

INTERCHANGE

CSX Transportation and America's Short Lines: Connecting For Growth

Summer / Fall 2013



AWARDS AND RECOGNITION

OPPORTUNITIES FOR GROWTH

NEWS AND NOTES

Short Lines Help Lead the Way in 2013

Improved service and short line commercial efforts are generating growth.

In 2010 CSX undertook its Total Service Integration – Carload (TSI-Carload) initiative. The initiative was driven by CSX's number-one core value: "It Starts With the Customer." As part of the process, in 2011 and 2012 CSX conducted customer and interchange site assessments to more specifically understand what our customers and interchange partners needed to improve efficiencies and generate profitable volume growth opportunities. First-mile and last-mile service improvements were at the core of our efforts.

It was a massive undertaking to assess more than 5,000 customer locations and almost 300 short line interchanges. The work has produced improved levels of understanding, as well as efficiency in CSX's service to customers and short lines. Customer needs will continue to drive what CSX does as a company.

In 2013, CSX remains laser focused on delivering service excellence. The TSI-Carload initiative continues to drive service improvements and new business opportunities with our mutual customers.

Monthly cross-functional meetings across every CSX operating division are generating new ideas and new opportunities. CSX's JD Power survey scores continue to improve.

Short lines have embraced the TSI-Carload initiative. CSX appreciates the candid exchange of ideas we have had with specific short lines and with our Short Line Caucus Committee. Results are beginning to show: ASLRRA survey scores improved dramatically in 2012 and 2013; and most importantly, carload volume growth with interline and switch carrier partners is gaining momentum. Despite a tepid economic recovery and a difficult year in agricultural products, volumes with short lines are up approximately 4% through July. These are strong results, and together we must sustain and continue to grow the business.

With gains in chemicals, minerals, waste, paper and coal, the short line industry's business with CSX is strong. However, I believe the short line industry can further leverage our mutual service improvements and partnership.

Ask yourself: Is my organization doing all it can to find and capture new volume? Are we conducting the kinds of sales calls (individual or joint-line) that address not only current customer needs, but future growth potential? Are we consciously and aggressively selling the overall rail value proposition of safety, service, a lower carbon footprint, and economic advantages? Are we promoting the improved levels of rail service reliability and consistency? Are we devoted freight rail advocates? Are we united for growth?

It is CSX's short line marketing team's goal to assist short lines in finding, nurturing and influencing sustainable, profitable volume growth. It's also our goal to ensure the service momentum is sustained. We welcome your ideas on what we can consider doing differently to grow your traffic with CSX. Please engage my team or me whenever we can be of assistance to you.

Thank you for your business, and we look forward to continued success in our mutual endeavors.

--Len Kellermann

Reliable Interchange provides “Pastabilities” for Barilla and CSX

In 2008, Italian-owned pasta maker Barilla opened a new manufacturing facility in upstate New York to grow its American business.

For its semolina wheat flour shipments into the new plant, Barilla contracted with CSX and one of our key short line railroad partners, the Livonia, Avon and Lakeville Railroad (LAL). CSX agreed to deliver flour from the Midwest through our Rochester Yard and interchange it with the LAL, which agreed to provide six-day service directly to the plant at Avon, N.Y.

Barilla was happy with our joint line service, but in 2010, CSX lost the business to our main rail competitor on price. Despite being disappointed by that loss, Phil Smailes, CSX Agriculture Account Manager, maintained the good contacts he had established with the Barilla decision-makers, as well as those with Dan Eagan and Vince Milliken from the LAL. “We stayed in touch,” Phil said from his Chicago office, “and that eventually paid off when the other railroad began having service issues in 2012.”

Barilla approached CSX in 2012 and requested test shipments to the Avon plant. “We gladly complied,” Phil said, “because we wanted to understand their entire logistics chain and display ways that our superior rail operation could help them. During that whole period, CSX and LAL never dropped the ball. We both came through the test with flying colors – safely and on time.”

