

Railroad and City of Chicago Contact Information

The Chicago Region Environmental and Transportation Efficiency (CREATE) Program team has compiled the following contact information for individuals wishing to express railroad-related concerns. *Please read the directions carefully so you can direct your important concerns to the person best able to address them.*

Emergency Situations

Call 911 to report the following:

- Hazardous material releases
- Personal injuries
- Criminal activities
- Illegal dumping
- Vehicles stuck/stalled on tracks or other track obstructions
- Other environmental issues, such as petroleum spills

The City of Chicago Office of Emergency Management and Communications will coordinate with the proper emergency responders and railroad personnel to resolve this situation immediately. Only call 911 in the case of an emergency.

Non-Emergency Situations

Call 311 to report non-emergency issues concerning the railroads. The City of Chicago 311 operators will ask for the information they need to route your request. Write down your Service Request number for better follow up.

The City of Chicago Department of Streets and Sanitation has also set up a one-stop number for non-emergency concerns related to the railroads, such as idling locomotives or engines with excessive smoke. During regular business hours, **call Debbie DeLopez at 312-744-5911** for non-emergency situations. She will determine which railroad(s) to contact and coordinate directly with their appropriate staff to address your concerns quickly and efficiently.

Additional Railroad Contact Information

Listed below is non-emergency contact information for the railroads involved in the CREATE Program. Please keep in mind the contact mentioned above is the most effective point of contact for non-emergency, railroad-related issues and is best able to direct your concerns to people at the railroads that can help.

Amtrak – 312-655-3116

Metra – 312-322-6900

Belt Railway of Chicago – 312-744-5911*

BNSF Railway – 312-744-5911*

Canadian National – 888-888-5909

Canadian Pacific – 312-744-5911*

CSX – 877-TELL-CSX (877-835-5279)

Norfolk Southern – 312-744-5911*

Union Pacific – 312-744-5911*

*Several railroads do not have the internal resources to effectively address non-emergency concerns. As a result, they have set up a process with the City of Chicago (as mentioned above) to direct important community concerns to their most appropriate personnel. This one-stop number is 312-744-5911 as referenced above.