

Below are my comments regarding Rail Freight Service as it pertains to Procor.

1. CN is very efficient at moving cars and we generally do not have issues when cars are on the move. It takes cars longer to move from point to point when we use CP.
2. Because we do not have much in the way of paid moves to either CN or CP, we do not have one point of contact should issues arise, and are directed to a 1-800 telephone number that is automatically routed to support centres. In the case of CN, the support centre we are connected to is in Concord ON, but, they can only deal with issues in their area. If the issue relates to another geographical area our call gets transferred several times before we are connected to a person that can deal with the issue. In the case of CP the support centre is in Calgary and calls often go directly to voice-mail.

A dedicated point of contact would be preferable.

3. Generally freight rates are covered by tariff with little room for negotiation, especially with our volumes. At times we would like the flexibility to negotiate rates that would vary from tariff.

Nick Dachuk  
Fleet Manager