

Appendix

From: Elvin Toews <Etoews@columbiacontainers.com>

Sent: Friday, January 18, 2019 1:47 PM

To: Michael Garlasco <Michael_Garlasco@cpr.ca>

Subject: CP Performance Review

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Hey Mike,

At the level I deal with CP Rail, I am very happy with the work you and your staff do on a daily basis. I find your staff pleasant to deal with, punctual, and willing to try to accommodate any of our service requests.

Granted, there was a couple days when our spot time was later than ideal, but I never doubted your staff's desire to do right by us and give us the best possible service they could provide given the circumstances.

Overall, I only have positive things to say about the service your team provides on the Waterfront.

Regards,

Elvin

Elvin Toews, Rail Planner

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