

Bob Lemieux – London, ON	Via Rail fares are still too high even on super saver. Via needs to understand that especially in areas like the corridor, it is competing with the automobile and the price of gasoline. For example, 2 people in coach seats would travel from London to Ottawa round trip for \$537.88 (best price). My car can be filled with gasoline for \$80.00 and would require 2.5 fill ups to Ottawa and back which equals \$200.00; that is a big difference and impacts choice of transportation modes especially for tourists. Via needs to come up with “family” fares to help it compete in this regard.
Answer	Price is an important factor for many travelers, and VIA regularly introduces seat sales and new reduced fare options, including on-line Express Deals. And as of June 1 st , we will be offering a brand new Escape fare that will provide an even better discounted option on many popular routes out of London and other major destinations. We also offer special discounts for children, youth and seniors. We will definitely take a look at your suggestion for Family Fares.
Bob Lemieux – London, ON	I am encouraged by the addition of more trains out of Ottawa to Montreal, Ottawa to Toronto as well as on the Montreal-Toronto route. However, as a London resident, when will we see more frequencies from Toronto to Windsor and can we expect to get Renaissance equipment on this route in the future? Many people I know continue to use the Greyhound bus because there is not a convenient frequency of Via trains; the market is huge in southwestern Ontario!
Answer	Southwestern Ontario is an important travel market for VIA, and we are aware that frequency is an important factor for travelers when it comes to making a choice of travel mode. That is why VIA has worked closely with other transportation providers to offer more seamless, integrated travel choices on many routes, including in Southwestern Ontario. While there are no immediate plans to introduce new frequencies or Renaissance equipment on this route, VIA regularly reviews demand for its services with a view to adjusting service levels to better match that demand.
Bob Lemieux – London, ON	Via needs to get its act together and do something about finally upgrading its Toronto-Kitchener-London route. This service is disgraceful and there has been too much wrangling for too long with the private owner of this line and a solution must be found. For one, I refuse to put my daughter on this train route when she needs to travel from Toronto to London; often she takes the bus as a consequence.
Answer	VIA has in fact signed a contract with the Goderich and Exeter Railway and has committed to invest some \$20 million over the coming year to upgrade signaling and other elements on this route, resulting in greater reliability and safety for its operations.
Bob Lemieux – London, ON	What is the status of the Toronto-New York service? Rumours have it being abandoned because the Canadian section of the line is no longer used for freight services. