across the tracks.

“I am shocked, amazed and proud to be selected,” says Schrage, who started as a track laborer. “I’ve been here for 30 years, and it’s nice to see all of the different crafts represented in the calendar and to see BNSF’s varying territories.”

This was his second time to enter the contest. Also a second-timer to enter is Bauer, a 34-year BNSF veteran, who last entered the contest 12 years ago. “For a while, I just didn’t have any shots I thought would be selected,” he says. “But then, I got this photo of BNSF 6233 passing by an iris farm, and I thought it was really pretty.”

When Bauer evaluates his photo opportunities, he considers light, composition and uniqueness. He is just starting to get into train photography. “I enjoy mostly scenery shots – water, flowers, wildlife – things like that.” But BNSF’s “old heads” don’t have the inside track on the contest. A photo by relatively new employee Mark Dinnauer, a conductor in Gillette, Wyo., who joined BNSF in 2005, was selected for the December 2009 calendar page. It depicts a westbound coal train surrounded by snow and hills at Cassa, Wyo.

“This was my first time to enter,” says Dinnauer. “It’s really cool, and I’m so excited.” Dinnauer has been a photographer since the early 1990s, but has been a train fan since childhood. He owns HO scale models with 400 locomotives and 3,000 pieces of rolling stock. His train interest was fueled by his dad, who used to take him to the Amtrak depot to watch trains. His mother bought him his first model train in 1975.

“Now, in addition to working for BNSF, I sometimes take vacations to photograph trains,” says Dinnauer. “Every so often I make short trips to North Dakota to photograph some of our trains and territory.”

The calendar photographs cover the gamut, from views of the West Coast, to hills in the Pacific Northwest, to the open spaces of the Midwest and a night shot (inset) of the Chicago skyline outside of the Western Avenue Yard – the grand prize winner taken by Clarke Sutphin.

Photos are selected based on composition, color, quality and uniqueness by a committee. The committee tries to select photos representative of each season, various regions of our network and the different commodities BNSF handles.

Thanks to all who submitted photo entries. There were about 150 entries for the 13 cover and month slots. Here are the 2009 winners:

- Bruce Anzulewicz, switchman, Vancouver, Wash.
- Roger Bauer, chief clerk, Alliance, Neb.
- Joe Blackwell, locomotive engineer, Los Angeles
- Ed Chapman, director, Hazardous Materials, Fort Worth
- Mark Dinnauer, conductor, Gillette, Wyo.
- Daren Genau, locomotive engineer, La Junta, Colo.
- Allen Miller, signal inspector, Lyle, Wash.
- Rick Mugele, locomotive engineer, Stockton, Calif.
- Michael Sawyer, locomotive engineer, Tacoma, Wash.
- Scott Schrage, welder, Seward, Neb.
- Clarke Sutphin, locomotive engineer, Forsyth, Mont.

Also, congratulations to:
- Travis Thowe, manager, Contracts & Joint Facilities, Fort Worth, who took the 2009 Year-at-a-Glance calendar photo of a loaded coal train passing through Greenland, Colo., on a cold December day.
- Jim Tylick, trainmaster, Lincoln, Neb., who shot the 2009 BNSF telephone directory cover photo (above) of a train near Greenwood, Neb.

Congratulations to all of the photographers. Each will receive $250 for each photograph selected, and the grand prize photographer will receive an additional $250. All active BNSF employees will receive a calendar mailed to their homes. Additional calendars may be purchased through the BNSF Store at www.bnsfstore.com.

Contributed by Denise Ovalle
First female engineer reflects on road less traveled

In 1973, America was in a state of flux. A cease-fire was declared in Vietnam, and exhausted troops were on their way home. The World Trade Center opened in Manhattan. Dark Side of the Moon by Pink Floyd had just been released, and the Watergate Scandal was sweeping the nation.

Concurrently, in a tiny corner of West Texas, 19-year-old Christene Gonzales watched the sweltering days of another El Paso summer creep to its quiet desert town and settle like a dust cloud. Like many teenagers fresh out of high school, she was taking classes at her local university, yet was at a loss with what to do with herself.

One afternoon she sat with her mother in the local restaurant – a hot spot for those employed at the railroad – pondering her future. Gonzales’ mother planted the seed of going to work for the railroad. Initially, she suggested that her daughter become a locomotive fireman. Her mother asked if she minded the media being present for her first day.

“I’m amazed at how naïve I was. I remember seeing my mom and dad and grandparents, who had driven up to see me take off for the first time! My mother asked if she minded the media being present for her first day.

