



# **DIRECTORY OF MEMBER CARRIERS AND OFFICIAL DAMAGE PREVENTION & FREIGHT CLAIM REPRESENTATIVES**

**Contact Information for Damage Prevention, Freight Loss, & Damage Claims**

**April 2024**

**Published by MxV Rail**

**a subsidiary of the Association of American Railroads**

**Damage Prevention and Loading Services**

**350 Keeler Parkway**

**Pueblo, Colorado 81001**

**Send corrections or updates to [dpls@aar.com](mailto:dpls@aar.com)**

© Copyright 2024 Association of American Railroads (AAR)  
425 Third Street SW  
Washington, DC 20024

All rights reserved, including the right to reproduce this book in any form. It is the AAR's intention that this publication is used to promote the objectives of the AAR its members for the safe, efficient, and uniform interchange of rail equipment in North America. To this end, only excerpts of a rule or specification may be reproduced by the reader for their own use in promoting this objective. No portion of this publication may be displayed or otherwise made available to multiple users through any electronic distribution media including but not limited to a local area network or the Internet. No portion may be sold or used for advertisement or gain by any entity other than the AAR and its authorized distributor(s) written permission from the AAR.

# Table of Contents

## Member Carriers and Official DP&FC Representatives

BNSF Railway.....	4
CN Rail.....	9
CPKC Railway.....	10
CSX Transportation.....	11
Cedar Rapids and Iowa City Railway, CIC.....	14
Florida East Coast Railway.....	14
Genesee & Wyoming Railroad Services.....	14
Livonia, Avon, & Lakeville Railroad Corporation.....	15
New York & Atlantic Railway.....	15
Norfolk Southern Corporation.....	16
Union Pacific Railroad.....	18
Watco.....	21

# BNSF Railway

## Contact Information:

- Freight claim inquires and foreign line requests: [cargoclaims@bnsf.com](mailto:cargoclaims@bnsf.com)
- Damage notifications: [lars@bnsf.com](mailto:lars@bnsf.com)
- General inquiry: 800-333-4686

## Load and Ride Solutions (LARS)

### Howard Rosas

General Director, LARS  
2600 Lou Menk Drive  
Fort Worth, TX 76131  
817-352-2703  
[howard.rosas@bnsf.com](mailto:howard.rosas@bnsf.com)

Responsibility: Loading  
Solutions

### Al Aguiniga

Senior Manager, LARS  
740 E. Carnegie Dr.  
San Bernadino, CA 92408  
930-386-4510  
[alfredo.aguiniga@bsnf.com](mailto:alfredo.aguiniga@bsnf.com)

Responsibility: Loading  
Solutions

### John Brainard

Manager, LARS  
6450 S. Austin Rd.  
Stockton, CA 95215  
209-460-6061  
[john.brainard@bnsf.com](mailto:john.brainard@bnsf.com)

Responsibility: Loading  
Solutions

### Jeff Carter

Director, LARS  
2600 Lou Menk Drive  
Fort Worth, TX 76131  
817-352-2975  
[Jeffrey.carter@bnsf.com](mailto:Jeffrey.carter@bnsf.com)

Responsibility: Loading  
Solutions

### Russell Cole

Manager, LARS  
720 South B Street  
Stockton, CA 95205  
209-460-6184  
[russell.colejr@bsnf.com](mailto:russell.colejr@bsnf.com)

Responsibility: Loading  
Solutions

### Robert Coulter

Manager, LARS  
27141 S. Industrial Park Dr.  
Elwood, IL 60421  
815-424-2129  
[robert.coulter@bnsf.com](mailto:robert.coulter@bnsf.com)

Responsibility: Loading  
Solutions – Open Top

### Jeffrey Davis

Manager, LARS  
3611 W. 38<sup>th</sup> Street  
Chicago, IL 60632  
773-579-5032  
[jeffrey.davis2@bnsf.com](mailto:jeffrey.davis2@bnsf.com)

Responsibility: Loading  
Solutions

### Michael Detrick

Manager, LARS  
7600 Santa Fe Drive  
Hodgkins, IL 60525  
708-482-5144  
[michael.detrick@bsnf.com](mailto:michael.detrick@bsnf.com)

Responsibility: Loading  
Solutions

### Khoa Do

Manager, LARS  
2600 Lou Menk Dr.  
Fort Worth, TX 67131  
817-352-2706  
[khoa.do@bnsf.com](mailto:khoa.do@bnsf.com)

