



Tuesday July 27, 2021

Customer Bulletin: Vancouver continues to receive and process containers.

Woodbridge, ON - July 27, 2021 – The CP rail line is now very fluid and fully operational. Containers are moving into and out of Vancouver with no delays.

The Vancouver team received a high volume of containers this weekend and will continue to work 24hours with increased capacity to get all containers received, offloaded, processed and schedule out for delivery. With this continued effort we will be back to our committed transit days by end of the month.

We will still need your assistance to get there. When we call to arrange your delivery please receive the shipments in the time line we request. This will help to keep the equipment available to be able to work through the influx of containers.

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 or Easternlogistics@fastfrate.com

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Q: Are you pre-booking appointments?

A: Yes, 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 23rd, there are over **250** active wildfires that are burning in BC.

For more information please click on the news links below.

<https://vancouversun.com/news/local-news/bc-wildfires-update-heres-the-latest-on-wildfire-situation-in-british-columbia>

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

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

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