



Friday July 23, 2021

### **Customer Bulletin: Vancouver continues to receive containers.**

*Woodbridge, ON - July 23, 2021* – The Vancouver team received a high volume of containers this 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.

The CP rail line continues to experience limitations with rail speed, however containers are still arriving into Vancouver.

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

We ask that when we call to arrange your delivery that you 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](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 23<sup>rd</sup>, 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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