



Friday July 09, 2021

## **Customer Bulletin: Further improvements have been made with arrivals of delayed containers into Vancouver.**

*Woodbridge, ON - July 9, 2021* – CP's line have been moving well and containers have been arriving swiftly into Vancouver. Delayed containers and scheduled containers will be received throughout the weekend and processed by our Vancouver team. We have ramped up our efforts by increasing local workload capacity and dedicating resources from other Fastfrate terminals into Vancouver.

Transport Canada has announced that CP and CN lines will be closed starting July 9<sup>th</sup> at 12:01 PDT for 48 hours for repair work. For more information please click on the link from Transport Canada: <https://bit.ly/3wpwg2F>

This temporary closure will not affect us in the next 48 hours as all outstanding containers will arrive this weekend into Vancouver. It will however effect current traffic and we should continue to expect 48-72 hours delay.

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.

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**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)

**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 with plans to increase local workload capacity as well as dedicating resources from other Fastfrate terminals into Vancouver. We will continue to work through the freight and shipments that we have on-hand now and the additional loads as they come through. 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 6<sup>th</sup>, there are over 200 active wildfires that are burning in BC.

For more information please click on the news links below.

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

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

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## Customer Station Bulletin

### Customer Advisory: British Columbia interior - Update

Customer Advisory: Transport Canada order to temporarily cease rail movements - British Columbia interior

CP continues to safely recover service through the Lytton, British Columbia area in a controlled fashion. We remain committed to supporting the community of Lytton and have pledged \$1 million to assist in recovery efforts. CP has offered to work directly with the Village of Lytton, Lytton First Nation, Thompson-Nicola Regional District and other agencies to provide resources and logistics support in the development of temporary housing facilities for families that have been displaced.

Today, Transport Canada has issued a Ministerial Order directing CP and CN to temporarily cease rail movements between Kamloops and Boston Bar, BC on the respective Thompson subdivision and Ashcroft subdivision for a period of up to 48 hours (excepting emergency fire response and emergency repair work) in support of residents' return to inspect their homes and properties.

The Ministerial Order took effect at 12:01 AM PDT on July 9, 2021, for a period of 48 hours unless revoked earlier in writing.

To facilitate recovery embargoes (listed below) remain in effect. This temporary situation continues to be assessed frequently and therefore, embargoes can be rescinded or altered at any time. Customers remain able to apply for permits for local traffic as well as permits beyond local movements. Customers may experience delays of 24-48 hours.

CPRS000221 - Station embargo  
CPRS000321 – Interchange embargo

[For embargo details click here](#)

For up-to-date information on specific impacts to your shipments or other problem resolution inquiries please contact your Account Manager or Customer Service at 1-888-333-8111. You can also reach Customer Service through the Log an Issue tool on Customer Station or via email at [customer\\_service@cpr.ca](mailto:customer_service@cpr.ca)

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We will continue to provide updates as necessary and work directly with affected customers. We appreciate your business, your patience and support.

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