

Armour Transportation Systems

1. Poor communication from IMX when they are about to make changes to their operations, this is ongoing.
2. Chassis shortage especially in Montreal causing extended dwell times for our drivers
3. Left behinds.
4. On time performance is very poor especially inbound to Halifax.
5. Short window of time when they are open at the Moncton/Halifax ramps creating double handling of our loads.....swipe card system would rectify this giving our drivers 24/7 access to their yards .
6. Shortage of RV's., very difficult to grow with IMX with potential new business.
7. Can only tender loads on the same day of the RV's, create double handling for cartage, more costs incurred.
9. Poor shunting on boxcars to our warehouses, this service is not consistent.
10. Sales and marketing group has vastly improved with their new management (IMX) team this unfortunately has not yet filtered down to the ramp level where CN still has a long way to go in their processes
11. Operations at the ramp levels remain unchanged.

Wayne Wood