



**Katie M. Farmer**  
President and CEO

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September 3, 2021

Mr. Thomas C. Case, President  
The Camelot Company  
9865 W. Leland Avenue  
Schiller Park, IL 60176

Re: Letter received September 1, 2021

Dear Mr. Case:

Thank you for reaching out and sharing the situation with your containers. I understand and empathize with your frustration with current transit times across the supply chain. We take great pride in giving our 100% every day to be the best intermodal service partner, and we know that we did not meet your expectations. I know that you and Tom Williams, our Consumer Products, Group Vice President, have connected and we have been able to take the necessary steps to make three of your containers available.

As you know, the intermodal industry as a whole and BNSF are in a period of unprecedented demand. The supply chain relies on numerous partners operating across ports, roadways, railroads, waterways, shipper, and receiver facilities. As more freight is being put into the global intermodal pipeline, the shortage of chassis, drivers, and labor to support distribution center unloading is causing shipments to back up into our rail facilities. Warehousing's inability to unload freight has resulted in double the dwell at LPC and effectively halved our capacity. This is combined with a 40% increase in street time for chassis, which has significantly reduced chassis supply.

We are making numerous efforts to alleviate congestion and maintain fluidity on our network and in our terminals. However, the measures we have been taking to maximize efficiency in handling containers and trailers across our network and within our facilities become meaningless when many of our receivers are not ready to pick up those containers from our facility. We are left with no choice but to implement gate allocations or meter traffic to maintain network fluidity. At any given time, we have had up to 30 trains (holding around 7,500 containers) staged for prolonged periods outside our intermodal facilities because there is no space in our hub to get those containers unloaded and available for pickup. As an interim measure to help mitigate this issue, we invested in Lot W where your containers were located. Lot W initially allowed us to unload ten trains that would otherwise be holding and put that equipment back into production.

We believe that there is enough physical capacity present across the national supply chain to handle the current volumes. The amount of chassis, port and rail terminal capacity, rail equipment, and employee resources are sufficient to handle the current volumes, but only if all parts of the supply chain do their part. Operating 24/7 in all parts of the supply chain at origin and destination, not just rail, would generate substantial capacity immediately, and we have been public in our view on this point.

I want to thank you for bringing forward your concerns. I can assure you that BNSF is committed to working with our carrier partners and our customers to make adjustments to support the increased demand. Please let me know if you have any other concerns or questions.

Sincerely,

A handwritten signature in black ink that reads "Katie Farmer". The signature is written in a cursive, flowing style.

cc:

Kevin Monahan, The Monahan Companies  
Paula Orsulak, Victor Technologies  
Diane Carlson, Harbortown Industries

Ari Ashe, The Journal of Commerce  
\*\*\*FreightWaves

Representative Marie Newman, IL-3  
Senator Richard Durbin, IL  
Senator Tammy Duckworth, IL

Mr. Martin Oberman, Chairman, Surface Transportation Board  
Port Envoy John D. Pocari  
Commissioner Rebecca Dye, Federal Maritime Commission