Service Value
When 2013 rolled around, a new contract was under consideration. Tony Giobbie, manager-Short Line Development, worked with the Agricultural Products Group, the Albany Division and the LAL to ensure that smooth interchanges continued. He explained important differences in car handlings and transit time between the competitive rail carriers to help the Ag Group with their negotiations. “Our premium

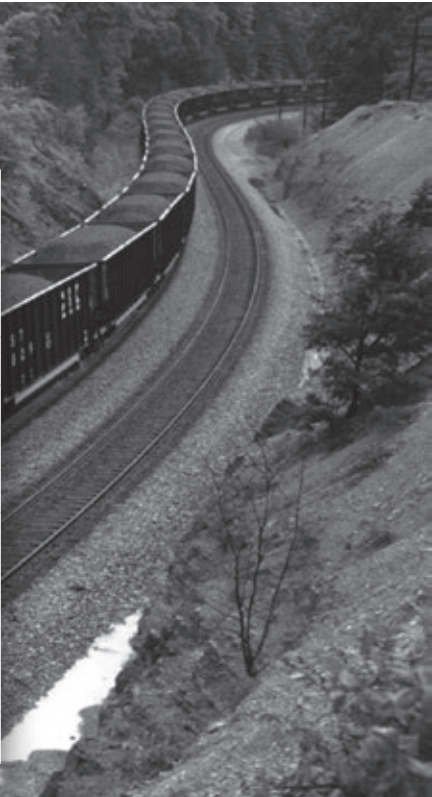
level of service proved to be a real plus; it showed that consistent transit and reliable delivery produce a substantial benefit for the customer,” Tony said.

Barilla reviewed the local customer service concentration, which the LAL provides, and the consistent line haul service that CSX provides. “The customer clearly saw the value of those improvements, and they responded in the best possible way,” Tony said. In June, Barilla signed a new contract with CSX.



CSX COMMERCIAL METRICS

As of July 26, 2013 2013 Carload Change	Carload Volume	Change from 2012
Agricultural Products	217,540	(20,059)
Automotive	242,222	704
Chemicals	303,248	29,504
Coal, Coke & Iron Ore	684,308	(69,325)
Emerging Markets	233,116	4,726
Food & Consumer	56,035	(1,535)
Intermodal	1,452,002	38,427
Metals	152,219	(4,476)
Forest Products	170,035	3,828
Phosphates	193,667	9,627
Sum:	3,704,392	(8,579)



Railinc Has the Tools to Improve Your Efficiency, Data Accuracy



Railinc Corp. is an innovative and reliable resource to the rail industry for rail data, IT and information services. We collaborate with the rail industry to develop the products and systems aimed at helping short lines work more efficiently. Here are just a few of interest to short line railroads.

Serving Carrier/Reciprocal Switch (SCRS)

The Serving Carrier/Reciprocal Switch (SCRS) is a web-based application that enables carriers to update and retrieve information about customers, serving carriers and reciprocal switch charges in real time. SCRS provides a standardized verification process of whether a railroad may serve, or under what conditions a railroad may serve, a specific customer at common service points. In conjunction with the Interline Settlement System (ISS) and the Rate EDI Network (REN), SCRS ensures that switch charges are applied correctly and accurately. And rates appearing in SCRS can be either public or private for additional security.

The SCRS website provides accurate real time data and helps railroads make service decisions. Carriers can also search by Customer Identification File (CIF) numbers, customer names and switch status, creating an audit trail with robust historical data. SCRS also enables short line partners’ access to switch charge information without Class I carrier intervention. Other benefits include queries on broad data sets, reduced errors through more accurate data and more efficient billing processes.

If you would like additional information on SCRS, please contact Railinc or our CSXT representative, Jason Roberts, manager-Marketing Services, CSX Transportation at 904-279-5567 or at Jason_Roberts@csx.com.

