

# RAILWAY

THE EMPLOYEE MAGAZINE OF TEAM BNSF    SPRING 2011



**Celebrating Success**  
with Employees of the Year

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

**VP, Corporate Relations**  
John Ambler

**General Director, Internal Communications**  
Kristen Rabe

**Consulting Editor**  
Susan Green

**Contributing Writers**  
Susan Green, Linda Jacobson, Newslink, Kristen Rabe and Jan Taylor

**Contributing Photographers**  
Jeff Buehner, Ken Fitzgerald, Linda Jacobson, Newslink and Jan Taylor

**GOT A STORY IDEA?**  
Send story ideas to:  
[Corporate.Communications@BNSF.com](mailto:Corporate.Communications@BNSF.com)

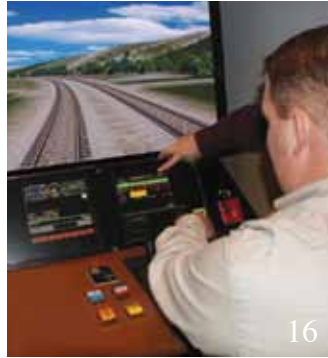
**ADDRESS CHANGES**  
**Employees:** To view or change your address, go to [employee.bnsf.com](http://employee.bnsf.com). Under the Employee tab, look for the Personal Information window.

**Retirees:** Send address changes and requests to receive *Railway* after you retire to [Corporate.Communications@BNSF.com](mailto:Corporate.Communications@BNSF.com) or to BNSF Corporate Relations, P.O. Box 961057, Fort Worth, Texas 76161-0057. Please include your former employee ID number.

**ON THE COVER**  
Photographer Steve Crise photographed this mixed-freight train along the scenic Columbia River in Washington state.



12



16



18

## Inside this issue

- 3 The importance of celebrating success
- 4 Celebrating success: The 2010 Employees of the Year
- 11 Achievement Awards recognize individuals and teams
- 12 2010 Safety Employees of the Year set example
- 14 2010 Best of the Best recognition
- 15 Safety Issue Resolution Process reinforces employee safety
- 16 Trainers carry forward BNSF's safety vision to new hires
- 18 What you don't know CAN hurt you
- 20 Tamping technology helping tie production gangs
- 21 2012 Calendar Photo Contest Deadline is July 1, 2011
- 21 The art of the Santa Fe calendars
- 22 Modeling the Way

## BNSF Performance Measures

<b>BNSF Units* Handled</b>	2011	2010
Year-to-date through May 15, 2011		
Coal	864,860	865,673
Agricultural Products	411,608	395,853
Industrial Products	532,788	484,048
Consumer Products	1,621,205	1,462,140
System	3,430,461	3,207,678

\* Carloads, trailers or containers

### BNSF Reportable Injuries

Year-to-date through May 4, 2011



### 2011 BNSF Velocity Performance

Quarter-to-date through May 15, 2011	2nd Qtr. Goal	Actual QTD
<b>Locomotives miles per day</b>	<b>315.1</b>	<b>292.8</b>
<b>Agricultural car miles per day</b>	<b>210.6</b>	<b>185.1</b>
<b>Merchandise car miles per day</b>	<b>148.2</b>	<b>131.6</b>
<b>Coal car miles per day</b>	<b>341.6</b>	<b>303.9</b>
<b>Intermodal transit days</b>	<b>3.63</b>	<b>4.03</b>

- 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.

# The importance of celebrating success

By Carl Ice, president and chief operating officer

**T**his issue of *Railway* is all about celebrating success. At BNSF, we firmly believe that our people are what set us apart. It's important to take time to reflect on all that we've accomplished together and to consider how, in good times as well as in challenging times, our company performs at the level we do because of the talents and dedication of our people.

In this edition of the magazine, we spotlight the employees recognized during our annual Employees of the Year ceremony in April – employees who made exceptional contributions in 2010 in safety, service, growth, value and efficiency. We hold this event once a year in Fort Worth, and our Leadership Team attends, while Matt Rose and I host the event.

It's an exciting and energizing evening, as employees from all departments and locations across the railroad gather to celebrate and be recognized for their achievements. These individuals are, each in their own way, advancing our Vision & Values, our Evidences of Success and our Leadership Model. Their achievements have had a significant and positive impact on customers, fellow employees, our owners and the communities we serve. During this event, we also include family members and loved ones who helped make these contributions possible.

The achievements described in the following pages are representative of the good work happening every day across our railroad. BNSF is a successful and respected transportation company because countless employees demonstrate a consistent dedication to our customers and a focus on continuous improvement.

Even with all we've achieved, we still have many challenges ahead. In safety, while we are improving in many areas, we were saddened by the loss of four of our colleagues who were fatally injured in two separate incidents this year – Tom Kenny and Christopher Loehr on March 23 and Tom Anderson and Patricia Hyatt on April 17. Nothing is more important than having our people return home injury-free to their loved ones at the end of each workday.

We also face challenges as we work to re-set the network and increase velocity, after coping with extreme winter weather, flooding and other service interruptions in the early months of 2011. We appreciate all our employees did to respond to these extraordinary events, and we will continue to pull together as we work to increase our velocity and on-time performance.

As always, we must maintain our focus on meeting customer expectations, growing our business and running a safe, efficient operation. We can be confident in our future because BNSF is comprised of committed and talented people like those we honor in the following pages.



Carl Ice,  
President and  
Chief Operating Officer

# Celebrating success: The 2010 Employees of the Year



**T**he outstanding accomplishments of BNSF employees from across the system were celebrated April 6 with the 2010 Employees of the Year ceremony. Matt Rose, BNSF chairman and chief executive officer, thanked honorees for their contributions in 2010.

“It was a momentous year for us in many ways, as we moved our company from the recession to the recovery. I am proud of the fact that, throughout the economic downturn, our company and our industry fared much better than most,” Rose said. “These accomplishments during difficult times were the result of the talents of the entire employee community.... The achievements are many and varied, but in all cases these employees are advancing our Vision and making development a priority for themselves and their work teams.”

In 2010, more than 475 BNSF people – either individually or as part of a team – were recognized with Achievement Awards. Of these, 96 people – representing 18 outstanding and individual Achievement Awards – were honored at the Employees of the Year program.

The seven Safety Employees of the Year each represented a different segment of Operations. From these honorees, one was announced as BNSF’s nominee for the Hammond

Award: Rick Spears, a locomotive engineer on the Southwest Division, representing the South Region. (See pages 12-13 for the full story.)

Also honored were 33 leaders who were named Best of the Best for their safety leadership. These individuals exhibited exceptional safety focus with teams that demonstrated outstanding safety performance in 2010. They are leading by example and represent the Best of the Best. (See page 14.)

Collectively these employees comprise the 2010 Employees of the Year. Here are their stories.

## Wind River Canyon Project

Last May, a BNSF train derailed when it struck a boulder the size of a pickup truck in Wyoming. Several days later, with 300 feet of track rebuilt, trains were once again rolling through the Wind River Canyon.

The response was quick, but equally important was finding a way to improve radio coverage in this remote area in the event of another incident.

The \$4.7 million solution began with Telecommunications laying more than 20 miles of fiber, adding and enhancing towers to support dispatcher radios,



Front to back, left to right: Chris Jordan, Jerry Jacques, Mark Wentland, Ernie Smith, John Hobbs, Rob Strommen, Jim Quinn, Kim Broden, Cale Isham and Bruce Williams

and installing a 1.5-mile tunnel radio system. The project also involved building one 60-foot and two 180-foot towers. The team faced added challenges with the rocky terrain and extreme weather conditions. Crews, equipment and materials had to be hy-railed to the work site.

Today, BNSF people who operate trains or work on the track in the canyon can be confident that communication in this remote region is dependable.

- Kim Broden**, *signal foreman, Gillette, Wyo.*
- John Hobbs**, *gang/section foreman, mobile gang (Wyo.)*
- Cale Isham**, *senior systems engineer II, Fort Worth*
- Jerry Jacques**, *consulting systems engineer II, Fort Worth*
- Chris Jordan**, *roadmaster, Greybull, Wyo.*
- Jim Quinn**, *gang/section foreman, Greybull, Wyo.*
- Ernie Smith**, *electrician, Gillette, Wyo.*
- Rob Strommen**, *consulting systems engineer II, Fort Worth*
- Mark Wentland**, *manager I, Telecomm, Denver*
- Bruce Williams**, *gang/section foreman, mobile gang (Miss.)*

## Dedication to Safety and Duty

On June 23, 2010, Shawn Porter, a signal maintainer on the El Paso, Texas, Subdivision, was on vacation near Las



Shawn Porter (left) and Rex Seedig

Vegas, N.M. Traveling on I-25 after a heavy rain, he noticed an area where a section of track ballast had washed away.

