



FEC MONITORING HURRICANE DORIAN

September 2, 2019

CUSTOMER SERVICE CENTER (24 HOURS)
Phone: 800-824-2330

WEBSITE
www.fecrwy.com
www.fecrconnect.com

EMERGENCY NUMBERS:
General/Emergency Line:
800-342-1131 (Press 1 to
Report a railroad
emergency.)

To report illegal dumping,
contact the FECR
Environmental Department at
(904) 279-3277.

FEC continues to monitor the path of Hurricane Dorian, and has taken the necessary precautions to protect employees, rail traffic, and infrastructure as it moves west across the Atlantic Ocean. Dorian is now a catastrophic Category 4 Hurricane as of 1100 Monday morning, sitting nearly stationary over the Bahamas, with winds in excess of 155 mph. Dorian is currently expected to begin turning northwest Monday evening into Tuesday, before traveling along the eastern coast of Florida. Due to the continued high level of uncertainty and severity with this storm, FEC Management will continue regularly reviewing our operating plan, and provide updates as conditions allow.

FEC has temporarily suspended regularly scheduled train service effective 2359 Friday, August 30.

Ramp closures are still in effect until further notice as scheduled below.

	JAX	Date
Ingate cutoff	0:01	31-Aug
Close ramp	12:00	3-Sep
	TVL	Date
Ingate cutoff	17:00	30-Aug
Close ramp	15:00	1-Sep
	FTP	Date
Ingate cutoff	17:00	30-Aug
Close ramp	15:00	1-Sep
	FTL	Date
Ingate cutoff	0:01	31-Aug
Close ramp	23:59	31-Aug
	MIA	Date
Ingate cutoff	0:01	31-Aug
Close ramp	23:59	31-Aug

FEC will continue to provide updates to operations and service as the Hurricane progresses.

Customer Service Center

Our Customer Service Team is available today until 1700 via phone at 800-824-2330, or via email to answer any questions you may have regarding specific shipments or service. You may also obtain information on shipments via FECR Connect. Customers can request access to FECR Connect at www.fecrconnect.com.

Customer Service Email Contacts

Carload Issues or Inquiries - release@fecrwy.com
Intermodal Issues or Inquiries - fectsc@fecrwy.com
FECHS Trucking - Drayage Issues/Inquiries - fechscustserv@fecrwy.com