



RAILROAD CONTACT PHONE NUMBERS

The phone numbers shown below are for the three railroads that operate within the Town of Hamburg. Please contact the appropriate railroad in the event of railroad related emergencies or other general problems associated with railroad operations. When calling, please have as much information as possible available, such as what the problem is, crossing location and number, date and time that the problem occurred, and the number of the locomotive.

Railroads are required to sound their train horns in accordance with current Federal regulations, which mandate that the horn be sounded at a volume of 96 to 110 decibels, starting 15 to 20 seconds before the locomotive reaches each grade crossing (not greater than ¼ mile before the crossing), and in a standard sequence of 2 longs, 1 short, and 1 long.

Railroad quiet zones have been established at the CSX and Norfolk Southern railroad grade crossings located on Rogers Road and Cloverbank Road. By Federal regulation, trains are prohibited from using their horns at these crossings except in situations where an imminent danger is observed by the train crew. This may include railroad work crews, persons, or animals that are on or near the tracks, or if a moving train is passing a train that is stopped on another track.

CSX TRANSPORTATION

CSX owns and operates the three sets of tracks that run through the Town's lakeshore area, parallel to and approximately ½ mile inland from NYS Route 5 (Lakeshore Road).

1-800-232-0144 ← This toll-free number is shown in the phone book and posted on the flashing lights at each crossing. It is to be utilized in the event of **CSX railroad emergencies**, such as derailments, vehicle-train collisions, vehicles stuck on tracks, blocked crossings, trespassers on railroad property, theft, vandalism, and malfunctioning grade crossing signals and gates.

1-877-835-5279 (1-877-TELL-CSX) ← This toll-free number should be called to report **non-emergency CSX railroad operational problems**, such as unnecessary or excessive horn usage, stopped trains with idling engines, grade crossings with uneven pavement surfaces, and other general concerns.

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RAILROAD CONTACT PHONE NUMBERS (Continued)

NORFOLK SOUTHERN RAILROAD

Norfolk Southern owns and operates the single track that runs just east of and parallel to the CSX tracks. Norfolk Southern locomotives are black in color, with "NS" painted in white on the sides, and a black stallion logo on the front.

1-877-201-4265 ← This toll-free number is posted on the flashing lights at each crossing. It is to be utilized in the event of **Norfolk Southern railroad emergencies**, such as derailments, vehicle-train collisions, vehicles stuck on tracks, blocked crossings, trespassers on railroad property, theft, vandalism, and malfunctioning grade crossing signals and gates.

1-800-453-2530 ← This toll-free number should be called to report **non-emergency Norfolk Southern railroad operational problems**, such as unnecessary or excessive horn usage, stopped trains with idling engines, grade crossings with uneven pavement surfaces, and other general concerns.

BUFFALO SOUTHERN RAILROAD

Buffalo Southern operates the single track that runs north to south through the central part of the Town of Hamburg, including the Villages of Blasdell and Hamburg.

992-4979 ← This local number is shown in the phone book and posted on the flashing lights at each crossing. It is to be used for **both emergency and non-emergency situation involving Buffalo Southern** trains, facilities, and operational problems. If it is after normal business hours, the railroad's answering machine has further instructions for any emergencies or other problems concerning Buffalo Southern Railroad.

FEDERAL RAILROAD ADMINISTRATION

If you feel that a railroad has not been properly responsive to your concerns, please contact the Federal Railroad Administration, which is the agency responsible for overseeing railroad safety and operations. The toll-free number for their regional office is **1-800-724-5991**.

TOWN OF HAMBURG

In the event of a railroad emergency, you can also call **911** or **648-5111**. This will connect you to the Town of Hamburg Public Safety Dispatcher, who will then contact the appropriate railroad personnel and provide emergency response as necessary.