Rate EDI Network (REN)

Railinc’s Rate Electronic Data Interchange Network (REN) is a price management system for North American railroads. Rail carriers can view, update and transmit prices to other railroads on a route, determine how rates are divided among participating parties and define complex parameters that restrict a rate’s application. REN’s web interface extends the system’s use beyond the core group of major carriers, enabling regional and short line railroads to build, publish and transmit their rates electronically. REN eliminates time-consuming, error-prone paper work and expedites the payment process for greater accuracy and efficiency in financial information exchange.

Among other benefits, REN allows railroads to publish, manage and exchange data securely, using standard EDI message formats. You can create reusable group prices; store rates in in-house databases for later use in rating settlement and billing; download tariffs, circulars, quotes and contracts in PDF format; and receive timely notification of new, changed and expired prices and more.

If you would like additional information on REN please contact Railinc or our CSXT representative, Anita Saunders, manager-Marketing Services, CSX Transportation at 904-279-5580 or at Anita_Saunders@csx.com.

Freight Rail 411 Website

Freight Rail 411 is a new website (www.freightrail411.com) that helps rail shippers and other freight-rail users to quickly and easily locate the information they need when shipping by rail in North America. The website includes seven different applications, from station locations and rail equipment marks to serving rail carriers to commodity codes, and more. Search capabilities and free look-ups are available with most Freight Rail 411 applications, including the new Rail Service Finder. Rail Service Finder is a web application that gives rail shippers, railroads and other users seeking to ship freight by rail a quick and easy way to identify rail-served customer facilities in North America, the railroads that serve them and the railroads with access to those facilities. With a subscription to other services, users can download data and more.

Visit www.freightrail411.com for more information.

To learn more about these and other freight rail industry products, please visit the Railinc website at www.railinc.com or contact the Railinc Customer Support Center toll free at 877-724-5462 or by email at csc@railinc.com.

CSX Service Start-up and Integration

We want to make our customers’ transition to rail a smooth and error-free experience. Our Service Start-up and Integration managers work with new and existing customers who have any type of change in business or operating environment, including brand new to rail, new origin or destination, new product line or equipment type, facility expansion, large volume increases and name changes.

Assistance to Customers During Service Start-up and Integration Process

Credit Application
Appropriate application completed

Customer Set-up
Your company’s specifics entered into our computers

Operational Feasibility
Consultation concerning the right services to prepare for your business

Education
How we operate, services we offer

ShipCSX
Online service for BOL information, car ordering and much more

Special Needs
Planning for hazmat, extra weight, clearances

Rail Safety
Comprehensive education and review on safety

Bill Provident	412-922-5406	Huntington, W.Va.
Bob Celenze	856-778-5115	Mt. Laurel, N.J.
Roger Laird	904-359-1131	Jacksonville, Fla.
Bill Buchanan	317-267-4031	Indianapolis, Ind.
Suzi Hamby	513-853-1143	Louisville, Ky.
Tara Kim	615-835-6014	Nashville, Tenn.
Kurt Miles	843-629-2402	Florence, S.C.
Katie Brunnworth	404-367-2936	Atlanta, Ga.
Greg Hish	708-832-2261	Chicago, Ill.
Scott Cox	410-368-4772	Baltimore, Md.

CSX Customer Service People, Process, Technology

The CSX Customer Service team is working hard to increase the timeliness and quality of service provided to you, our customer/short line partner. Here are the ways we’re making those improvements:

People
We’re finding people with a true passion for customer service; they undergo a rigorous training program to bring them up to speed. At the same time, we are holding monthly training sessions to increase the knowledge at all levels of our team. These sessions have gone a long way to improve overall consistency and quality of service to our customers and short line partners.

