

# CSX Hurricane Helene Recovery and Relief Efforts



Corporate Communications

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***ONE CSX team supports each other, our customers, and our communities.***

ONE CSX Team,

As storm Helene continues its path, affecting communities across Florida, Georgia, the Carolinas, Tennessee, and Virginia, we want to take a moment to emphasize the importance of prioritizing safety. Your dedication and professionalism in these challenging weather conditions are truly commendable, and we are grateful for your efforts in maintaining critical operations, keeping our customers informed, and working tirelessly to restore service.

## **Railroad Operations**

Our ONE CSX team has been making tremendous strides in clearing tracks, inspecting signals and crossings, setting up generators, and making necessary repairs. Thankfully, no major damage to our railroad has been identified, although we are experiencing some slowdowns in areas affected by flooding and downed trees. Currently, the most impacted regions include:

- Kingsport, TN, and Blue Ridge, NC due to severe flooding.
- Manchester/Fitzgerald Subdivision (Jacksonville/Waycross to Mid Georgia).
- Bow Line (Waycross, GA to Thomasville, GA/Dothan, AL).
- Clearwater Subdivision (Tampa, FL to Clearwater, FL).
- Palmetto Subdivision (Tampa, FL to Bradenton, FL).
- A-Line (Jacksonville, FL to Florence, SC).

## **Safety and Support**

We understand that our employees are integral parts of the communities we serve. That's why CSX has pledged a \$100,000 donation to the Red Cross to aid in relief efforts for those affected by Helene. The Red Cross provides shelter and coordinates

with local emergency teams to offer additional support to affected communities when safe to do so. If you or your family need assistance, please reach out to your [local Red Cross](#).

Additionally, the CSX Employees Disaster Relief Fund (EDRF) is available to provide short-term assistance to employees and their dependents who are facing extreme financial difficulties due to natural disasters such as hurricanes, tornadoes and catastrophic illness. To apply for EDRF assistance, please [click here](#).

If you would like to help your coworkers in need, consider donating to the Red Cross or the CSX Employees Disaster Relief Fund through the [CSX Volunteer and Giving Center](#). Select 'Matching Gifts' and search for either Red Cross or EDRF. Remember, the CSX Foundation will match your donations dollar-for-dollar.

For those involved in restoration or cleanup efforts, we recommend getting a tetanus shot. You can schedule this with your personal healthcare provider, visit an urgent care facility, or arrange a free shot through our service provider CHSi by calling 888-881-1990. Simply provide your CSX employee ID number; no additional order is necessary.

If you need further assistance or support, please inform your supervisor or contact the CSX Employee Service Center (ESC) to help you access the necessary resources. You can reach ESC at 1-800-633-4045, Option 2, Monday through Friday from 8:30 a.m. to 3:30 p.m. or create a service request in Direct Access under My Help.

We know these times can be tough, and we appreciate all that you are doing by working together as ONE CSX to support each other, our customers, and our communities.

Stay safe and take care.



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