

ANSWERING YOUR QUESTIONS

Trains blocking roadways for extended periods are a concern in my community. What can be done to reduce the number of blocked crossings?

While CN avoids blocking crossings whenever possible, there are unforeseen instances such as weather, mechanical failure or loss of air pressure that can cause a train to stop, which may result in a blocked crossing. CN crews are aware when a train is blocking a road crossing and make every effort to clear the passage as soon as possible.

In Canada, no part of a train or engine may stand on any part of a public crossing for longer than five minutes when vehicular or pedestrian traffic requires passage. However, this does not apply to private crossings. When emergency vehicles require passage, railways must clear both public and private crossings as quickly as possible. For further rules surrounding blocked crossings, please visit the Transport Canada website at tc.gc.ca where this information can be found under the Rail heading.

In the United States, the Federal Railroad Administration does not regulate the length of time a train may block an at-grade crossing.

The crossings in my community are in poor condition. What is CN doing to address this?

We recognize the importance of maintaining the condition of crossings for which we are responsible. We inspect our crossings on a regular basis and make repairs as needed. CN crews fix hundreds of crossings each year. CN also engages with municipal, provincial, and federal or state officials in identifying and eliminating crossing hazards.

If your crossing needs maintenance, please contact CN's Public Inquiry Line at **1-888-888-5909** or contact@cn.ca.

Residents in my community are complaining about trains whistling at all hours. Can CN stop using whistles?

While we understand that whistling may be disturbing at times, federal regulations in the U.S. and Canada mandate whistling at all public crossings. Train whistles are safety devices that alert motorists and pedestrians to the presence of an approaching train. Locomotive engineers follow a detailed set of instructions that outline when a whistle must be sounded and the whistling sequence to be used. Train crews will also use the whistle if there is a work project in the area to notify the work gang on or near the track that a train is approaching. Horns also can be used if there is a trespasser on the tracks.

In certain circumstances, a crossing may be exempt from whistling requirements. In Canada, the complete application procedure to pursue anti-whistling measures may be found on the Transport Canada website at tc.gc.ca under Rail Safety.

In the United States, further information on the process surrounding the establishment of Quiet Zones can be found on the Federal Railroad Administration website at railroads.dot.gov.

What can be done about idling trains near my house?

CN crews are trained on fuel conservation practices to reduce our carbon footprint, including locomotive shutdowns in our yards. However, locomotives may need to be left idling due to various operating requirements such as weather and maintaining air pressure for braking and starting systems.

The CN property in my community is not being maintained adequately. What is CN doing about this?

We make every effort to maintain our property and we are committed to business practices that protect the natural environment, prevent pollution, reduce our greenhouse gas emissions and conserve natural resources. Waste management is important to us and we are addressing this issue with two key initiatives: removing old rail ties from our rights-of-way and establishing an aggressive waste reduction program for our buildings and yards.

Is it safe to cross railway tracks? Can I take photos on railway property?

No. It is illegal and dangerous to walk on or along a railway track. In Canada and the United States, railways are private property and individuals trespassing on railway property can face arrest and receive fines. You could also lose your life or a limb while trespassing. Railway tracks should only be crossed at designated, authorized crossings. Crossing tracks at any other location is considered trespassing.

As a general practice, unauthorized photography or filming on railway property is prohibited. A picture might be worth 1,000 words, but no snapshot is ever worth your life.

Who should I contact?

Should you have any further concerns with these matters or any other aspect of CN's operations, please contact the CN Public Inquiry line at **1-888-888-5909**, or via email at contact@cn.ca. A representative will follow up with the appropriate personnel regarding your concerns.

In case of an emergency, you are encouraged to contact the CN Police Service emergency number — **1-800-465-9239, option # 3** — which is posted at every public crossing on our network. This phone number is staffed 24 hours a day, seven days a week.

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