Process
We’ve added staff around the clock so that our Customer Service team can decrease to one hour the time it takes to research

and respond to short line and customer inquiries. We’ve also initiated an aggressive case escalation process to focus on issues affecting our customers and short line partners. In addition, we’ve formed a Proactive Team, which closely monitors an initial group of 13 customers and our interactions with them before issues occur.

Technology
Customer site assessments and new capabilities with the on-board device used by train crews have improved the timeliness and transparency of our operations to customers. We’ve implemented proactive notifications regarding annulments and notifications for departing trains, among other measures to ensure accurate and timely data reporting.

Our investment in people, processes and technology is reflected in our improving JD Power and Associates survey scores. The future of CSX and its short line partners depends on our combined service to customers. Together, we will deliver results and create a competitive advantage for customers in their marketplace.

CSX Customer Service is available **24x7, 365** days a year at **1-877-744-7279**, options 5 – 6.



Car Ordering Process Starts With the Short Line

Short line railroads are a critical asset to CSX and its operation. In order to continue efficient and reliable service, short line railroads should follow the Car Service Rules. One rule that is important to remember is Rule 15 – Request for Cars. Short line railroads should collect car orders from their individual customers, and then submit one large car order through ShipCSX. Customers on short line railroads should not be placing their car orders to CSX. Rule 15 provides benefits to all parties. It allows railroads to communicate and work more closely with their customers. It also gives short lines the ability to better manage equipment inventories and car hire.

RULE 15 – Requests for Cars

A. Information to be Recorded

Carriers shall record all requests for cars for loading. If the order covers more than one date, it must state number of cars wanted separately for each day. Requests shall include the following information if available:

- 1. Date and time
- 2. Name of party
- 3. Name of person receiving request
- 4. Kind and size of cars wanted
- 5. Number of cars wanted
- 6. Date wanted
- 7. Commodity to be loaded
- 8. Destination and route
- 9. Pricing Authority reference number (e.g., tariff or contract number)

B. Road that Must Record

Request for cars shall be accepted only by the road which serves (switches) the car-ordering entity.

C. Roadhaul Traffic Originating in Switch Service

On cars originating in switching service, the serving carrier shall inform the originating roadhaul carrier of the order. If such cars are not immediately available from the originating roadhaul carrier, the switching carrier may take such actions as necessary to provide equipment for the shipper. These actions may include, but are not limited to, the ordering of appropriate equipment from other roadhaul carriers. Cars ordered by switching carriers from an originating roadhaul carrier for return loading in originating roadhaul service will be furnished by originating roadhaul carrier in the same manner and to the same extent as cars ordered by industries directly served by it. This provision is not intended to affect the rights or obligations a switching carrier or an originating roadhaul carrier may have to supply equipment under law or a lawful tariff provision.

D. Intraterminal Traffic

Switching carriers are obligated to furnish or arrange for cars required for loading to destinations within the same switching limits.

Save the Date: 25th Annual Short Line Workshop in March

CSX is proud to announce its 25th Annual Short Line Workshop, which will be held March 2-4, 2014, at the World Golf Village Renaissance St. Augustine Resort.

Chairman, President, and Chief Executive Officer Michael Ward will be the keynote speaker for the workshop, which will also feature other informative presentations by CSX senior leaders. Short line participants will also have the opportunity to network with CSX personnel during our popular Trade Show and gain a broader understanding of the markets during specific presentations or breakout sessions. Registration information and a tentative agenda will be available in December. We encourage all short line employees who have regular dealings with CSX to attend the workshop, and hope to see you in March.