Responsibility: Loading  
Solutions

**William Bryan Echols**

Manager, LARS  
214 Brisbane Street  
Houston, TX 77061  
713-847-3493

[willam.echols@bnsf.com](mailto:willam.echols@bnsf.com)

Responsibility: Loading  
Solutions – Open Top

**Nicholas Esquivel**

Manager, LARS  
27141 S. Industrial Park Drive  
Elwood, IL 60421  
815-424-2230

[nicholas.esquivel@bnsf.com](mailto:nicholas.esquivel@bnsf.com)

Responsibility: Loading  
Solutions

**John Gillham**

Manager, LARS  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3545

[john.gillham@bnsf.com](mailto:john.gillham@bnsf.com)

Responsibility: Loading  
Solutions

**George Hogle**

Senior Manager, LARS  
5282 East Shelby Drive  
Memphis, TN 38118  
815-424-2273

[george.hogle@bnsf.com](mailto:george.hogle@bnsf.com)

Responsibility: Loading  
Solutions

**Juan Lopez**

Manager, LARS  
3770 E. 26<sup>th</sup> Street  
Los Angeles, CA 90058  
323-267-4060

[juan.lopez2@bnsf.com](mailto:juan.lopez2@bnsf.com)

Responsibility: Loading  
Solutions

**Eileen McRae**

Senior Manager, LARS  
585 W. 53<sup>rd</sup> Place  
Denver, CO 80216  
303-480-7926

[eileen.mcrae@bnsf.com](mailto:eileen.mcrae@bnsf.com)

Responsibility: Loading  
Solutions

**Lawrence “Sam” Milbourne**

Manager, LARS  
740 E. Carnegie Dr.  
San Bernardino, CA 92408  
909-386-4482

[lawrence.milbourne@bnsf.com](mailto:lawrence.milbourne@bnsf.com)

Responsibility: Loading  
Solutions

**Tim Neal**

Manager, LARS  
4515 Kansas Ave.  
Kansas City, KS 66106  
913-551-4509

[timothy.neal2@bnsf.com](mailto:timothy.neal2@bnsf.com)

Responsibility: Loading  
Solutions – Open Top

**Jamie Schultz**

Manager, LARS  
2600 Lou Menk Drive  
Fort Worth, TX 76131  
817-352-2710

[jamie.schultz@bnsf.com](mailto:jamie.schultz@bnsf.com)

Responsibility: Loading  
Solutions – Autos

**Dusty Tanner**

Manager, LARS  
4515 Kansas Ave.  
Kansas City, KS 66106  
913-515-4429

[dusty.tanner@bnsf.com](mailto:dusty.tanner@bnsf.com)

Responsibility: Loading  
Solutions

**Justin Taylor**

Manager, LARS  
1535 West 4<sup>th</sup> St.  
San Bernadino, CA 92410  
930-386-4584

[justin.taylor@bnsf.com](mailto:justin.taylor@bnsf.com)

Responsibility: Loading  
Solutions

**Scott VanGosen**

Senior Manager, LARS  
4515 Kansas Ave.  
Kansas City, KS 66106  
913-551-4614

[scott.vangosen@bnsf.com](mailto:scott.vangosen@bnsf.com)

Responsibility: Loading  
Solutions – Open Top

**Lonnie Walker**

Senior Manager, LARS  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-32496

[lonnie.walker@bnsf.com](mailto:lonnie.walker@bnsf.com)

Responsibility: Loading  
Solutions

**Jason Yarger**

Manager, LARS  
12400 51<sup>st</sup> Pl. South  
Seattle, WA 98178  
206-658-1685

[jason.yarger@bnsf.com](mailto:jason.yarger@bnsf.com)

Responsibility: Loading  
Solutions

**Elliott Zajac**

Manager, LARS  
4930 N. Railroad Avenue  
Pasco, WA 99301  
360-418-6495

[elliott.zajac@bnsf.com](mailto:elliott.zajac@bnsf.com)

Responsibility: Loading  
Solutions

**Cargo Claims**

**Ann Mathewson**

Director, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-2517

[ann.mathewson@bnsf.com](mailto:ann.mathewson@bnsf.com)

Responsibility: Freight Claims

**Millicent Converse**

Senior Analyst, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3743

[millicent.converse@bnsf.com](mailto:millicent.converse@bnsf.com)