Porter knew that Rex Seedig, a signal construction inspector, was working in the area and immediately directed him to the washed-out section. Seedig, who knew an Amtrak train was approaching, recognized the severity of the situation and immediately placed an emergency call to the dispatcher.

The Amtrak train was stopped for a track inspection, which found 300 to 400 feet of track washed out, with the roadbed depleted three to four feet. There were no breaks in the rails, so the Amtrak crew was unaware of the conditions.

Porter's keen eye and Seedig's quick actions prevented a major derailment involving a passenger train.

**Shawn Porter**, *signal maintainer, Las Cruces, N.M.*  
**Rex Seedig**, *signal inspector, Belen, N.M.*

## Congo-to-Eton, Mo., Triple-Track Project

This team met numerous engineering challenges as they worked together – injury-free – on a nearly three-year project in Missouri to construct eight miles of third main track, three triple-track universal control points and 20 new turnouts.

The addition of the eight-mile section of track was especially challenging because of the area's geography: rock bluffs on one side and the Missouri River on the other. Because of these challenges, some of the new track built was on the north side of the existing mains and some on the south side. This added to the complexity in integrating the new track with existing track.

But the results speak for themselves. The project should help increase velocity through the area, raising track speeds from 35 mph to 70 mph, and will also help with staging trains into BNSF's busy yards in Kansas City.



Front to back, left to right: Tom Edgar, Josh Fowler, Kevin Bristow, John Saiki, Mark James, Ty Curry, Dave Richards, Robert Hewlett, Thomas Poor and Ron Bradley

- Ron Bradley**, *conductor, Kansas City, Kan.*
- Kevin Bristow**, *roadmaster, Marceline, Mo.*
- Ty Curry**, *signal maintainer, Sugar Creek, Mo.*
- Tom Edgar**, *gang/section foreman, Marceline, Mo.*
- Josh Fowler**, *communication/signal foreman, mobile gang (Kan.)*
- Robert Hewlett**, *gang/section foreman, Cicero, Ill.*
- Mark A. James**, *trainmaster, Ft. Madison, Iowa*
- Thomas Poor**, *engineer, Interlocking Systems, Kansas City, Kan.*
- Dave Richards**, *general construction supervisor, Lincoln, Neb.*
- John A. Saiki**, *project engineer, Kansas City, Kan.*



## Preventing a Grade-Crossing Accident

Thanks to the careful observation and quick actions of Signal Maintainer **Steve Sodek**, a potentially serious incident was prevented last May.



*Steve Sodek*

Sodek was inspecting crossing signals on the Fort Worth Subdivision when he noticed an 18-wheeler struggling to cross a nearby grade crossing. He contacted the dispatcher and used the emergency tone on his radio to alert nearby trains of the

potential hazard. The crew on the train heard the radio conversation, realized they were approaching that area and stopped the train.

## ETG Project 2010

Dispatcher **Mark Smith** exemplifies what it means to “go above and beyond.”

Smith played a key role in developing and testing Electronic Train Graph (ETG), a next-generation dispatcher application scheduled for rollout this year. ETG will help dispatchers create traffic plans over a longer time horizon



*Mark Smith*

than current systems. Once created, a traffic plan will be passed to the dispatching control system, which will line signals automatically according to the plan.

Smith was selected to work on this project because of his experience and expertise as a dispatcher and his willingness to provide valuable and honest feedback.

He worked to develop and test ETG in addition to his regular job duties as a dispatcher on the Havre (Mont.) East territory.

## Outstanding Service to a Customer

Nine BNSF employees not only fulfilled the vision of meeting our customers’ expectations – they exceeded them.

Holcim Cement opened a new manufacturing facility in Ste. Genevieve, Mo., in 2009. The location was perfect for the customer but posed a challenge for BNSF because the plant is surrounded by bluffs, the Mississippi River and wetlands.

The BNSF team worked with Holcim to develop a safe and efficient switching service plan. Even periods of bad weather and flooding did not deter the group from serving the customer effectively.

The plan was so successful that Holcim awarded three times the expected business to BNSF. Holcim has also agreed to build added trackage at the facility to ship more units with BNSF.



*Front to back, left to right: Jim Cooper, Mark Fasnut, Marvin Seyer, John Neel, Ty Andrews, Brent Lee, Bruce Holten, Ed Ferris and David Stafford*

**Ty B. Andrews**, locomotive engineer, Springfield, Mo.

**Jim Cooper**, conductor, Chaffee, Mo.

**Mark Fasnut**, conductor, Chaffee, Mo.

**Ed Ferris**, superintendent operations II, Memphis, Tenn.

**Bruce Holten**, locomotive engineer, Chaffee, Mo.

**Brent Lee**, conductor, Memphis, Tenn.

**John Neel**, trainmaster, Chaffee, Mo.

**Marvin A. Seyer**, brakeman, Chaffee, Mo.

**David Stafford**, manager, TYE Field Training, Chaffee, Mo.

## Rescuing an Injured Motorist

Locomotive Engineer Joe Stiffarm and Conductor Logan Cruz were en route to Summit Station in Montana when Stiffarm saw headlights in the early-morning darkness on Oct. 30, 2010.

Recognizing that the headlights were out of place, they stopped the train, contacted the dispatcher and instructed the locomotive engineer aboard the helper engine to call



*Logan Cruz (left) and Joe Stiffarm*

for help. They rushed down the bank and saw a vehicle that was upside down and partially submerged in a creek.

They waded into freezing water to help the driver, who was stunned, injured and unable to free himself, then they helped him into their locomotive cab to wait for responders.

Although the driver sustained accident-related injuries, the incident easily could have been fatal. Stiffarm and Cruz each demonstrated courage and selflessness.

**Logan Cruz**, conductor, Havre, Mont.

**Joe Stiffarm**, locomotive engineer, Havre, Mont.

## Denver Terminal Improvements

The Work Order Reporting System (WORS) reports customers' requests for any work that affects carloads going in and out of their facility. WORS enables train crews to electronically document the transfer of custody and helps generate revenue.

**Jim Slattery**, a conductor in Dilworth, Minn., played an important role at his home terminal, helping employees understand the value of WORS. He did such a good job that he was brought to Denver, where he helped employees fully implement the program.



Jim Slattery

Slattery was able to show the terminal how to correctly report – and capture payment for – approximately 30 cars a day that weren't getting the attention they

needed. After the terminal's success, the division asked Slattery to help in two other locations.

Today, these terminals are correctly using WORS and have a greater understanding of its value. And Slattery continues to make significant contributions, now as a member of the System Best Way team.

## Mechanical Best Way Implementation

Since the inception of Best Way in 2008, employees have significantly improved work processes throughout the system. In 2010, the Mechanical Best Way team took on the challenge to standardize plans, simplify metrics, improve communication, refine processes, and better define roles and responsibilities at locomotive and car shop facilities.

In one year the team researched, recommended and implemented new processes at Kansas City, Kan.; Barstow, Calif.; Galesburg, Ill.; and Lincoln and Alliance, Neb.

Thanks to their work, the improvements implemented to date are equivalent to 20 additional locomotives being available on the system. Added improvements the team has made include:

- Reducing the time it takes to service and maintain locomotives
- Improving how locomotive issues are diagnosed
- Making car maintenance procedures more efficient
- Implementing new processes to accelerate the flow of cars through the car shops

**James Brackett**, *manager II, Service Excellence, Kansas City, Kan.*

**Tony Chaulk**, *manager I, Service Excellence, Minneapolis*

**Demond Dortch**, *director, Service Excellence, Fort Worth*

**Justin Douglas**, *senior implementation leader, Service Excellence, Minneapolis*

**Wade Graves**, *manager I, Service Excellence, Fort Worth*



Front to back, left to right: Jacqui Meenan, Jade Wright, Wade Graves, Tony Chaulk, Abid Raza, Kevin Nilson, Demond Dortch, Ron Wylie, James Brackett and Justin Douglas

**Jacqui Meenan**, *general director, Service Excellence, Fort Worth*

**Kevin Nilson**, *general foreman I, Spokane, Wash.*

**Abid Raza**, *manager, Mechanical Service Excellence, Chicago*

**Jade Wright**, *manager II, Technology Services, Fort Worth*

**Ron Wylie**, *general foreman II, Topeka, Kan.*

## AC Motor/Wheel Combination Assembly

Historically, alternating current (AC) traction motors used in the AC locomotive fleet have been repaired by a third party. A team of BNSF employees proactively created a way to perform AC traction motor and wheel-set repair work at the Topeka, Kan., Shop.