Left to right
Parrish Lawler,
Michael Koile,
Scott Wimberly,
Larry Stark

Left to right
Justin Crues, Ken
Livingston, Gabe
Treesh



Left to right
Andrew Fox, Chris Worth,
Chuck McBride, Rodney
Gordon



Left to right
Mark Nagy, Dennis
Maples, Scott Walters,
Brett Smith

Left to right
Andrew Fink, David Fink,
James Higginbotham, Kyle Hancock



Clarence Gooden
addressing attendees
during the general session



Presentation of short
line awards

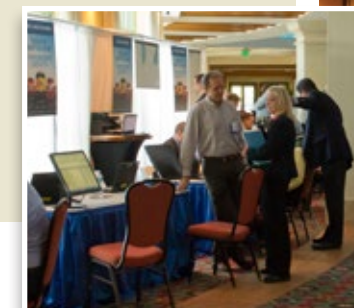


Chairman, President
& CEO Michael Ward
delivers keynote speech



Left to right
Doug Whitely, Aubrey Brown,
Stella Heath, Len Kellermann,
Tyler Heath

Meeting at the
Annual Trade Show



Mix and mingle before dinner



10th Annual Short Line Awards



Commemorative plaques will be awarded to the interline or junction settlement roads and switch carriers that grow the most in their volumes with CSX (in volume and percentage). Winners of the awards will be announced at the March 2014 Short Line Workshop.

Congratulations once again to last year’s winners! For interline, the GU and BPRR and for switch, the NSR and GITM each won in their respective categories.

Currently the top short lines in each category are listed below.

Short Line Standings through July

INTERLINE OR JUNCTION:	Incremental Volume (Carloads)	INTERLINE OR JUNCTION:	Percentage Increase
Evansville Western Railway (EVWR)	9,311	Birmingham Terminal Railway (BHRR)	170%
Birmingham Terminal Railway (BHRR)	4,628	Pickens Railway, Honea Path (PKHP)	129%
Paducah & Louisville Railroad (PAL)	4,125	Grand Elk Railroad (GDLK)	77%
Rochester & Southern Railroad (RSR)	2,608	Winchester & Western Railroad (WW)	73%
Lake State Railway Company (LSRC)	2,580	Rochester & Southern Railroad (RSR)	69%

SWITCH:	Incremental Volume (Carloads)	SWITCH:	Percentage Increase
Union Railroad (URR)	7,293	Delray Connecting Railroad (DC)	905%
Wilmington Terminal Railroad (WTRY)	4,228	Cleveland Works Railway Co. (CWRO)	142%
Delray Connecting Railroad (DC)	2,471	Port Utilities Railroad (PUCC)	116%
Golden Isles Terminal Railroad (GITM)	2,003	Pittsburgh & McKees Rocks Railroad (PAM)	75%
Michigan Southern Railroad (MSO)	938	New Orleans Public Belt Railroad (NOPB)	71%

The Class I – Short Line Partnership

Every year CSX presents its “partnership” awards to select individuals and groups whose dedication, persistence and expertise were instrumental to the success of an Industrial Development project.

Members of the Regional Development team nominate internal CSX colleagues, economic development individuals or groups, customers and short lines for the prestigious award. This year CSX presented five partnership awards to nominees exhibiting a superior level of collaboration. One of these awards was recently presented to a short line partner, the Greenville & Western Railway (GRLW) for its exemplary performance over the years.

Steven Hawkins and the team at the GRLW have been an excellent short line partner to CSX since they acquired the line from CSX in 2006. Before selling this line to the GRLW, the track was in very poor condition and CSX was prepared to abandon the line. Since that time, the GRLW has completely rehabilitated the line and has grown the

business by leaps and bounds. Belton Industries and Belton Metals were the only two industries on the line when GRLW took ownership in 2006. Belton Metals had been dormant for several years and was not shipping by rail at the time, and both had very limited growth opportunities. Although there was minimal traffic, the GRLW was determined to promote the benefits of a short line operator and exponentially grow its rail business with CSX.