Responsibility: Freight Claims

**Eric Hale**

Manager, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3176

[eric.hale@bnsf.com](mailto:eric.hale@bnsf.com)

Responsibility: Freight Claims

**Sarah Ankrom**

Manager, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3536

[sarah.ankrom@bnsf.com](mailto:sarah.ankrom@bnsf.com)

Responsibility: Freight Claims

**Kathy Calvin**

Senior Analyst, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3257

Email: [kathy.calvin@bnsf.com](mailto:kathy.calvin@bnsf.com)

Responsibility: Freight Claims

**Carey Mooradian**

Senior Manager, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3405

[carey.mooradian@bnsf.com](mailto:carey.mooradian@bnsf.com)

Responsibility: Freight Claims

**Michael Bradley**

Analyst, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3233

[michael.bradley@bnsf.com](mailto:michael.bradley@bnsf.com)

Responsibility: Freight Claims

**Kevin Delk**

Senior Analyst, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3885

[kevin.delk@bnsf.com](mailto:kevin.delk@bnsf.com)

Responsibility: Freight Claims

**Daniel Munzer**

Senior Analyst, Cargo Claims  
920 SE Quincy St.  
Topeka, KS 66612  
785-435-3265

[daniel.munzer@bnsf.com](mailto:daniel.munzer@bnsf.com)

Responsibility: Freight Claims

**Michelle Root**

Senior Analyst, Cargo Claims

920 SE Quincy St.

Topeka, KS 66612

785-435-3540

[michelle.root@bnsf.com](mailto:michelle.root@bnsf.com)

Responsibility: Freight Claims

**Melissa Smith**

Senior Analyst, Cargo Claims

920 SE Quincy St.

Topeka, KS 66612

785-435-3532

[melissa.smith2@bnsf.com](mailto:melissa.smith2@bnsf.com)

Responsibility: Freight Claims

**Lori Solander**

Senior Analyst, Cargo Claims

920 SE Quincy St.

Topeka, KS 66612

785-435-3475

[lori.solander@bnsf.com](mailto:lori.solander@bnsf.com)

Responsibility: Freight Claims

**Robert Sloop**

Investigator, Cargo Claims

920 SE Quincy St.

Topeka, KS 66612

785-435-3260

[bob.sloop@bnsf.com](mailto:bob.sloop@bnsf.com)

Responsibility: Freight Claims

# CN Rail

## Contact Information:

- Claims, notifications, general inquires: [ISSYS@cn.ca](mailto:ISSYS@cn.ca)
- Foreign line request (automotive): [CNAUTOFLR@cn.ca](mailto:CNAUTOFLR@cn.ca)
- Foreign line request (merchandise): [FRTCLMFLR@cn.ca](mailto:FRTCLMFLR@cn.ca)
- Interline claim inquires: [fc\\_interline@cn.ca](mailto:fc_interline@cn.ca)
- Load plans/shipment quality: [loadplan@cn.ca](mailto:loadplan@cn.ca)

## Shipment Quality

### **Eric Herbeck**

Sr. Manager, Shipment Quality  
2800 Livernois Rd.  
Troy, MI 48083  
734-735-4174

[eric.herbeck@cn.ca](mailto:eric.herbeck@cn.ca)

Responsibility: Shipment  
Quality

### **Ben Cates**

Manager, Shipment Quality  
8050 Cavendish  
Montreal, QC, Canada H4T 1T1  
780-907-6771

[ben.cates@cn.ca](mailto:ben.cates@cn.ca)

Responsibility: Shipment  
Quality

### **Joanna McFatridge**

Officer, Shipment Quality  
1 Administration Road  
Concord, ON, Canada L4K 1B9  
289-541-8117

[joanna.mcfatridge@cn.ca](mailto:joanna.mcfatridge@cn.ca)

Responsibility: Shipment  
Quality – Intermodal

### **Sanjay Reddy**

Manager, Shipment Quality  
11717 138<sup>th</sup> Street  
Surrey, BC Canada V3R 6T5  
604-589-6598

[sanjay.reddy@cn.ca](mailto:sanjay.reddy@cn.ca)

Responsibility: Shipment  
Quality

### **Ken Thomson**

Officer, Shipment Quality  
1180 Main Road;  
Halifax, NS, Canada BEG 1M4  
902-717-3474

[kendell.thomson@cn.ca](mailto:kendell.thomson@cn.ca)

Responsibility: Shipment  
Quality - Automotive

### **Juan Villa, Jr**

Officer, Shipment Quality  
17550 South Ashland Ave.  
Homewood, IL 60430  
715-206-0498

[juan.villajr@cn.ca](mailto:juan.villajr@cn.ca)

Responsibility: Shipment  
Quality – Carload

### **Tom Willett**

Manager, Automotive Supply  
Chain  
& Shipment Quality  
2800 Livernois Rd.