“I’m amazed at how naïve I was. I remember seeing my mom and dad and grandparents, who had driven up to see me take off for the first time! I couldn’t comprehend why it was such a big deal,” she recalls.

Best foot forward

Christene Gonzales’ career was off and rolling, literally. Her first assignment was in Socorro, N.M. “I always tried to put my best foot forward. I had a lot to learn. I had to study hard and pay attention. You had to be on top of your game at all times,” says Gonzales.

Working for the railroad became something of a passion for her, and it also brought Robert Aldeis into her life. He was a conductor/brakeman also working in El Paso. In 1980, they were married, and the birth of their daughter, Desiree, became the catalyst that would inspire Gonzales (now Aldeis) to seek a life beyond the front end of a locomotive.

The restroom situation was not ideal,” she says. “Men had locker rooms and bathrooms. I had morning sickness and no bathroom! Christene Aldeis requested a leave of absence. “I thought the world revolved around running trains. I didn’t know there were other roads open.”

After the birth of her second daughter, Ashley, in 1985, Aldeis was growing impatient. She had returned to railroading but yearned to be doing things that “moms do” for the next few years.

Once her girls were off to school, it was time for Aldeis to yet again find something to do with herself. Over the years, she developed a passion and fascination for railroad safety. She remembers looking out the window of her locomotive at the pedestrians below and occasionally questioning the reasoning behind their behavior – placing things on or walking aimlessly on the tracks. She was and is a staunch believer in railroad education.

Operation Lifesaver Inc., a nonprofit organization dedicated to the elimination of railroad-related collisions and fatalities through education and awareness, was just the place for to expand her horizons once more. She volunteered for the first time in 1989.

Then, in 1995, the BNSF merger occurred, and not long after, in 1997, Aldeis applied for and became a field safety support manager. She was recently promoted to regional manager, Field Safety Support.

Aldeis continues to reside and work in her hometown of El Paso, where she leads safety classes for industrial truck and school bus drivers and reviews private crossings that are redundant or have alternate access as part of BNSF’s crossing-closure program. She also presents Operation Lifesaver workshops to law enforcement agencies, emergency responders and other organizations.

Her life today is a culmination of passion and dedication. The career path she chose was often the road less traveled. Through hard work and determination, she is proud to say she has worked for the railroad in one fashion or another for the past 35 years and shows no signs of slowing.

“It was certainly something, to take off on that train with everyone watching you and knowing you did it,” she recalls. “And knowing your hard work was starting to pay off.”

Contributed by Amanda Stockton

This photo was taken in 1974, when Christene Gonzales became the first female engineer for the Santa Fe Railway.

Today, Gonzales (now Aldeis) is a regional manager, Field Safety Support, in El Paso, Texas.

Contributed by Amanda Stockton
The “Across the BNSF System” section is about BNSF people who are making a difference, who care enough to better the workplace as well as the communities where we live and where our trains operate. This feature is designed to connect us — from one point of pride to another. If you have a story you would like considered, please drop us an e-mail, via Communications, Corporate in Outlook, attention Railway Editor.

**Alexander earns honor**

Congratulations to Bob Alexander on winning the prestigious Gary L. Bartlett Award of Excellence from California Operation Lifesaver (CAOL). Bartlett worked for the Newburg area had received three times as many trains as normal. If Golden had not found the car, it could have derailed and found the car, it could have derailed and could have derailed and could have derailed and caused a major service interruption.

Dean Golden, Surfacing Gang 226 tamper operator, prevented a catastrophe earlier this summer. While waiting for a track inspection, Golden performed a roll-by inspection at Newburg, Mo. When an eastbound train came around a curve, Golden could see a gondola car split down the middle from a quarter-mile away.

He notified the locomotive engineer to stop the train. It turned out that the car had a broken frame. Upon further inspection, the crew found that another car was sagging. Because of the flooding this summer, the Newburg area had received three times as many trains as normal. If Golden had not found the car, it could have derailed and caused a major service interruption.

Coach leads small-town girls to state championship

This year the Brainerd, Minn., Shockers, a summer travel team, stunned the world of softball with back-to-back state championships, in 2007 and 2008. “Most of the fast-pitch here is in the cities,” says Tracey Manton, head coach and planned maintenance coordinator for the Brainerd shop.

“When we go to these big tournaments, they don’t expect Brainerd to be very competitive. They’re often pretty surprised.”