Once the team successfully showed the benefits of their project – efficient maintenance processes, new work opportunities for employees and a reduction in maintenance costs – they implemented it.

The original goal was to complete 48 combination repairs per month, approximately double the previous monthly repairs. Midway through the year, production goals increased to 82 monthly repairs. In October, the team performed 92 repairs.



Front to back, left to right: Roman Hidalgo, Byron Dickey, Kenn Sommer, Charlie Cripps, Daniel Ralls, Rich Lambrecht, Mark McGinnis, Hark Braren, Anthony DaPrato and Terry Lister

The team continues to improve other processes in the shop, which will soon double the amount of space for this production.

**Hark Braren**, *manager, Mechanical Condition-Based Maintenance, Fort Worth*

**Charlie Cripps**, *machinist, Topeka, Kan.*

**Anthony DaPrato**, *boilermaker, Topeka, Kan.*

**Byron Dickey**, *director, Reliability Engineering, Fort Worth*

**Roman Hidalgo**, *foreman I, Topeka, Kan.*

**Rich Lambrecht**, *machinist, Topeka, Kan.*

**Terry A. Lister**, *machinist, Topeka, Kan.*

**Mark McGinnis**, *machinist, Topeka, Kan.*

**Daniel E. Ralls**, *foreman I, Topeka, Kan.*

**Kenn Sommer**, *machinist, Topeka, Kan.*

## Crew Transportation Services Team

Transporting locomotive engineers and conductors to and from trains is a crucial service. Each year, more than 1,500 crew vans transport crews more than 70 million miles to and from job sites. The work is handled by several



Left to right: Eric Casas, Holly Macy and Lance Sharber

different service providers.

A couple of years ago, Corporate Audit Services took a look at these providers and found numerous opportunities to improve the

financial controls to ensure the accuracy of invoicing, and develop an ongoing process to manage the suppliers' operational and managerial responsibilities.

Since then, numerous process enhancements were developed and implemented, resulting in improved efficiency, enhanced controls and lowered costs. Currently, the two-year initiatives are on track to save \$11 million – 38 percent above the goal.

**Eric Casas**, *manager, Strategic Sourcing, Fort Worth*

**Holly Macy**, *director, Strategic Studies, Fort Worth*

**Lance Sharber**, *project manager, Fort Worth*

## Securing Watco Shortlines Business

Shortline relationships are a key to BNSF's success, and thanks to **Chris Randall**, director, Shortline Market Development, some challenges to new business with shortline railroad Stillwater Center (SC) were overcome.

Part of Watco Companies, SC helps transport crude oil from the Bakken oil fields in North Dakota to an injection point in Cushing, Okla., with BNSF handling the long-distance move.



Chris Randall

Prior to launching this service, it became apparent that the rates would not support the capital commitments required over time. Randall worked with Watco to ensure that both companies could meet their respective long-range economic requirements.

His solution was to put all Watco shortlines on a percentage of BNSF revenues rather than a per-carload fixed fee. Through some challenging negotiations, Watco agreed to the system for many of its lines with BNSF, ensuring that both rail providers are more aligned in their approach to the marketplace and in meeting customer expectations.

## Haulage Integration Team

Technology has the potential to transform business, making us more productive, efficient and consistent. But technology becomes much more powerful when applied by a creative team of experts.

One such team began evaluating how BNSF tracks and collects receivables from haulage contracts between railroads. Members found significant gaps in the systems, specifically in the areas of tracking and collection.



Front to back, left to right: Serena Carroll, Sydney Cobb, Amber Fredrickson, Tom Kenney, Richard Payne, Toni Hanson, Judy Collins, Debra Edmon, Sherlyn Starkey, Amanda Wallace, Tom Maahs and Natalie Harris

The team began by reviewing about 30 contracts suspected of having gaps. Root causes were identified. The team then designed fixes to plug gaps, including technology upgrades to track agreements, receivables and payables, and to automate notification of billable events.

Nearly \$4 million in unbilled receivables was identified. Almost \$2 million has been recovered to date. Just as important, the systems the team implemented will help reduce the company's collection gaps in the future.

**Serena Carroll**, *assistant manager, Revenue Management, Fort Worth*

**Sydney Cobb**, *manager, Haulage Management, Fort Worth*



**Judy Collins**, director, Service Design Blockage/Haulage, Fort Worth

**Debra Edmon**, assistant manager, Industrial Products, Fort Worth

**Amber Fredrickson**, assistant manager, Revenue Management, Topeka, Kan.

**Toni Hanson**, manager, Haulage/Blocking, Fort Worth

**Natalie Harris**, senior manager, Blocking/Haulage, Fort Worth

**Thomas Kenney**, senior systems developer II, Topeka, Kan.

**Tom Maahs**, manager II, Technology Services, Fort Worth

**Richard J. Payne**, manager, Revenue Management, Fort Worth

**Sherlyn Starkey**, senior analyst, Revenue Management, Topeka, Kan.

**Amanda Wallace**, assistant manager, Revenue Management, Fort Worth

## J-Rules Industry and Hub Services Billing Automation Project

BNSF processes about 140,000 switching, weighing and diversion bills annually. Until recently the information system that processed those bills could handle only a limited set of scenarios, and many invoices had to be manually reviewed and billed. Even in situations where the billing was “automated,” the system’s inflexibility led to inaccurate invoices and manual intervention.

A team was selected to implement a new “J-Rules” system. After mapping out system requirements, they determined which solution offered the most flexibility while giving the business user control. Their solution also reduced the need for technology changes, reducing the overall spend.



Left to right: Carlos Frias, Thomas Kenney, Richard Payne and Stacia Zeller

Today’s J-Rules system is more flexible, and allows the user to pick and choose from available fields and to automate processing for a broader mix of scenarios. Bills are now more accurate, and BNSF has realized a \$550,000 reduction of past-due receivables.

**Carlos Frias**, senior analyst, Measures & Profitability, Fort Worth

**Thomas Kenney**, senior systems developer II, Topeka, Kan.

**Richard J. Payne**, manager, Revenue Management, Fort Worth

**Stacia Zeller**, assistant manager, Revenue Management, Fort Worth

## Successful Umler Implementations

Umler was a 40-year-old technology that needed to be brought up to 21st century standards. Used by rail equipment owners, lessees, rail carriers and repair shops for the industry, Umler provided vital information about equipment and components.



Front to back, left to right: Cynthia Smith, John McCarthy, David Petty, Danny Robbins, Julie Mangiameli, Bob Edwards, Joe Kerber, Gary Herzog, John Krebs and Jay Russell

A team was charged with replacing the old system with a new one, and BNSF was the only Class I railroad to fully integrate the system’s new capabilities with its backend operating and financial systems. Some of the other railroads declined the full integration, saying basically that “it couldn’t be done.”

Thanks to this team, BNSF seamlessly made the cutover, bringing new capabilities and enhancements. This system lays the foundation for future initiatives, and ultimately will reduce delays caused by unscheduled inspections and repairs, help prevent derailments, increase car velocity and minimize car loss and damages.

**Bob Edwards**, director, Marketing Support, Fort Worth

**Gary W. Herzog**, director, Technology Services, Fort Worth

**Joe Kerber**, director, Field Operations-Mechanical, Fort Worth

**John Krebs**, manager I, Technology Services, Fort Worth

**Julie Mangiameli**, senior systems developer II, Technology Services, Fort Worth

**John E. McCarthy**, manager, Corporate Reference Files, Fort Worth

**David Petty**, manager, Industry Projects & Measures, Fort Worth

**Danny L. Robbins**, consulting systems developer I, Fort Worth

**Jay Russell**, senior systems developer II, Fort Worth

**Cynthia Smith**, senior analyst, Marketing Data Source, Fort Worth

## Honda Port of Richmond Expansion

When Honda, BNSF's largest automotive shipper, decided to expand its import operations from two West Coast port locations to three, BNSF saw an opportunity.