Troy, MI 48083

248-789-8462

[thomas.willett@cn.ca](mailto:thomas.willett@cn.ca)

Responsibility: Shipment  
Quality



## Freight Claims

### **Alan Cann**

System Manager, Freight Claims  
935 de la Gauchetiere St. W.  
Montreal, QC, Canada H3B 2M9  
248-399-4871

[alan.cann@cn.ca](mailto:alan.cann@cn.ca)

Responsibility: Freight Claims

### **Melanie Legault**

Officer, Freight Claims  
935 de la Gauchetiere St. W.  
Montreal, QC, Canada H3B 2M9  
514-399-6526

[melanie.legault@cn.ca](mailto:melanie.legault@cn.ca)

Responsibility: Freight Claims –  
Automotive

### **Nadia Ringuette**

Officer, Freight Claims  
935 de la Gauchetiere St. W.  
Montreal, QC, Canada H3B 2M9  
514-399-5956

[nadia.ringuette@cn.ca](mailto:nadia.ringuette@cn.ca)

Responsibility: Freight Claims –  
Merchandise

## CPKC Railway

### Damage Prevention & Claim Services (DPCS)

**Contact Information:**

- For current contact information, please reach out to [dpls@aar.com](mailto:dpls@aar.com) .

# CSX TRANSPORTATION

## Contact Information:

- Claims: 800-327-9715
- Foreign line request (in): [foreignlinerequest@csx.com](mailto:foreignlinerequest@csx.com)
- All replies (out): [fl\\_messages@csx.com](mailto:fl_messages@csx.com)
- Reporting damage: 800-432-1032; [exceptions@csx.com](mailto:exceptions@csx.com)
- Loading and securement inquiries: [LEADS@csx.com](mailto:LEADS@csx.com)

## Load Engineering & Design Services (LEADS)

### Kevin Conlon

Director, LEADS  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-279-6350  
[kevin\\_conlon@csx.com](mailto:kevin_conlon@csx.com)  
Responsibility: Damage  
Prevention

### Roger Laird

Mgr. LEADS Field Operations &  
Freight Recovery  
5656 Adamo Dr.  
Tampa, FL 33619  
813-664-6228  
[roger\\_b\\_laird@csx.com](mailto:roger_b_laird@csx.com)  
Responsibility: Damage  
Prevention

### Ian Ray

Mgr. LEADS Field Operations &  
Damage Prevention  
500 Water St.  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-783-7030  
[ian\\_c\\_ray@csx.com](mailto:ian_c_ray@csx.com)  
Responsibility: Damage  
Prevention

### Jonathan Hall

Mgr. LEADS Field Operations &  
Damage Prevention  
2000 West Cabot Blvd. West  
Langhorne, PA 19407  
215-891-5521  
[jonathan\\_hall@csx.com](mailto:jonathan_hall@csx.com)  
Responsibility: Damage  
Prevention

### Mitchell McDonald

Mgr. LEADS Field Operations &  
Damage Prevention  
3130 Seaboard Dr.  
Nashville, TN 37211  
615-371-6319  
[mitchell\\_mcdonald@csx.com](mailto:mitchell_mcdonald@csx.com)  
Responsibility: Damage  
Prevention

### Rob Simpson

Mgr. LEADS Field Operations &  
Damage Prevention  
3131A Spring Grove Ave.  
Cincinnati, OH 4225  
513-853-1143  
[robert\\_simpson@csx.com](mailto:robert_simpson@csx.com)  
Responsibility: Damage  
Prevention

**Walter Sullins III**

Mgr. LEADS Field Operations  
& Damage Prevention  
112 S. Ramsey St.  
Charlotte, NC 28208  
704-547-5526  
[walter\\_sullins@csx.com](mailto:walter_sullins@csx.com)  
Responsibility: Damage  
Prevention