“Tracey’s a great coach,” says Craig Kunde, sheet metal worker at the Brainerd shop. “I really appreciate all the work he’s done.” Kunde’s daughter, Kylee, 16, plays right field on the high school and summer teams.

**Golden praised for keen awareness**

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**What are friends for?**

Andrew Gustafson, who dispatches the C&I territory between Aurora, Ill., and Savanna, Ill., and between Savanna and Galesburg, Ill., took medical leave due to chronic kidney failure in July 2007.

At the time, he was told it would take about five years for him to receive a kidney from a cadaver donor. Last October, he began dialysis when his kidneys stopped functioning. As his condition worsened, he spent four hours, three days a week, for eight months in dialysis treatments.

When his friend and co-worker of 15 years Sheila Nance, Alliance, Neb., North dispatcher, learned he needed a kidney, she replied, “I’ll give you one. I’ve got two.”

“There was no decision to make,” says Nance. “He is my friend, and I was not going to let him suffer. I didn’t even hesitate. I would have done this for anybody at work who needed it.”

The surgery took place in June; both have recovered and are feeling great. Gustafson plans to return to work Jan. 1.

**Keep Phoenic Clean**

Phoenix Locomotive Engineer Chuck Sandlin is a good man to have at your terminal. For the past year, Sandlin has been picking up litter and waste around Mobest Yard and the nearby intermodal ramp and underpass at Alhambra.

“At first, looking down from the cab, it was only an aesthetic problem,” says Sandlin. “It was depressing to look at; but once I got down on the ground and started picking it up, it was obvious that it was also a safety hazard. I’m glad to do it.”

**What are friends for?**

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**Crew springs to action**

Tragedy and triumph struck this summer for Locomotive Engineer Charlie Alter and Conductor Bob Aldeis. The El Paso, Texas, employees were deadheading on Interstate 25 when they noticed their van’s driver was slumped forward.

“We were slowing down and looked over at the driver,” says Aldeis, who was riding in the front passenger seat. “I grabbed his arm and tried to wake him, but he was already cold and clammy to the touch.”

Aldeis immediately dove to the floor of the vehicle and used his hands to press on the brakes, while Alter grabbed the steering wheel. Together, they were able to bring the van to a stop on the side of the Interstate.

**Trio praised for saving life**

Three employees in Sioux City, Iowa, became heroes this summer when their actions saved a man’s life. The man’s bicycle became heroes this summer when their actions saved a man’s life. The man’s bicycle became heroes this summer when their actions saved a man’s life.

Emily Wauhob, a crew hauler, was at the wheel of her van, when she, Steve Derry, locomotive engineer, and Lynn Delaney, switch foreman, saw the man crawling between two railcars.

“I don’t know how he thought he was going to do it,” says Wauhob.

Delaney got out of the van and called to the man, while Derry radioed the yardmaster to stop the train. Delaney then helped the man remove the bike and assisted him. After he was safely on the other side, Delaney advised him of train safety practices for future reference.
Changes to BNSF Employee Discount Program provide access for retirees, family members

Changes to the BNSF Employee Discount Program have made the information easier to access and increased significantly the number of participating suppliers.

PerkSpot, a Chicago-based company, has taken BNSFs existing program and made it easier for BNSF employees and family members to access the information through a PerkSpot-managed site (bnsf.perkspot.com). In addition, the site is open to BNSF retirees.

“BNSFs program had about 35 suppliers before the change,” says Ken Bryant, senior analyst, Strategic Sourcing, and team lead for the transition to PerkSpot. “Now employees and retirees have access to more than 180 suppliers. PerkSpot also offers an easy way for you as an employee or retiree to suggest a potential supplier.”

Information on local discounts will be available soon, making it easy for employees and retirees to determine discounts available to them in their own cities and towns.

How do I access it?
1. Go to bnsf.perkspot.com
2. Sign up using your personal e-mail
3. Company code is: BNSF
4. Add administrator@perkspot.com to your list of contacts

Check your “spam” or “junk mail” folder if you don’t hear back from PerkSpot soon after registering. Some e-mail providers classify PerkSpot as spam and send correspondence to a spam or junk mail folder.

Contact help@perkspot.com if you need assistance or have trouble accessing information.

Watch for periodic e-mail from PerkSpot announcing the latest discounts and offers.

