



## **Customer Bulletin: BC flood update.**

*Woodbridge, ON –December 2, 2021* – CP Rail train operations continues to move containers safely and steadily through the region and into Vancouver. They are monitoring the weather and ensuring the rail remains fluid.

Our Vancouver team has started to receive some of the containers originally delayed when the mudslides happened. They are processing the freight now and will be arranging delivery as soon as available. If you can ensure that you or your customers receiving freight, please allow for direct delivery rather than appointments or if absolute appointment required, they are granted an immediate priority.

As we continued to pick-up and stage freight from Toronto and Montreal, those containers are now being placed on the CP rail line and are on route to Vancouver. We still can't provide exact timelines as the original backlog still needs to be cleared and delivered, however it is moving and that is a good sign.

For shipments moving from Western Canada to Eastern Canada, the containers are being loaded and staged at the CP Yard for departure. Once the rail re-opens West to East they will be loaded onto the rail line and moved.

For an over-the-road update, some parts of highways have re-opened but have very limited access and are slow moving. Crews continue to work around the clock to assess the damages to build a timeframe of when roads and highways can be fully re-open.

We will continue to monitor and update you as we receive the information. Thank you for your patience and understanding.

## **Frequently Asked Questions (FAQs)**

### **Q: Which of my shipments are affected?**

A: Shipments that are in-transit have been affected – please contact customer service for more information.

### **Q: Is Fastfrate still picking up shipments destined to lower mainland and Vancouver Island?**

A: Our teams in Toronto and Montreal continues to pick up freight destined to all BC locations, load the freight into containers. We have started to move some containers on the CP rail line to Vancouver.

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**Q: Will you move freight through the US?**

A: At this time there are very limited options but please contact your account manager for further details.

**Q: Are there alternate route that you can take?**

A: Not at this time, some highways have partial re-opened but have limited access. We continue to monitor the situation.

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

A: If you can ensure that you or your customers receiving freight, please allow for direct delivery rather than appointments or if absolute appointment required, they are granted an immediate priority.

When the rail is more fluid and has worked through the originally delayed backlog, we will then begin to pre-book delivery appointments.

**Q: When will the roads re-open?**

A: Crews are on site trying to clear as much as they can and assess the damages. Some parts of the highways have re-opened but have limited access. We will continue to monitor the situation and will advise once we have more information.

**Q: When will the rail lines re-open?**

A: CP announced that train operations resumed Tuesday Nov 23<sup>rd</sup> in the Cascade and Thompson subdivisions in British Columbia. They continue to work around the clock to move through the backlog of all in-transit freight and is making good progress. We will continue to monitor and update you as we receive the latest information.

**Q. Is all of BC affected?**

Only the Lower Mainland Vancouver and surrounding cities and towns, and Vancouver Island have been affected. The following BC cities continue to be serviced through our Calgary and Edmonton terminals and are currently not affected: Burns Lake, Chetwynd, Cranbrook, Dawson Creek, Ft St John, Kamloops, Kelowna, Peachland, Penticton, Prince Rupert, Summerland, Terrace and Vernon.

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## Customer Advisory – B.C. Update

CP is continuing to monitor weather conditions through the Fraser Canyon and Metro Vancouver areas.

Our crews remain in the area to regularly monitor track and rail infrastructure and perform any required work between train movements. Train operations continue in a safe and steady manner through the region since the restoration of CP's line early last week.

CP is working closely with customers and terminals, as well as the BC Ministry of Transportation and Infrastructure and other stakeholders to restore the supply chain.

We thank our customers for their patience and cooperation as we clear the backlogs as safely and efficiently as possible.



More information from local news

<https://globalnews.ca/news/8416442/b-c-storm-flooding-third-atmospheric-river/>

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