

## CN Public Inquiry Line

CN is committed to maintaining positive and proactive communications with the communities in which we operate.

For questions or non-emergency concerns, such as:

- Condition of property and crossings (e.g. grade crossings, rail ties, etc.)
- Environment (e.g. vegetation, grass cutting, trees, etc.)
- Permits and/or flag persons
- Noise (e.g. whistling)
- General operations (e.g. train speeds, hours of operation, etc.)

**Please contact the CN's Public Inquiry Line (PIL) either by phone at 1-888-888-5909 or by email at [contact@cn.ca](mailto:contact@cn.ca).** It is important that all citizens' inquiries go through the PIL in order for CN to accurately monitor and analyze concerns and resolutions across our network.

CN Police staff are also available for emergency or safety related issues, such as trespassing on tracks, unlawful activity, crossing signal defect, etc. Residents should contact CN Police either by email at [CNPoliceTipLine@cn.ca](mailto:CNPoliceTipLine@cn.ca) for non-urgent suspicious activities or by phone at 1-800-465-9239 for emergencies.

We have also enclosed an information sheet with the above information that can also be shared with the public.

Thank you in advance for sharing this information with your residents.

Kind regards,



### **Public Inquiry Line Team**

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CN Public Inquiry Line

Renseignements généraux du CN

**T:1-888-888-5909**

[contact@cn.ca](mailto:contact@cn.ca)