A team led BNSF's efforts to complete a \$38-million publicly funded expansion of the automotive port at Richmond, Calif. When construction was completed last year, BNSF had a well-designed facility providing 84 multi-level positions to load and unload five-car strings – with capacity to handle 225,000 incremental loadings. Added support track could handle 80 car lengths.

Honda landed its first vessels at Richmond last April. By adding a third West Coast port, Honda has long-term flexibility to support its “land bridge” distribution strategy. BNSF moves trains from these ports to supply the Honda dealer network.



Left to right: Jimmy Ball, Richard Chamberlain, Dan Meyers and Todd Strever

**Jimmy Ball**, senior manager, Real Estate, Fort Worth

**Richard Chamberlain**, senior general attorney I, Fort Worth

**Dan Meyers**, director, Intermodal/Automotive Operations, Fort Worth

**Todd Strever**, director, Customer Support, Fort Worth

## BNSF.com Redesign

Last May, a new and improved bnsf.com website was launched, thanks to a team that spent many hours updating content, simplifying organization, improving graphics and creating special features.

The site was designed with Internet best practices in mind. The team worked to streamline and reduce content by 50 percent and reorganize the remaining features to make the site easier to use. The goal was a simplified site focused on helping customers find information within a couple of mouse clicks.

Web tools play an important role in modern railroading, and the new website is one of our most valuable tools for communicating with a wide variety of people. On average, the site gets about 800,000 hits per month.



Left to right: Steve Manning, Bryan Motley, Stephanie Saylor, Tomaneka Smith, Mitchell Starnes, Eva Yang and Krista York-Woolley

**Steve Manning**, manager, Social Media and Web Content, Fort Worth

**Bryan Motley**, manager, Process Management, Fort Worth

**Stephanie Saylor**, manager II, Technology Services, Fort Worth

**Tomaneka Smith**, web publisher, Fort Worth

**Mitchell Starnes**, consulting systems developer II, Fort Worth

**Eva Yang**, senior systems developer II, Fort Worth

**Krista York-Woolley**, director, Corporate Communications, Fort Worth

## Rescuing Victims from Burning Vehicle

In an emergency, we all hope we'd do the right thing and take heroic measures to save a life.

Senior Special Agent **Tom Ghan** of Barstow, Calif., did just that.

Two years ago, Ghan was on his way to Needles, Calif., when he came upon a horrific head-on traffic collision. There was a lot of smoke; one car was on fire and brush was burning. Using the fire extinguisher from his car, Ghan suppressed the fire. Then, with others who stopped to help, he removed the injured occupants.

Ghan notified the highway patrol of the accident and began CPR on an unresponsive female passenger, continuing until emergency personnel arrived. Sadly, she did not survive the crash, but the five others were transported to hospitals.

Then Ghan performed traffic control at the scene to assist arriving highway patrol officers, and he was later commended by the commander for his actions. 🧑🏻‍🚒



Tom Ghan

# Achievement Awards recognize individuals and teams

**B**NSF's Achievement Award program is designed to recognize employees who demonstrate BNSF's Vision & Values, Evidences of Success and Leadership Model.

Any active BNSF employee, scheduled or exempt, is eligible for an Achievement Award. An exempt employee must be a grade 33 or

below. BNSF supervisors may nominate an employee or an entire team. All award nominations will be approved by the departmental vice president, and teams larger than 10 must also be approved by an executive vice president.

Employees may receive multiple Achievement Awards over their career. The first award is a bronze, followed by silver, gold and then platinum.

For more information about the Achievement Award program,



go to the employee portal; under the Communications Tab (on @BNSF) you'll see an Achievement Awards section among the channels on the right. 📍

## BNSF VISION & VALUES

### VISION

Our vision is to realize the tremendous potential of BNSF by providing transportation services that consistently meet our customers' expectations.

### VALUES

#### Style

As a Community, we are:

- Tough-minded optimists
- Decisive yet thorough
- Open and supportive
- Confident and proud of our success

#### Shared Values

As a Community, BNSF values:

- Listening to customers and doing what it takes to meet their expectations
- Empowering employees and showing concern for their well-being, and respect for their talent and achievements
- Continuously improving by striving to do the right thing safely and efficiently
- Celebrating our rich heritage and building on our success as we shape our promising future

### Community

BNSF is a Community of 38,000 mutually dependent members. Each one of us depends upon BNSF for our livelihood, and through our collective efforts, BNSF depends upon us to defend, sustain and strengthen our Community. We are an effective Community when each of us:

- Believes in our Vision and embraces our Shared Values
- Knows our own role and strives to fulfill it
- Respects, trusts and openly communicates with other Community members
- Is proud of our heritage and confident of our future

### Liberty

As a member of the BNSF Community, each of us has a right to:

- **A safe work environment** for the sake of ourselves, our co-workers, our shippers and the communities we serve
- **Feel the satisfaction that comes from a job well done** by using our talent, judgment and initiative, and by performing to our fullest potential
- **Express our individualism, ideas and concerns** consistent with the

Community's Vision and Shared Values to anyone in the Community without fear of retribution

- **Participate fully in life outside of work** by enjoying the fruits of our labor

### Equality

I can expect as a member of the BNSF Community:

- To be treated with dignity and respect
- To be given equal access to tools, training and development opportunities
- To have equal opportunity to achieve my full potential

### Efficiency

Efficiency is the best collective application of our resources to meet our customers' expectations. Each of us contributes to efficiency when we:

- Understand our customers' expectations and priorities
- Help develop business processes that best match BNSF resources with our customers' requirements
- Constantly monitor and measure our results in order to continuously improve
- Manage our Community's resources as if they were our own 📍

# 2010 Safety Employees of the Year set example

Our safety vision is that BNSF will operate free of accidents and injuries. As part of the Employees of the Year program, seven employees who exemplify this vision were honored. Representing each of our major Operations regions and departments, these employees are true safety leaders, setting an example every day for everyone at BNSF.

**A**mong the seven is Rick Spears, locomotive engineer on the Southwest Division and BNSF's nominee for the **Hammond Award**, a national award that recognizes the efforts of an individual to improve safety within the rail industry and the community.

Here are our 2010 Safety Employees of the Year:

## **Alfy Allen** Intermodal Business Unit Operations

An intermodal equipment operator at Birmingham, Ala., Alfy Allen was recently promoted to superintendent, hub operations, at Memphis, Tenn., largely due to his safety leadership role.

In his former and in his new role, Allen makes safety a part of every day's agenda, setting a high standard for both individual performance and teamwork.

He is best known for his role as a great communicator, inspiring team building and encouraging a positive approach to addressing safety questions and concerns. His approachable style makes fellow employees very comfortable and willing to bring forward new ideas to improve safety.

Allen's willingness to mentor and coach others sets him apart and demonstrates his focus on creating a safe and productive work environment.

## **Jack Clements** System Engineering

Jack Clements leads the safety efforts on the northern portion of the California Division for Brotherhood of Maintenance of Way employees. Clements spends time with *all* shifts, so he can reinforce the importance of safety face-to-face.

His efforts show. In 2010, California Division-North finished the year with only one reportable injury, and the entire division was the most improved Engineering division.

Each week – without fail – for the past eight years, he has written a newsletter for the Engineering employees in northern California. He includes updates on their safety records, explains how they compare with the rest of the system, provides meeting and class schedules, and outlines the safety focus for the week.

In addition, he has created numerous safety training modules used by the entire division. He has also been instrumental in managing safety during four different track maintenance blitzes.

## **Barry DeGarmo** North Region

Barry DeGarmo, telecommunications foreman in the Northwest, focuses on teaching and sharing ideas. As a result, employees have grown from a safety culture of compliance to one of commitment.



Front to back, left to right: Jerry Doremus, Rick Spears, Alfy Allen, Barry DeGarmo, George Gross and Jack Clements

A key to DeGarmo's safety program is his daily job safety briefing in which he works with co-workers to identify potential safety issues, sets expectations and follows up on previous concerns.

Now that he is a safety leader, he has learned that it is easier and better for his and his co-workers' safety to "take care of the little things before they become big things."

DeGarmo also understands that safety does not stand apart from operations – it should be integrated right into quality processes, so that operations can become safer and more efficient at the same time. For example, he helped create a program to install larger power sources so Signal employees could be better prepared when responding to emergencies in remote locations.