**Risk, Law, & Public Affairs**  
**Freight Claims & Auto Damage Prevention**

**Stephanie Denton**

Director, Freight Claims &  
Damage Prevention  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-279-6357  
[stephanie\\_denton@csx.com](mailto:stephanie_denton@csx.com)  
Responsibility: Damage  
Prevention & Freight Claims

**Paul Bray**

Manager Strategy Planning &  
Implementation  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-279-6314  
[paul\\_bray@csx.com](mailto:paul_bray@csx.com)  
Responsibility: Freight Claims

**Veronica Grant**

Manager Freight Claims &  
Interlines  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-279-6333  
[veronica\\_grant@csx.com](mailto:veronica_grant@csx.com)  
Responsibility: Freight Claims

**Maya Braswell**

Freight Claim Specialist  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-359-1619  
[maya\\_braswell@csx.com](mailto:maya_braswell@csx.com)  
Responsibility: Freight Claims

**Adriel Dunn**

Freight Claim Specialist  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-359-1291  
[adriel\\_dunn@csx.com](mailto:adriel_dunn@csx.com)  
Responsibility: Freight Claims

**Sarah Laird**

Freight Claims Analyst  
500 Water Street  
HQ Bldg., 4<sup>th</sup> Floor  
Jacksonville, FL 32202  
904-279-6356  
[sarah\\_laird@csx.com](mailto:sarah_laird@csx.com)  
Responsibility: Freight Claims

**Ronnie Norman**

Freight Claims Specialist

500 Water Street

HQ Bldg., 4<sup>th</sup> Floor

Jacksonville, FL 32202

904-279-6390

[ronnie\\_norman@csx.com](mailto:ronnie_norman@csx.com)

Responsibility: Freight Claims

**Zachary Womack**

Freight Claim Specialist

500 Water St.

HQ Bldg., 4<sup>th</sup> Floor

Jacksonville, FL 32202

904-359-1360

[zachary\\_womack@csx.com](mailto:zachary_womack@csx.com)

Responsibility: Freight Claims

## Cedar Rapids & Iowa City Railway, CIC

**Cheryl Rangel**

Pricing & Contract Analyst

2020 Lefebure Road

Fairfax, IA 52228

319-786-3662

[cherylrangel@travero.com](mailto:cherylrangel@travero.com)

## Florida East Coast Railway

**Robert Ledoux**

Senior Vice President

7150 Philips Highway

Jacksonville, FL 32256

904-279-3111

[robert.ledoux@fecrwy.com](mailto:robert.ledoux@fecrwy.com)

Responsibility: Damage Prevention

/Freight Claims

## Genesee & Wyoming Railroad Services

**Dave Geraci**

VP – Interline Management

13901 Sutton Park Drive S. Suite 270

Jacksonville, FL 32224

334-618-3913

[dgeraci@gwrrr.com](mailto:dgeraci@gwrrr.com)

Responsibility: Damage Prevention

& Freight Claims

## Livonia, Avon, & Lakeville Railroad Corporation

**Vince Milliken**

Vice President Customer Service

5769 Sweeteners Blvd.,

PO Box 190-B

Lakeville, NY 14480

585-346-2090

[vmilliken@lalrr.com](mailto:vmilliken@lalrr.com)

Responsibility: Damage Prevention  
/Freight Claims

## New York & Atlantic Railway

**James Nunes**

Manager – Operations Support

68-01 Otto Road

Glendale, NY 11385

718-928-2304

[jnunes@anacostia.com](mailto:jnunes@anacostia.com)

Responsibility: Damage Prevention  
/Freight Claims

**Contact information:**

[nyalossanddamage@anacostia.com](mailto:nyalossanddamage@anacostia.com)

# Norfolk Southern Corporation

## Contact Information:

- Freight Claims: [tnfreightclaims@nscorp.com](mailto:tnfreightclaims@nscorp.com)
- Foreign line inquiry: [frtclmfl@nscorp.com](mailto:frtclmfl@nscorp.com)
- Load Securement and Exception Logistics: [nslss@nscorp.com](mailto:nslss@nscorp.com)

## Damage Prevention & Freight Claims

### **Gabrielle With**

Group Manager  
Exception Logistics  
650 W Peachtree St. NW  
Atlanta, GA 30308  
404-558-4211  
[gabrielle.with@nscorp.com](mailto:gabrielle.with@nscorp.com)  
Responsibility: Load Securement,  
Exception Logistics, & Freight  
Claims

