



The New York & Atlantic Railway (NYA) has taken aggressive action to automate its systems. Using ShipperConnect and e-BOL, the NYA increased its automated forwarded billing from 46% in May, 2006, to 91% automated in May, 2007. While the NYA has focused on outbound customers, inbound customers have not been ignored, as reflected in an increase in automated RMTY movement events, from only 15% in May, 2006 to 44% in May, 2007.

Recognizing that it needs to increase the total number of automated events, the NYA installed mCrew cellular connections on thirteen locomotives in 2007. They are confident the addition of mCrew will result in an increase in the automation of the NYA's car movement events and a significant improvement in the NYA on-time performance reporting.

Taking action to improve service is business as usual for the NYA.