## **Jerry Doremus** System Mechanical

When Jerry Doremus applied to work at BNSF 12 years ago, he did not have railroad experience, understand the tools or technology, or have experience teaching others. Today, he is a leader in safety for Mechanical.



Spears (Hammond nominee), Pat Engebrecht, and George Gross

Doremus has worked nearly every position in the Alliance, Neb., Mechanical Car Department and was elected to the carman safety position (and served for four years). He has also facilitated hundreds of safety training courses.

Doremus is currently a Mechanical responder, which requires interacting with many different employees to expedite the movement of trains in distress. But no matter which hat he's wearing, Doremus says the No. 1 focus is the same: safe production.

Innovation is an important part of BNSF's culture, and Doremus recently helped introduce a new cutting tool in the car shops that is more versatile for "tight" locations. He also worked closely with the Medical Department to place automatic electronic defibrillators in appropriate locations.

### **Pat Engebrecht** Central Region

Ask Pat Engebrecht, UTU safety coordinator for the Colorado Division, "How's it goin'?" It'll start a safety conversation to remember.

Engebrecht introduced the "How's It Goin'?" peer-to-peer safety process

to the division. His objective was to move his team from a culture of compliance to one of commitment, believing that this casual manner of communication has jump-started many safety conversations.

In addition, Engebrecht begins each week with an e-mail that includes updated safety numbers. By increasing the frequency of safety communications, he has heightened overall safety awareness.

Engebrecht never hesitates to jump in and bring people together to improve safety. For example, when the employees expressed concerns about van services, he seized the opportunity to adopt the project and served as liaison. He collaborated with all stakeholders to address safety and worked through van audit requirements.

Engebrecht also welcomed the opportunity to provide "hands on" training about the safest way to use handbrakes and throwing switches. The training was a huge success; the division did not have a reportable handbrake or switch-throwing injury in 2010.

### **George Gross** Telecommunications, Technology Services

George Gross serves as a Telecommunications safety assistant, providing safety certification training for the entire Telecommunications Southwest Field Operations.

One of his specialties is conducting Fall Protection and Rescue Training. He took the original training a step further by expanding the goals to make sure that every participant understood not only the safety rules, but also the business value of working safely.

Gross never stops improving his skills, and he takes personal time to get additional certifications, including Occupational Health and Safety Technologist (he is one of only 1,500

such certified safety professionals in the U.S.); AED, CPR, and First Aid instructor; and instructor for Winter Survival, Fall Protection and High Angle Rescue.

An innovator, Gross saw that an advanced skills course was needed to teach new Telecommunications workers skills for performing tower work safely. But he didn't just propose the course; he put together a team to build a training site and to develop the syllabus.

## **HAMMOND AWARD NOMINEE**

### **Rick Spears** South Region

To say that Rick Spears has a great deal of PRIDE in BNSF would be an understatement. PRIDE – Personal Responsibility in Decreasing Exposure – is an employee-driven safety process that addresses communication, situational awareness and decreased risk exposure.

Spears is the facilitator for the Clovis, N.M., PRIDE process and is recognized as a safety innovator who strongly supports a culture of commitment. He also teaches safety courses, encourages employees to communicate often with each other and offers a safety observer course for employees.

An expert storyteller, Spears uses personal stories when speaking to co-workers. One of these is about two fatally injured colleagues. Spears talks about how their loss led to his passionate support for safety.

Because of his safety experience, Spears understands that safety issues are best addressed when management and scheduled employees make the decision and execute the plan together. His co-workers say that they see his commitment to safety through his actions, and they are comfortable coming to him for guidance and assistance. 🚀



# 2010 Best of the Best Recognition

These individuals were recognized for their outstanding safety leadership, with work teams that achieved exceptional safety performance in 2010.

## Transportation

Criteria: These work groups had a frequency ratio of 1.0 or less.

- Mark Athey**, terminal superintendent, Lincoln, Neb.
- Frank Bennett**, superintendent, Operations, Alliance, Neb.
- Dan Clark**, terminal superintendent, Amarillo, Texas
- Dan Fransen**, terminal superintendent, Barstow, Calif.
- Darren T. Hale**, superintendent, Operations, Fort Worth
- Tim Harrison**, terminal superintendent, Kansas City, Kan.
- Scott Hendrickson**, superintendent, Operations, Aurora, Ill.
- Steve Thompson**, terminal superintendent, Denver
- Mike Wacker**, terminal superintendent, San Bernardino, Calif.
- John C. Wetta**, superintendent, Operations, Gallup, N.M.
- Greg Woolen**, terminal superintendent, Temple, Texas



**Transportation** Front to back, left to right: Dan Clark, Darren Hale, Mark Athey, Steve Thompson, Greg Woolen, Tim Harrison, Dan Fransen, Michael Wacker, John Wetta, Frank Bennett and Scott Hendrickson

## Mechanical

Criteria: Each work group was injury-free.

- Dave Bertholf**, general foreman, Seattle
- Mike Collier**, general foreman, Denver
- Jack M. Frank**, general foreman, Corwith/Clyde, Ill.
- Jeffrey Grady**, general foreman, Amarillo, Texas
- Harold Lederer**, general foreman, Richmond, Calif.
- Amos Lorenzen**, general foreman, Springfield, Mo.
- Dave Moreno**, suburban shop superintendent, Chicago
- Bill M. Perry**, general foreman, Houston
- Mark Riley**, general foreman, Newton, Kan.
- Daniel Silva**, general foreman, Guernsey, Wyo.



**Mechanical** Front to back, left to right: Jeff Grady, Bill Perry, Dan Silva, Jack Frank, Mark Riley, Harold Lederer, Dave Moreno, Amos Lorenzen, Mike Collier and Dave Bertholf

## Engineering

Criteria: Each work group was injury-free.

- Susan Borsellino**, director, Telecomm Central, Fort Worth
- Greg Britz**, director, Telecomm North, Fort Worth
- William Dorcey**, manager, Signals, Albuquerque, N.M.
- Keith Fezekas**, manager, Signals, Cicero, Ill.
- Erik Frohberg**, manager, Structures, Fargo, N.D.
- Michael Gilbert**, manager, Signals, Kansas City, Kan.
- Tony Grothe**, manager, Signals, Alliance, Neb.
- Scott Hawthorne**, manager, Roadway Equipment, Kansas City, Kan.
- Paul S. Robinson**, manager, Signals, Fort Worth
- Andrew Shearer**, division engineer, Lincoln, Neb.
- Dennis Skeels**, manager, Signals, San Bernardino, Calif.
- Jerry Specht**, manager, Signals, Seattle 🐶



**Engineering** Front to back, left to right: Susan Borsellino, Keith Fezekas, Jerry Specht, Greg Britz, Dennis Skeels, Paul Robinson, Anthony Grothe, Erik Frohberg, Andrew Shearer and Bill Dorcey (Not pictured: Scott Hawthorne and Michael Gilbert)

# Safety Issue Resolution Process reinforces employee safety

**Y**ou're at work, and you see a safety issue. What do you do?

Most would answer: Report it. But to whom? What is the process for reporting safety issues at BNSF?

For emergency situations in which life or property may be threatened, contact your supervisor immediately or contact the Resource Operations Call Center (ROCC) at 800-832-5452.

For non-emergencies, however, employees are encouraged to work with local leaders and/or local site safety teams to address safety concerns whenever possible. The Safety Issue Resolution Process (SIRP) was created for handling these local safety issues.

SIRP is a formal way to capture information about potentially unsafe conditions or processes and get them addressed. SIRP logs are maintained on a local and division level and are reviewed and discussed during safety team meetings.

"SIRP provides a way for all crafts to quickly first protect and then to correct safety hazards that employees identify," says Kevin Wilde, director, Safety. "Job safety briefings are then used, if necessary, to communicate identified safety issues to other employees working in areas where hazards were reported."

## How does it work?

Employees who see a potential safety hazard can report that risk to one of several individuals, including:

- Direct supervisor
- Safety team representative
- Safety assistant/coordinator
- Union local chairman

Local supervisors and the identifying employee protect the safety issue so that others aren't in immediate danger. Employees who work at the facility are notified about the issue, and the supervisor or safety team representative logs the safety issue into SIRP. A supervisor with responsibility for that area then assigns the appropriate person or team to address the issue. Those individuals develop and implement a corrective action plan when appropriate. Once the issue is addressed, the supervisor contacts the initiating employee for follow-up and the issue is closed.

