



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

*Woodbridge, ON –December 23, 2021* – Both CP and CN rail lines remains operational and continues to move containers safely and steadily through the region and into Vancouver. They are monitoring the weather and ensuring the rails stay fluid.

For an over-the-road update, all impacted highways will re-open the week of December 27<sup>th</sup> but there will be significant increased travel time due to reduced speeds and lane restrictions with one lane moving in each direction. For more information, please check the <https://drivebc.ca/> website for regular updates.

Our Vancouver team continues to receive containers, but we are still expecting delays as the backlog of containers have created a bottleneck at the Vancouver terminal. We continue to send extra manpower from across the country to help with the backlog.

We are working 24/7 to process the incoming freight and arranging delivery as soon as available. To help keep operations running, please ensure that you or your customers receiving freight allow for direct delivery rather than appointments or if absolute appointment is required, they are granted an immediate priority.

Our teams in Toronto and Montreal, continues with regular operations with receiving freight and loading containers 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.

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. All impacted highways are to re-open next week but will be slow moving due to reduced speeds and lane restrictions with one lane moving in each direction.

**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: All impacted highways will re-open next week but will be slow moving due to reduced speeds and lane restrictions with one lane moving in each direction. For more information please check the <https://drivebc.ca/> website for regular updates.

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

A: CP and CN rail lines are both open. 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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