### **William John**

Manager Freight Claims  
650 W Peachtree St. NW  
Atlanta, GA 30308  
404-522-1516  
[william.john@nscorp.com](mailto:william.john@nscorp.com)  
Responsibility: Freight Claims

### **Stephen Podolak**

Asst Manager  
Securement Solutions  
218 N Enola Rd  
Enola PA 17025  
Phone: 724-650-2491  
[stephen.podolak@nscorp.com](mailto:stephen.podolak@nscorp.com)  
Responsibility: Exception  
Logistics

### **Lindy Pope**

Manager Securement Solutions  
650 W Peachtree St. NW  
Atlanta, GA 30308  
404-227-0159  
[lindy.pope@nscorp.com](mailto:lindy.pope@nscorp.com)  
Responsibility: Load Securement –  
Open Top

### **Mike Sandoval**

Manager Securement Solutions  
650 W Peachtree St. NW  
Atlanta, GA 30308  
404-416-0808  
[michael.sandoval@nscorp.com](mailto:michael.sandoval@nscorp.com)  
Responsibility: Load Securement  
Intermodal – Closed Car

### **Jim Schaub**

Asst Manager  
Securement Solutions  
344 Emerald Ave  
Toledo OH 43604  
Phone: 470-898-5180  
[james.schaub@nscorp.com](mailto:james.schaub@nscorp.com)  
Responsibility: Exception  
Logistics

### **Joe Skrabutenas**

Manager Exception Logistics  
361 W 47th St  
Chicago IL 60609  
Phone: 219-477-7297  
[joseph.skrabutenas@nscorp.com](mailto:joseph.skrabutenas@nscorp.com)  
Responsibility: Exception  
Logistics

### **Darryl Strozier**

Manager Exception Logistics  
650 W Peachtree St. NW  
Atlanta, GA 30308  
404-833-0908  
[darryl.strozier@nscorp.com](mailto:darryl.strozier@nscorp.com)  
Responsibility: Exception  
Logistics

### **Chris York**

Manager Exception Logistics  
650 W Peachtree St. NW  
Atlanta, GA 30308  
404-416-0343  
[christopher.york@nscorp.com](mailto:christopher.york@nscorp.com)  
Responsibility: Exception  
Logistics



## **Automotive Customer Service**

### **Michael Thidemann**

Group Manager Terminal Planning –

Automotive and Intermodal

650 W Peachtree St. NW

Atlanta, GA 30308

404-510-9967

[michael.thidemann@nscorp.com](mailto:michael.thidemann@nscorp.com)

Responsibility: Auto Damage

Prevention & Automotive Support

# Union Pacific Railroad

## Shipment Quality

### Contact Information:

- Foreign line inquiries: 800-521-3253
- Automotive inquiries: [UPautoflr@up.com](mailto:UPautoflr@up.com); [updpsauto@up.com](mailto:updpsauto@up.com)
- Intermodal damage prevention: [UPIntemdIFLR@up.com](mailto:UPIntemdIFLR@up.com)
- Industrial/AG/Perishable damage prevention: [UPIndAgGovFLR@up.com](mailto:UPIndAgGovFLR@up.com)

### Mike Dickmeyer

General Director Shipment Quality

1400 Douglas St., Stop 1330

Omaha, NE 68179

402-544-3490

[mikedickmeyer@up.com](mailto:mikedickmeyer@up.com)

Responsibility: Damage Prevention

## Damage Prevention

### Ben Hamilton

Director Shipment  
Quality

1400 Douglas St., Stop 1330

Omaha, NE 68179

402-544-4622

[brhamilt@up.com](mailto:brhamilt@up.com)

Responsibility: Damage  
Prevention

### Sean Bishop

Mgr Ship Quality  
Field Ops

10822 N. Swift Ct.

Portland, OR 97203

503-961-0678

[scbishop@up.com](mailto:scbishop@up.com)

Responsibility: Damage  
Prevention

### Patrick Bock

Mgr Ship Quality

Engineer - Intermodal & Ag

1400 Douglas St., Stop 1330

Omaha, NE 68179

402-544-2305

[pnbock@up.com](mailto:pnbock@up.com)

Responsibility: Damage  
Prevention

**Damon Butler**

Mgr Ship Quality  
 Field Ops  
 9900 I-76 Service Road  
 Henderson, CO 80640  
 531-444-8753  
[dabutler@up.com](mailto:dabutler@up.com)  
 Responsibility: Damage  
 Prevention