"SIRP is an excellent tool for employees to get closed-loop feedback on their safety concerns. Our physical plant is always changing because we work in a 24/7 environment that's affected by the elements – and SIRP is a great way for an employee to submit a potential safety hazard that may develop," says Julia Stoll, manager, Safety, for the Southwest Division and headquartered in Belen, N.M. "Not only is the concern directed to a department that can correct it, the employee will get updates on the issue's progress and a closeout letter or e-mail when it is complete. I am always grateful when employees raise our awareness of a potential safety hazard, because the quicker it is communicated, the quicker we can protect and resolve it."

During a "walk about" by supervisors and other BNSF leaders, employees on the Colorado Division reported that SIRP was a tool they could use with confidence, knowing that their issues would be carefully and thoroughly addressed.



*Job safety briefings are often used to communicate safety issues identified through the Safety Issue Resolution Process.*

Phil Howland, manager, Safety, based in Denver, credits the division's conscientious attention to ensuring any and all SIRP items are handled as they should be. Additional layers of oversight extend from the submitting employee to safety managers and from middle management to the general manager.

"We've worked pretty diligently to really promote SIRP," Howland says. "Scheduled employees have taken a positive approach to SIRP."

Most SIRP issues are resolved within days, and most remaining issues are resolved within 30 days. Those issues that aren't resolved within 30 days are elevated to the division safety meetings. If the division safety team is unable to resolve the issue within a reasonable time, then the issue is elevated to the System Safety Assurance and Compliance Program (SACP) for further deliberation and a resolution. All issues remain open until corrected or until a formal response has been provided on the division or system level.

In addition, employees may also call the BNSF Hotline at 800-533-BNSF (800-533-2673) about safety-related issues that are not time-sensitive as well as concerns regarding potentially unethical, fraudulent or illegal behavior if they feel uncomfortable discussing those issues with a supervisor. 📞

*Operating the NetSim is Shane Merritt, sitting, while Rick Mason demonstrates the simulator's functions. Both are training managers for Transportation at the Technical Training Center.*



## Trainers carry forward BNSF's safety vision to new hires

**B**NSF is hiring more than 4,000 new employees this year – one of the most ambitious hiring plans in several years. Of the new hires, about 1,000 will go into Engineering, 650 into Mechanical and the majority – about 2,400 – will go into Transportation as new-hire conductors.

The hiring is essential, filling vacancies due to retirements and attrition and responding to increasing business volumes. While these new people will help BNSF continue providing the level of service that meets customer expectations, they must also be equipped with the knowledge, tools, focus and skills to work safely.

As new hires come on board, BNSF provides training through multiple methods, including on-the-job training

in the field with input from experienced employee mentors and craft-appointed safety assistants or safety coordinators. Formal training is provided for many positions at the Technical Training Center (TTC) in Overland Park, Kan., as well as in the field.

New Transportation employees are required to receive training as part of the on-boarding process. Mechanical new hires arrive at their assigned work locations and receive safety training prior to performing any mechanical functions, followed by further advanced training at the TTC throughout their career. Engineering new hires complete a week-long safety training session instructed by safety facilitators, followed by practical, hands-on training in a controlled environment, such as a yard, or working under Engineering mentors. New Signal employees attend the TTC for multiweek training.

Because so many new employees are joining BNSF as conductors, this Transportation training is a good example of BNSF's process for bringing employees on board. Currently, 42 Transportation trainers deliver training at 71 locations across the system.

"The key objectives of the Transportation training are to teach new hires safe operating practices and rules while giving them an overview of rail operations and service expectations," says Nacho Quintero, senior manager, Conductor Training, at the TTC. "They will practice their skills while also learning the rules and best practices for becoming highly qualified and technically trained conductors."

According to Lynné Joplin, director, Training Services, "Safety permeates all of our training programs, and with the influx of new employees, we want to be sure the concepts are clear and effective."



## Meeting the need while focusing on safety

To meet the increased volume of training needed for Transportation, the TTC team, directed by Scott Schafer, general director, Railroad Training Services, implemented cross-training for all Transportation trainers. The trainers became qualified to train locomotive engineers and conductors, as well as to provide training on simulator operations and rules and remote control operations.

“Our Transportation trainers are now cross-functional, which has effectively increased our training capacity while also expanding individual trainers’ areas of specialty,” says Joplin. “This cross-functional approach allows us to efficiently meet the needs of the company, while still maintaining the integrity of the core program with safety at the center.”

## Maximizing opportunities to enhance safety practices

According to Neal Payton, manager, TY&E field training, conductor trainees at BNSF have an interim period before they officially become conductors. During this period, candidates must successfully respond to an interview panel, pass safety and rules exams, and complete either a 13- or 15-week intensive training program (depending on the location) that includes classroom and on-the-job training (OJT).

“The program culminates in a final exam which, when passed, qualifies students as conductors,” says Payton. Beginning June 1, 2012, that exam will be part of a more comprehensive certification for conductors.

United Transportation Union (UTU) training coordinators help with the first week of training and pair students with experienced conductors who mentor students during the OJT segment, according to Fred Payne,

UTU training coordinator, Richmond, Calif. Payne explains that he sets the tone on his territory by focusing most of his instruction on safe work practices. “I particularly focus on the Deadly Decisions – and consequences of at-risk behaviors,” says Payne.

Once the new hires are paired, the experienced conductors play a significant role in conductor training, teaching 9 to 10 weeks of the 13- to 15-week program, says Quintero.

Additionally, the Transportation team places significant energy into helping transition new conductors, according to Rick Bartoskewitz, general manager, Montana Division. “Involvement begins during the initial interview sessions when a supervisor communicates our safety vision along with safety expectations,” he says.

The team also provides an overview of local terrain and environmental extremes that a potential employee is likely to encounter. Montana is a good example, where hiring is especially active. Trainers help employees understand the challenges of operating through the mountains and in winter conditions.

Supervisors interact with trainees throughout the program, both in group settings and one-on-one. To further integrate a new conductor, the division’s UTU training coordinators established a day of enhanced safety training specific to location, with plans to expand that training to a broader overview.

Josh Mann, conductor and recent graduate of BNSF’s conductor training, says the training program is vital. “And safety was definitely the No. 1 priority.”

## Managing safety through best practices

As senior manager, Locomotive and Engineer Training, at the TTC, Jeff Garrels is responsible for the locomotive engineer training program. He concentrates on Transportation

## APPLYING AT BNSF

Potential candidates interested in careers at BNSF should build a profile at [www.bnsf.com/careers](http://www.bnsf.com/careers). To apply for a specific job, candidates must submit an application, advises Lara Fritz, director, Staffing. Once an application has been successfully submitted for a position, the candidate will receive a confirmation e-mail.

### KEY HIRING QUALITIES

Transportation, Engineering, Mechanical	Strong work ethic
	Responsible
	Leadership
	Problem solver
Engineering, Mechanical	Flexible in work hours (shift work) and location (rural and northern climates)
	Welding
	CDL license
	Heavy equipment experience
	Electrician
	Diesel mechanic

program development for large initiatives, such as positive train control. In addition, he has identified “best practices” for the 42 Transportation trainers who are transitioning new hires to the Transportation team.

“The training and best practices are critical as we meet an aggressive hiring plan this year, and they reflect our commitment to BNSF’s safety vision of a workplace free of accidents and injuries,” says Mark Schulze, vice president, Safety, Training and Operations Support. “We also depend on our current employees to model safe behaviors and demonstrate that safety is everyone’s responsibility.” 🧑



## *A Healthier Way Forward*

# What you don't know CAN hurt you

**R**outine preventive screenings are like home maintenance checklists. We know we should regularly check the roof for leaks, the foundation for cracks and the walls for termites. But we wait for the drips to drop, the doors to stick and the wood to have holes before calling in reinforcement, which can come with a huge price tag.

But what price do you put on health, especially when you discover that a condition that might have been controlled, such as high cholesterol or high blood pressure, is now serious and life-restricting – and possibly life-threatening?

“The point of preventive screenings and exams is that what you don’t know CAN hurt you,” explains Dr. Thomas Pace, assistant vice president and chief medical officer. “High cholesterol is a great example of a condition where you may

not experience any symptoms. The only way to know if you have high LDL [bad cholesterol] levels, which can lead to a higher risk of heart disease or stroke, is to have a routine blood test.”

