



## FEC TERMINAL CONGESTION

**September 6, 2019**

**CUSTOMER SERVICE  
CENTER (24 HOURS)**

Phone: 800-824-2330

**WEBSITE**

[www.fecrwy.com](http://www.fecrwy.com)  
[www.fecrconnect.com](http://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

**CUSTOMER SERVICE  
EMAILS:**

**Carload**  
[release@fecrwy.com](mailto:release@fecrwy.com)

**Intermodal**  
[fectsc@fecrwy.com](mailto:fectsc@fecrwy.com)

**Trucking**  
[fechscustserv@fecrwy.com](mailto:fechscustserv@fecrwy.com)

FEC Intermodal facilities in Jacksonville, Titusville, Ft Pierce, Ft Lauderdale, and Hialeah continue to experience elevated traffic volumes following the Labor Day holiday, and Hurricane Dorian. Due to decreased parking capacity, shipments may incur departure and/or availability delay. Customers are encouraged to expedite the pickup of their empties and shipments from these terminals to help better maintain fluid operations.

### **Customer Service Center**

Our Customer Service Team is currently available 24/7 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](http://www.fecrconnect.com).