



S T A C K F A C T S

September 30, 2004
Electronic Bulletin No. 579
Re: Post Hurricane Jeanne Service Recovery

To our Valued Customers,

Following is the status of Pacer service into and out of the Southeast in the aftermath of Hurricane Jeanne.

Ramps: All ramps on the CSX and FEC that service Pacer trains are operating. Heavy congestion exists at Jacksonville and Miami. Customers with volume notified as available at these ramps are encouraged to out-gate containers as soon as is practical.

In-gates: Volume billed to any destination in the Pacer Southeast network that originates on the UPRR is being accepted. Volume billed to a Florida destination that originates on the CSX can be offered for in-gate effective 16:00 EDT today.

Transit time: Although trains are currently operating in all Pacer service lanes into and out of the Southeast, slow order tracks, commercial electricity connectivity problems, and signal outages at various locations are resulting in longer than usual transit times. In addition heavy volumes, caused by train re-routes and a surge in traffic in between hurricanes, have led to locomotive crew shortages at several locations. The following service lanes are the most problematic.

Inbound to Miami: Volume is again being interchanged between the CSX and FEC at Jacksonville. However, due to hurricane damage to FEC's right-of-way, as well as heavy congestion, the FEC is currently fleeting trains between Miami and Jacksonville. The tentative plan is to return to bi-directional train movement Friday 10/01. Anticipate an additional 16 to 18 hours in transit for Pacer volume moving between Jacksonville and Miami.

New Orleans to Jacksonville: The P&A Subdivision in the Florida panhandle, over which Pacer volume in and out of Florida via the New Orleans gateway normally moves, has been restored to service. However, due to slow order tracks and inoperable signals, some segments have a ten mph speed limit in place. Pacer volume in and out of Florida over the New Orleans

Gateway will temporarily route from New Orleans to Montgomery, AL through La Grange, GA and then to Jacksonville, FL on an as needed basis to help restore normal operations on the P & A Sub. This reroute will add 24 hours to scheduled transit.

New Orleans to Atlanta: Slow order track, particularly around Mobile AL, and crew shortages at LaGrange GA are adding up to 24 hours to some Pacer trains transiting in this corridor.

Memphis to Atlanta: Heavy volume caused by the re-routing of trains from the New Orleans gateway to the Memphis gateway is adding up to 24 hours to the transit of some Pacer trains moving in this corridor.

Transit times are projected to improve over the next week as hurricane related damage is repaired, and congestion is relieved. Your patience is greatly appreciated as we and our underlying carriers continue to work through this particularly devastating hurricane season.