In addition to testing for high cholesterol, a simple blood test can also screen for diabetes. Regular screenings can also detect cervical, colorectal and breast cancers, which when found early are often highly treatable. High blood pressure can be easily read by a health care provider

in a doctor’s office, clinic or hospital. It is sometimes called “the silent killer” because if left untreated it can cause stroke, heart attack, kidney problems, heart failure and eye problems, all without warning.

If a costly, time-consuming hidden health problem isn’t enough to put that annual exam high on your to-do list, consider the life-changing story of a BNSF employee who thought a visit to the doctor last year was going to be routine. (See sidebar.)

# 'Just the way I am' no longer his excuse

*Editor's note: The following is a real BNSF railroader's story but the individual's identity is being kept confidential to protect his personal health information. He asked to share this story because of the importance of preventive checkups and because he wants to encourage fellow employees and their family members to avoid what almost happened to him.*

"Among our BNSF employees and their families, we know we have quite a number of people with preventable health risks and conditions that could be nipped early," says Pace. "Men, especially, who are typically much less compliant about getting screenings and exams, should really think about what their life would be like if they were suddenly restricted because of health problems. A few hours spent on a yearly basis to get a medical exam and discuss health and lifestyle issues with a physician are great investments toward a healthier life."

If health screenings and physical exams are unfamiliar territory, a new online tool can show which ones you need. You can link to this interactive tool, which is extremely simple and easy to use, from [employee.bnsf.com](http://employee.bnsf.com)



under the Employee tab. Once there, click on the Benefits sub-tab and then look in the Preventive Care Benefits section. You can print out the list of suggested tests for discussion with your doctor.

So now that you know which tests you need and when, schedule an appointment. If you don't have a family doctor to go to for screenings/exams, your medical coverage provider will help you find one with just a phone call to the number printed on your medical ID card. You can also find these numbers in the Benefits section of [employee.bnsf.com](http://employee.bnsf.com).

**Remember:** The medical plans for salaried employees and the National Plans for scheduled employees cover routine screenings and exams. You can identify potential risks to your health and take action to avoid or diminish them.

Also, don't forget to check out BNSF's Online Wellness Center, which offers an array of programs, health-action tools and information resources. To access it, go to [employee.bnsf.com](http://employee.bnsf.com). Click the Employee tab, then the Wellness sub-tab. 📄

# R

ailroading frequently requires training and certification, something that every BNSF employee understands. But, as one employee recently explained, some people are less diligent when it comes to getting routine tests – such as annual physicals.

"I used to hate to go to the doctor," he says. The only reason he ended up on an exam table a year ago January was because he was on a medication that required monitoring.

During the examination, his primary care physician noticed that a lymph node was swollen. After a round of antibiotics had no effect, the doctor ordered a CT scan.

"Once he showed me where the node was, I could tell that it was getting larger," recalls the employee. "Even though I had no history of cancer, I knew that's what they suspected."

The scan revealed that a lymph node was pressing against his windpipe, and he was referred to an ear, nose and throat specialist, who ordered a biopsy.

Three very long and soul-searching days later, the results came back positive.

"There was a tumor at the base of my tongue and cancer in a couple of lymph nodes. Here I was with Stage 4 cancer, and I was totally unaware," he remembers.

Placed in the care of a specialist, the employee learned more about head and neck cancers, which he says are starting to affect more people and at a younger age. In his case, lifestyle may have contributed.

"I was overweight, didn't exercise enough, didn't eat right, used tobacco on occasion and drank alcohol more than I should," he says. "I let daily stresses get to me, too, but I always figured, 'This is just the way I am.'"

Following more than six hours of surgery to remove the primary cancer and 41 lymph nodes, he received additional treatment that included a combination of radiation and chemotherapy. He says that the experience taxed him physically and mentally.

"It was pretty depressing. I was looking forward to enjoying the fruits of my labor, after working for the railroad since I was 19. But here I was, thinking I'm not going to make it to retirement."

That was a year ago. Today, he continues to test negative for cancer and has shed 100 pounds, the result of a combination of the treatments and motivation to stay healthy. He eats right and exercises daily, often walking during his lunch break. He has more energy and is spending quality time with his wife, grown son and daughter, whom he plans to walk down the aisle next year.

"I'll tell anyone who wants to hear my story. It's never too late to change an aspect of your lifestyle, and it's a lot easier to go in and be examined than it is to have to go through what I did," he says.

And going to the doctor is no longer an issue, he says. "It's reassuring." 🙏

# TAMPING TECHNOLOGY

## helping tie production gangs

In the earliest days of railroading, workers bent over the rails, swinging tools to either repair or build tracks. Progress was slow.

Today, building and maintaining infrastructure is still labor-intensive, but technology has taken over a significant portion of the “heavy lifting” so that employees can operate the machines that help keep BNSF’s track in good shape.

# T

echnology recently took another step forward with the testing of BNSF’s first drone tamper with one of BNSF’s more productive tie production gangs: TP-07. The gang travels throughout the network as assigned to replace railroad ties.



Mike McMahan was the first to operate the new tamper.

Understanding the newest tamper technology begins with a few tamper basics. A ballast tamper or tamping machine is used to pack (or tamp) the ballast under tracks to make the structure more durable.



The first drone tamper on BNSF includes a main tamper with a robot-like framework at the front while a trailer comes up from behind. The main tamper controls the trailer with remote control technology.

The new version uses remote control technology because the driver of the main drone tamper unit controls the actions of the trailer using an in-cab computer. It includes the 525-foot-long main tamping machine with a framework that resembles a rolling robot at the front and a 32-foot-long trailer that follows the main unit at a safe distance – normally around 80 feet. The robot-like apparatus gathers data to send back to the main tamper’s computer system.

Mike McMahan, a 27-year employee with BNSF, is the first to operate the tamper and accompanying trailer, both of which were put into service in January 2011.

McMahan drives the main tamper and monitors the movement of the trailer through a computer in the main cab.

“We’ve learned a lot since January,”

McMahan says. “It’s been exciting to be part of this.”

The system is an improvement, McMahan adds, because it does exactly what the computer tells it to do, ensuring tamps are performed at the right place and time.

Don Jones, gang roadmaster, says the main difference between existing tampers and the new machine is that this combination tamps 22 times per minute instead of 11. “That’s a big difference,” he says.

Like all machines, there are issues to work out, including an occasional mechanical failure.

“But what we’re seeing so far is that it’s going to be a good machine,” Jones says. “It’s more efficient and faster.” 🚧

# 2012 CALENDAR PHOTO CONTEST DEADLINE IS JULY 1, 2011



The 2012 BNSF Calendar Photo Contest ends Friday, July 1, 2011, so submit your entries now. Up to three entries per employee will be

accepted. The contest is open to BNSF employees only.

### Keep in mind:

- Horizontal images work best and will receive higher priority.
- Photos must include a BNSF train with the newest logo and paint scheme.
- For each submission, remember to send an entry form, color printout of the image and an electronic copy of the photo on a disk or USB drive. High-resolution images (at least eight megapixels) are preferred.

Winning photos will be selected based on composition, color, quality and uniqueness. They will also feature the variety of commodities handled by BNSF, highlight BNSF's broad network and represent each season. 📷

## ENTRY FORM

(One form per photo entry. Limit three entries per employee.)

Name: \_\_\_\_\_

BNSF Job Title & Location: \_\_\_\_\_

Employee ID: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Work Number: \_\_\_\_\_

Home Number: \_\_\_\_\_

Work E-mail: \_\_\_\_\_

Home E-mail: \_\_\_\_\_

Photo Description/Location: \_\_\_\_\_

Month Photo Was Taken: \_\_\_\_\_

### Mail form(s) with entries by July 1, 2011, to:

BNSF Calendar Photo Contest  
Corporate Relations  
BNSF Railway  
P.O. Box 961057  
Fort Worth, Texas 76161-0057

# The art of the Santa Fe calendars

In the early 20th century, railroads issued annual calendars featuring commissioned art as a promotional item to entice passenger travel to the West. But as passenger traffic dwindled, most railroads stopped producing calendars; the early ones that have survived are eagerly sought by collectors today.

A remarkable collection of Santa Fe calendars that was acquired by Harry Briscoe, the former general manager of Santa Fe's Eastern Lines, is now on display in the Fink Exhibit Gallery at the Great Overland Station in Topeka, Kan., through the end of the year.