Exhibition celebrates steam era

Lucky residents or visitors to Kansas City, Mo., can view a major international exhibition at The Nelson-Atkins Museum of Art, *Art in the Age of Steam: Europe, America and the Railway, 1830-1960*. This exhibition will appeal to both art lovers and railroad fans alike, and is supported in part by The Burlington Northern Santa Fe Foundation, a major underwriter.

*Art in the Age of Steam* will capture the excitement and range of emotions that steam-powered trains elicited as railroads reshaped culture around the world. The exhibition, open from Sept. 13 through Jan. 18, 2009, features more than 100 paintings, prints, drawings and photographs drawn from 64 museums and private collections.

Organized by the Walker Art Gallery of the National Museums Liverpool and the Minneapolis Institute of Arts, the Modernism Collection, gift of Norwest Bank Minnesota.

SEPTEMBER 13, 2008–JANUARY 18, 2009

TO FIND OUT MORE AT NELSON-ATKINS.ORG

BNSF Performance Measures

<table>
<thead>
<tr>
<th>BNSF Units Handled</th>
<th>Year-to-Date through Sept. 23, 2008</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal</td>
<td>1,810,561</td>
<td>1,776,399</td>
<td></td>
</tr>
<tr>
<td>Agricultural Products</td>
<td>798,930</td>
<td>723,638</td>
<td></td>
</tr>
<tr>
<td>Industrial</td>
<td>1,165,162</td>
<td>1,170,870</td>
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<tr>
<td>Consumer</td>
<td>3,441,612</td>
<td>3,670,026</td>
<td></td>
</tr>
<tr>
<td>System</td>
<td>2,715,276</td>
<td>2,740,320</td>
<td></td>
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</table>

2008 BNSF Velocity Performance

<table>
<thead>
<tr>
<th>Quarter-to-Date through Sept. 23, 2008</th>
<th>3rd Qtr. Goal</th>
<th>Actual QTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locomotive miles per day</td>
<td>294.2</td>
<td>288.6</td>
</tr>
<tr>
<td>Agricultural car miles per day</td>
<td>172.0</td>
<td>190.3</td>
</tr>
<tr>
<td>Merchandise car miles per day</td>
<td>126.7</td>
<td>127.0</td>
</tr>
<tr>
<td>Coal car miles per day</td>
<td>282.9</td>
<td>292.9</td>
</tr>
<tr>
<td>Intermodal container transit days*</td>
<td>4.73</td>
<td>4.56</td>
</tr>
<tr>
<td>Intermodal trailer transit days*</td>
<td>2.34</td>
<td>2.20</td>
</tr>
</tbody>
</table>

*With these measures, the lower the number, the better.

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 is based on average time between cut-off and deramp or interchange delivery. Includes units in business segments 3 D (International Intermodal) or 3 2 (Domestic Intermodal) and that traveled on train symbols M, P, O, S, or 2 and that have cars that contain the symbols K or V. It also includes units with equipment type K (containers); trailer service includes units with equipment type V (vans).

BNSF Reportable Injuries

<table>
<thead>
<tr>
<th>Year-to-Date through Sept. 23, 2008</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>584</td>
<td>531</td>
</tr>
</tbody>
</table>

RRB field service reorganization announced

The U.S. Railroad Retirement Board (RRB) has announced a major reorganization of its field service, effective Oct. 1, 2008.

The agency’s 33 field offices will no longer be organized under three regional offices, but will instead be under a nationwide management structure located in its Chicago headquarters. With the elimination of the three regional offices, the RRB’s field service will be reorganized into 12 networks. A network is a team of four or five district offices that partner to distribute telephone calls and other work equitably among the claims representatives in that network.

This restructuring is an preparation for the RRB’s implementation of a nationwide toll-free telephone service early next year.

For a list of the networks, their respective managers and the offices comprising each network, go to “Recent Updates” at www.rrb.gov.
It’s that time of year again – when BNSF employees and UPS join together to deliver a successful holiday shipping season. Thanks to you, we’ve had eight perfect UPS peak seasons since 1995, including last year’s perfect season.

BNSF is proud to partner with UPS to achieve another damage-free, on-time holiday shipping season again this year. That will mean working together to ingate, load and expedite more than 34,000 loads in the 25 short days between November 29 and December 23. It also means going above and beyond to provide the “good saves” that ensure top-quality service to tens of thousands of UPS customers.

So roll up your sleeves, revitalize your holiday spirit and get ready to give it your all. UPS needs all of us for a Perfect Peak – because Together We Deliver peak performance on every shipment.

Don’t forget to report good saves. Email them to goodsave@bnsf.com.