**Mark Doner**

Mgr Ship Quality  
 Field Ops  
 4500 Etiwanda Ave. S  
 Mira Loma, CA 91752  
 909-685-2812  
[mcdoner@up.com](mailto:mcdoner@up.com)  
 Responsibility: Damage  
 Prevention

**Chris Holloway**

Mgr Ship Quality  
 Field Ops  
 1400 Downs Drive  
 West Chicago, IL 60185  
 630-562-7167  
[clhollow@up.com](mailto:clhollow@up.com)  
 Responsibility: Damage  
 Prevention

**Nicholas Kelly**

Mgr Ship Quality  
 Field Ops  
 1000 4<sup>th</sup> St.  
 North Little Rock, AR 72114  
 501-515-8932  
[nekelly@up.com](mailto:nekelly@up.com)  
 Responsibility: Damage  
 Prevention

**Brent Lichty**

Mgr Ship Quality  
 Engineer - Industrial  
 1400 Douglas St., Stop 1330  
 Omaha, NE 68179  
 402-544-6531  
[balichty@up.com](mailto:balichty@up.com)  
 Responsibility: Damage  
 Prevention

**Mario Tiscareno**

Mgr Ship Quality  
 Field Ops  
 1711 Quintana Rd.  
 San Antonio, TX 78211  
 210-240-7806  
[maticar@up.com](mailto:maticar@up.com)  
 Responsibility: Damage  
 Prevention

**Freight Claims****Jim Billner**

Director Claims & Prevention  
 111 S. Magnolia St.  
 Palestine, TX 75801  
 469-394-6240  
[jimbillner@up.com](mailto:jimbillner@up.com)  
 Responsibility: Freight Claims &  
 Damage Prevention – Field

**LaTisha Adams**

Mgr Ship Quality Claims  
 – Manifest/Intermodal  
 1400 Douglas St., Stop 1330  
 Omaha, NE 68179  
 402-544-6309  
[lcadams@up.com](mailto:lcadams@up.com)  
 Responsibility: Freight Claims

**Marquese Jackson**

Claims Representative  
 111 S. Magnolia St.  
 Palestine, TX 75801  
 930-731-7793  
[mdjackson@up.com](mailto:mdjackson@up.com)  
 Responsibility: Freight Claims

**Alice Jordan**

Claims Representative  
 111 S. Magnolia St.  
 Palestine, TX 75801  
 930-731-7713  
[aljordan@up.com](mailto:aljordan@up.com)  
 Responsibility: Freight Claims

**Milton Moore**

Claims Representative  
 111 S. Magnolia St.  
 Palestine, TX 75801  
 930-731-7897  
 mmoore@up.com  
 Responsibility: Freight Claims

**Matthew Morgan**

Sr. Consultant Business Analysis  
 1400 Douglas St., Stop 1330  
 Omaha, NE 68179  
 402-544-3961  
[mtmorgan@up.com](mailto:mtmorgan@up.com)  
 Responsibility: Technology  
 Reporting

**Cathy Penick**

Claims Representative

111 S. Magnolia St.

Palestine, TX 75801

930-731-7898

[capenick@up.com](mailto:capenick@up.com)

Responsibility: Freight Claims

**Nicole Perry**

Mgr Ship Quality Claims &  
Prevention - Automotive

111 S. Magnolia St.

Palestine, TX 75801

930-724-8128

[nnelson@up.com](mailto:nnelson@up.com)

Responsibility: Damage  
Prevention/Freight Claims

**Lloyd Pinnick**

Claims Representative

111 S. Magnolia St.

Palestine, TX 75801

930-731-7888

[lbpinnic@up.com](mailto:lbpinnic@up.com)

Responsibility: Freight Claims

**Crystalynn Sustaita**

Claims Representative

111 S. Magnolia St.

Palestine, TX 75801

930-731-7885

[csustaita@up.com](mailto:csustaita@up.com)

Responsibility: Freight Claims

**Dennis Williams**

Claims Representative

111 S. Magnolia St.

Palestine, TX 75801

930-731-7899

[wdwillia@up.com](mailto:wdwillia@up.com)

Responsibility: Freight Claims

## Watco

**Maurice Davis**

Director Railcar Revenue

315 W 3<sup>rd</sup> St.

Pittsburg, KS 66762

620-404-6624

[mdavis@watco.com](mailto:mdavis@watco.com)

Responsibility: Damage Prevention/Freight Claims

**End of Directory**