Featuring stunning views of the Southwest landscape and the culture of Native American Indians, Briscoe's collection includes 84 calendars, beginning with the first in 1907 and ending with the last in 1993. A special addition is a display of the "Aztec Calendar" for January-June of 1900, a relatively unknown forerunner of the traditional Santa Fe calendars.

For more information, visit [www.greatoverlandstation.com](http://www.greatoverlandstation.com) 📷



Native Americans and Southwest landscapes were featured in the Santa Fe calendars between 1907 and 1993. A collection is currently on display in Topeka, Kan.

# MODELING THE WAY

As a community of 38,000 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.

## Employees walk the talk

Four BNSF employees – dispatchers Kevin Woods, Kevin Held, Jay Weber and Claire Held, manager, Service Interruption – are truly modeling the way, reaching out and having an impact on others. Their nonprofit organization, Tex-Fams United, provides basic necessities, such as food and clothing, to the homeless and youth who at 18 have “aged out” of the foster care system.

Inspired by their efforts, many co-workers are pitching in to help. For the past several years, BNSF dispatchers and their families have been involved, donating blankets, coats and their time to distribute items to the homeless in Fort Worth.

“Volunteers usually leave feeds and clothing distributions with a renewed sense of what’s most important,” Woods said. “They are surprised to see so many homeless children; in reality, homelessness affects entire families, more than singles.”



Fort Worth dispatchers and their family members recently volunteered to serve food to the homeless.

The four hope to expand their outreach to other communities and to teach at-risk and foster-care youth about life skills and career opportunities.

Visit [www.TexFamsUnited.org](http://www.TexFamsUnited.org) or [www.Facebook.com/TexFamsUnited](http://www.Facebook.com/TexFamsUnited) to get involved.

## Taking the plunge

What started as a last-minute whim in Northtown (Minneapolis) turned into a unifying experience for Twin Cities Division employees who supported the community and one of their own.



The BNSF Northtown Terminal Operations team in the Minneapolis Polar Bear Plunge March 5 raised more than \$13,000 for the Special Olympics of Minnesota.

Donning floaties, 17 team members made the plunge into Lake Calhoun as part of the Polar Bear Plunge. The plunge into frigid water offers people a unique opportunity to raise funds and awareness for Special Olympics of Minnesota.

“The thing that is amazing is we didn’t plan it months in advance,” says Terminal Superintendent Phillip Mullen. “At the very last minute, we did this.”

The idea for the team began with Mullen, who shared the idea with Terminal Trainmaster Rob Skuza, who wanted to participate and spearheaded efforts to recruit people to join the team.

While campaigning for the Polar Bear Plunge, the team learned that Yardmaster Dennis Kane’s daughter, Hannah, is a Special Olympian. They decided to continue the effort in honor of Hannah and her teammates.

They also challenged Kane to join them; he accepted.

BNSF employees and their friends raised more than \$13,000, thanks in part to generous support from the BNSF Foundation. In addition to matching employees for their contributions as part of BNSF’s Matching Gift Program, the foundation also made a \$5,000 contribution.

## Program enables friendship, mentoring

Tony Burrola, locomotive engineer, and Keith Voigt, conductor, found that it didn’t take much to make a difference in someone’s life – including their own – after they became mentors in the Big Brothers Big Sisters Program in Gallup, N.M.

When enrolling in the program, adults and children fill out personality questionnaires. After talking briefly to their eligible “Littles,” the staff decides if the match works. If so, they schedule the first meeting.

Voigt met Roger, an 11-year old cross-country runner, a year ago. They enjoy hiking, going to movies and having discussions on a range of topics.



From left, Locomotive Engineer Tony Burrola and his Little Brother, Bailey, spend a day at the fire station.

“He’s a really good kid,” Voigt says. “We’re both outgoing.”

Burrola joined Big Brothers Big Sisters in 2009 to fill the void left when his youngest daughter, Valentina, left home for college. Now, he shares time with Bailey, a 15-year-old boy from Navajo, N.M. They see each other two or three times a month and participate in different activities.

Although kids can only participate in Big Brothers Big Sisters until they are 16, the ultimate aim is to form a lifelong friendship.

“I look forward to watching him grow,” Burrola says. “It’s a great opportunity to share these things with another child.”

### Steam locomotive comes home

A rare S-2 steam locomotive, used by Great Northern Railway (GN) for six decades, returned to Somers, Mont., thanks in part to a local employee’s efforts. The locomotive once was used at the local tie plant to ship ties.

Built in 1929 for the GN, it differed from typical steam engines because it did not have a firebox. Instead, it was pumped full of steam from the power house.

“They didn’t want any fires down there because of the tie plant,” says Dave Ruby, Whitefish, Mont., locomotive engineer. “You filled up what normally would be the boiler on it, and you could run it around without having a fire.”

When the plant shut down in 1985, the S-2 engine was moved to a museum in Kalispell, Mont. The museum closed in April 2008, leaving the S-2 homeless.

Ruby was instrumental in coordinating efforts to return the historic locomotive to Somers. His grandfather, Claude Korb, who was born and raised in Somers, worked as a locomotive engineer on the S-2 until he retired in 1967. Ruby felt compelled to help preserve a piece of equipment that possessed so much history for the railroad and his family. He contacted the trainmaster and roadmaster in Whitefish about initiating the effort. After months of work, the S-2 was refurbished, repainted and returned to Somers.



*Ken Daley, the last locomotive engineer to operate the S-2 steam engine, stands in the cab alongside Dave Ruby, Whitefish, Mont., locomotive engineer, who helped coordinate efforts to return the historic locomotive to its home in Somers, Mont.*

The rare locomotive now resides in Somers along the old main line that once ran from Somers to Kalispell. Ruby has helped organize a nonprofit organization, Somers Company Town Project, dedicated to raising funds to construct a housing structure to help protect and preserve the engine.

### Impacting local youth

Ruben Garcia aims to make a positive, lasting impact in the lives of Alliance, Neb., youth. Last year, Garcia, switchman, organized a traveling baseball team for youth aged 8 and under. His motivation,

in part, was to enable his son, Devin, to participate in a sport he loves, but he has now touched the lives of many others.

“Each day we practice, I know these kids are bettering themselves in a sport instead of sitting at home playing video games,” Garcia says. “I hope they end up doing something with their talents, like going to college or playing professional baseball.”

Last year, his team, Alliance Thunder, approached the batter’s box while AC/DC’s “Thunderstruck” blared. Garcia also is the head coach for the Alliance All-Stars baseball team for 9-year-olds. 🏆



*The 2010 Alliance All-Stars baseball team leaves the Nebraska Babe Ruth & Cal Ripken Baseball 2010 Tournament as champions. Ruben Garcia is pictured top left.*

## BNSF K-9 team takes top honors

Senior Special Agent Kevin Anderson, Kansas City, Kan., and his K-9 partner, Joli, brought home the National Champion trophy from the annual National Railway Police K-9 Trials recently.

The team placed first in Obedience and second in Man Work, leading to the top spot in the National Championship category. The achievement marks the first time in many years that BNSF has claimed the championship.

Competition is held for detecting explosives, obedience and patrol. Trials combining skills for obedience and patrol are used to determine the national champion. In all of the trials, the dogs are expected to respond to verbal commands and to show the highest level of control.

BNSF brought home the most trophies (eight) compared with the competition.

Trophies were awarded in the following categories to: Obedience, Bryan Schaffer, senior special agent, Birmingham, Ala., and K-9 partner Faust (third place); Dereck Blair, senior special agent, Barstow, Calif., and K-9 partner Aki (fourth); Man Work, Blair and Aki (fourth); and Explosives Detection, Rick Stalder, senior special agent, Amarillo, Texas, and K-9 partner Cash (fourth). Blair and Aki also placed fourth in National Champions.

Luis Mares, deputy chief of police for BNSF and K-9 team supervisor, coordinated the event for BNSF.

Congratulations! 🏆



P.O. Box 961057  
Fort Worth, Texas 76161-0057

PRSR STD  
U.S. POSTAGE  
**PAID**  
FORT WORTH, TX  
PERMIT NO. 2528



This year's limited-edition safety plate – featuring the 2011 grand prize winner from the BNSF photo calendar contest – will be shipped to all BNSF employees who worked without a reportable injury in 2010. Additionally, employees must have worked at least three consecutive full months of the year of the award year to receive a plate. Shot by Havre, Mont., machinist David Lewis, the “Rural Skyscrapers” photo was taken on the main line at Zurich, Mont.