



Monday July 19, 2021

## **Customer Bulletin: Containers continue to arrive into Vancouver.**

*Woodbridge, ON - July 19, 2021* – The Vancouver team continues to receive containers today and are expected to receive a higher volume in the next few days. Although it's still slow moving on the rail line, more containers are able to move through the congestion.

We still expect a minimum delay of 48 -72 hours with the containers coming into and out of Vancouver.

Our Vancouver operations will continue to work around the clock with increased capacity to get all containers received, offloaded, processed and schedule out for delivery.

We will keep providing updates and thank you for your patience and understanding.

## **Frequently Asked Questions**

### **Q: Should we continue to use intermodal services?**

A: Yes, you should continue to use intermodal with us, this is the most economical way with capacity. We kindly ask that you plan to add additional transit lead time during this period. There may be delays right now, but once we are fully operational, we will be back on our regular schedules.

### **Q: Is Fastfrate still picking up shipments?**

A: Yes, Fastfrate will pick-up your shipments to and from Vancouver and Vancouver Island. If you have additional urgent shipments with a specific timeline, our Integrated Logistics division can offer an alternative road solution. Please contact: [centrallogistics@fastfrate.com](mailto:centrallogistics@fastfrate.com) or [Easternlogistics@fastfrate.com](mailto:Easternlogistics@fastfrate.com)

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**Q: Are you pre-booking appointments?**

A: Shipments will be appointed once we have a firm ETA from CP Rail to our terminal, as the rail becomes more fluid, we will then begin to pre-book delivery appointments.

**Q: How are you managing the delays in western Canada?**

A: We are working around the clock and have increased local workload capacity as well as dedicating resources from other Fastfrate terminals into Vancouver. We will continue to get containers received, offloaded, processed and scheduled out for delivery. We are working towards minimizing the turn-around time for all your current freight.

**Q: What is happening in British Columbia with the wildfires?**

A: British Columbia is facing difficult times and devastation with the wildfires. As of July 18<sup>th</sup>, there are over **300** active wildfires that are burning in BC.

For more information please click on the news links below.

<https://globalnews.ca/news/8038107/bc-wildfires-july-18/>

<https://www2.gov.bc.ca/gov/content/safety/wildfire-status>

<https://bc.ctvnews.ca/video?clipId=2234413&jwsourc=em>

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