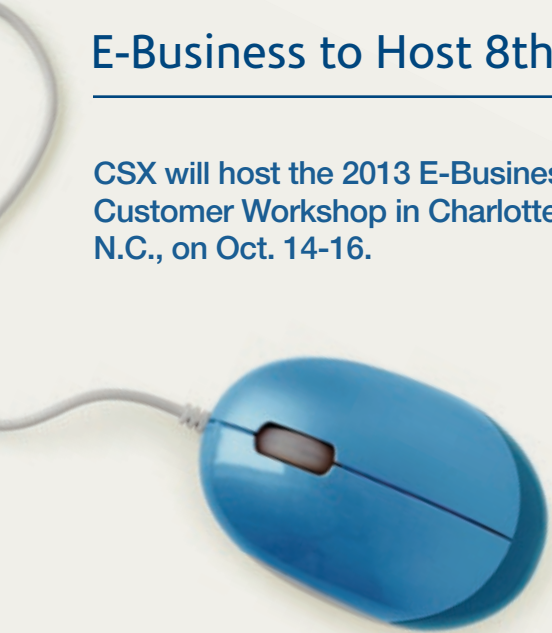
Because of the hard work and persistence of Steve and his team, Lincoln Energy located on the GRLW and shipped 300 carloads of ethanol in 2008. After a short period of time they ramped up shipments to unit trains. This required the GRLW to quickly construct a temporary facility and increase service to include multiple switches to the customer

per day. By March 2009, the unit train facility was completed with the GRLW investing over \$1.3 million in a track rehabilitation project and CSX investing \$250,000 to upgrade the interchange tracks. The GRLW worked relentlessly with CSX to ensure a smooth and seamless operation.

Today that professional collaboration continues as the GRLW actively markets the partnership between CSX and their railroad. We continue to have success with the GRLW because of the professional relationship between CSX and GRLW and its “can do” attitude. The GRLW’s vision, perseverance and hard work makes it an excellent recipient of the CSX’s Partnership Award.

E-Business to Host 8th Annual Workshop in October

CSX will host the 2013 E-Business Customer Workshop in Charlotte, N.C., on Oct. 14-16.



Save the date for this workshop, which will give you tools to make your daily transactions with CSX faster and more efficient. Designed for both experienced and novice users, the workshop provides hands-on training for using ShipCSX tools and features. This year’s workshop will be held October 14-16 in Charlotte, N.C.

Some of the new ShipCSX features to be covered are:

- Transit Times
- Pipeline and Jeopardy reports
- Diversions
- ShipCSX mobile app
- Manage Inventory

Training will also be conducted on other tools, such as Shipping Instructions, Car Order, Plant Switch, Unit Train and Shipment Management Suites. In addition, the workshop will feature an “Ask the Expert Zone” staffed by various customer-facing departments for services covering demurrage, pricing and price look-up.

For more information, email ebusinessforum@csx.com.

2013 CSXT Short Line Caucus Committee Members

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Jeff_mcwhorter@scrailways.com

Promotions

Shantel Davis is promoted to Assistant Vice President and General Manager-Phosphates and Fertilizer. Formerly Sales and Marketing Director, Shantel will oversee our recently expanded Rockport Terminal operations in Tampa.

Tim McNulty is promoted to Assistant Vice President-Agricultural, Food and Consumer Products. He has 28 years of sales and marketing experience with CSX, most recently as director of our Agricultural Products business unit.

Michael Rutherford is promoted to Assistant Vice President-Industrial Products. He has more than 14 years of sales and marketing experience, most recently as director of CSX's Voice of the Customer initiative.

Andy Strok is Assistant Vice President-Automotive Service Group and has led CSX's automotive business line for many years. Andy is now reporting directly to our Executive Vice President and Chief Commercial Officer Clarence Gooden.

CSX Names Sales Director In Canada

A new sales director has been named to coordinate several customer and commercial efforts in Canada.

Benoit Miserany has been named Director-Canadian Sales, and will report to Kyle Hancock, vice president-Industrial and Agricultural Products.

Miserany, a 13-year veteran of CSX who most recently was Senior Account Manager-Forest Products, previously worked at Canadian National. He will be based in Montreal and will be responsible for select CSX sales and sales staff in eastern Canada and Quebec, including responsibility for industrial, agricultural and intermodal business.

