



U.S. Department
of Transportation

**Federal Railroad
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

September 9, 2021

Mr. Shannon Mason
System General Road Foremen
Norfolk Southern Railway Company
1200 Peachtree St. NE, Box 145
Atlanta, GA 30309

VIA EMAIL ONLY

Dear Mr. Mason:

The purpose of this letter is to inform Norfolk Southern Railway Company (NS) that the Federal Railroad Administration (FRA) has conducted a review of NS' Conductor Certification Program dated May 22, 2018 (2018 program). FRA has recently initiated a review of railroad certification programs¹ in response to growing concerns regarding the engineer and conductor training programs and in response to recommendations of an Office of Inspector General audit of FRA's Conductor Certification Program.

Based on FRA's review, FRA finds that the 2018 program is not in conformance with 49 CFR Part 242. Overall, NS' program lacks sufficient detail to permit effective evaluation of the railroad's 2018 program. Pursuant to 49 CFR § 242.103(g), FRA has included as an enclosure to this letter, a detailed analysis of the program noting specific deficiencies FRA uncovered during its review. FRA's procedures guiding review and approval of programs is described in appendix B to 49 CFR Part 242.

Accordingly, NS shall resubmit its 2018 program within 30 days of the date of this letter addressing the deficiencies noted in the enclosure. 49 CFR § 242.103(h). A failure to resubmit the program with the necessary revisions will be considered a failure to implement a program under 49 CFR Part 242. *See id.*

Should you have any questions regarding this letter, please contact Christian B. Holt, Staff Director, Operating Practices Division, at Christian.Holt@dot.gov or 202-366-0978. A copy of this letter and its enclosure has been provided to the president of each labor organization that represents NS' employees.

Sincerely,

Carolyn Hayward-Williams
Director, Office of Railroad Systems and Technology

Enclosure: Norfolk Southern Railway Company Conductor Certification Program Review

cc: Jeremy Ferguson, President, SMART-Transportation Division

¹ 49 CFR Part 240, App. B and 49 CFR Part 242, App. B.