



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

*Woodbridge, ON –December 9, 2021* – Both CP and CN rail lines are operational and continues to move containers safely and steadily through the region and into Vancouver. They are monitoring the weather and ensuring the rails remain fluid.

Since both CP and CN rail lines are open, our Vancouver team has started to load the staged containers moving from Western Canada to Eastern Canada.

Our Vancouver team continues to receive containers that were originally delayed when the mudslides happened. We have also added additional team members from across the country to Vancouver to help with the influx of arriving containers. As the containers are flowing in, we expect some delays as there will be bottlenecks at the terminals with all containers coming in at once.

The Vancouver teams 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, continue 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.

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.

**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 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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## Customer Advisory – B.C. Update

Over the weekend, CN completed repairs to its Ashcroft subdivision in British Columbia. As a result, on Sunday, CP and CN resumed directional running in the area between Ashcroft, B.C. and Vancouver. Directional running, where westbound trains utilize the CN corridor and eastbound trains use the CP route, restores needed rail capacity in the region.

While CP restored its service on November 23, the limited operational capacity during the past two weeks without the efficiencies of directional running has slowed the recovery from this weather-caused disruption. We have mobilized every possible resource to keep the rail network running and to restore service to your business. As we move toward full operations, we must closely coordinate with our customers and terminals to clear the backlogs and finish the year strong.

Success will require alignment across the supply chain to increase throughput. Weekend work, additional changes in shifts and flexible schedules at customer and terminal locations are key to getting more freight moving efficiently. Your collaboration and commitment to this process will help accelerate service recovery in this region.

Our teams will remain in contact to discuss the steps necessary to make this recovery succeed and get service levels back to normal as safely and efficiently as possible. As we do this, CP will also continue its work with local and B.C. authorities and Indigenous communities to coordinate the delivery of critical materials, equipment, food and fuel.

We appreciate your business and remain committed to collaborating to rebalance the supply chain.

Thank you for your continued patience and understanding.

Sincerely,

John Brooks

Executive Vice-President and Chief Marketing Officer



More information from local news

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

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