Important CSX Contacts

Railroad Emergencies
800-232-0144

Clearance Bureau
800-581-5049

Interline Reporting Issues
Dave Barefield, 904-279-5376
Dave_Barefield@csx.com

Sheldon Morant, 904-279-4990
Sheldon_Morant@csx.com

Interline Service Agreements
Skip Fogg, 904-359-1378
Skip_Fogg@csx.com

Junction Settlement/Interline Accounting
Pam Byers, 904-279-4531
Pam_Byers@csx.com

Load Engineering & Design
Terry Smith, 904-279-6378
Terry_Smith@csx.com

(Required for loads in excess of)
More than 11 feet high
More than 11 feet wide
More than 60 feet long
Shorter than 18 feet long
Heavier than 150,000 pounds

Mechanical Department
904-366-4003

Car Management
Kyle Campbell, 904-359-3346
Kyle_Campbell@csx.com

Car Accounting
Dale Cassels, 904-279-6905
Dale_Cassels@csx.com

Joint Facilities
Christopher Maffett, 904-359-3708
Christopher_Maffett@csx.com

James Allan, 904-359-7654
James_Allan@csx.com

Nicholas Pecenka, 904-359-3326
Nicholas_Pecenka@csx.com

John Widowfield, 708-832-2150
John_Widowfield@csx.com

Lizabeth Brubeck, 904-359-3188
Lizabeth_Brubeck@csx.com

Joanna Griffith, 904-359-4925
Joanna_Griffith@csx.com

Commercial Contacts

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Len Kellermann, 904-366-4191
David Martin, 904-359-7419
Tony Giobbie, 856-778-5119
Gina Gordon, 904-366-5058
Charles Roots, 904-359-1964

Regional Development
800-226-5962

Inside Sales
877-744-7279 Option 5 - 1

Service Start Up & Integration
Gary Gambill, 904-359-1267
Gary_Gambill@csx.com

Customer Service 877-744-7279 1-877-ShipCSX

Shipment Information

Divert/Reconsign a shipment
Option 5 – 2 – 2

Touch Trace
Option 5 – 3

E-Business Tools

ShipCSX or EDI
Option 2 – 1

Problem Resolution

Option 5 – 6

Freight Claims

Option 5 – 5 – 1

CSX Introduces Market Manager Look-Up

CSX has created a new web-based tool to help you find the correct contact information faster.

To find a market manager for a commodity, follow the steps below:
www.csx.com > Customers > Tools > Market Manager Look-Up

From here, you can find the correct market manager by STCC, commodity description or employee name. Once you enter one of the three search criteria, the correct market manager and contact information will appear.



500 Water Street - J848
Jacksonville, FL 32202

CSX Provides Safety Training

CSX Public Safety, Health & Environment Department has provided safety training for our short line partners over the last 10 years.

Hundreds of people have attended the daylong sessions, which started out focusing on hazardous material training including tank car specifications, hazardous commodity descriptions and emergency response. Train accident prevention was also covered in the early years. In recent years in addition to hazardous material awareness and train accident prevention, we included security awareness, environmental programs and compliance, and industrial hygiene.

The two one-day classes held this year were attended by 40 people representing 20 short line railroads. In addition, CSX hosted two two-day hazardous material safety training classes at the CSX REDI (Railroad Education and Development Institute) in Atlanta, which included both classroom and field exercises.

The presentations also included information on the Public Safety, Health & Environment training site, which is an online tool available to CSX contractors and short line partners. You can take courses on industrial hygiene, environmental and hazardous materials by going to www.trainingpse.com.

To get started with the online courses, click on Create New Account. When prompted, create a login ID and password that you can readily remember.

Then click on the Next > External Contractor > Search > Create buttons. Finally, if you are a first-time user, click on My Homepage and click the courses you wish to take.