



Wednesday July 21, 2021

## **Customer Bulletin: Vancouver continues working around the clock to receive and process containers.**

*Woodbridge, ON - July 21, 2021* – The CP rail line is still experiencing limitations with rail speed, however containers are continuously arriving into Vancouver.

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

The Vancouver team continues to receive a high volume of containers today and for the rest of the week. With this influx of containers, our operations team continue to work 24hours 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

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can offer an alternative road solution. Please contact: [centrallogistics@fastfrate.com](mailto:centrallogistics@fastfrate.com) or [Easternlogistics@fastfrate.com](mailto:Easternlogistics@fastfrate.com)

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

A: Although the rail is moving slow, we have started to begin to pre-book delivery appointments, for all containers that are coming through.

**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&jwsource=em>

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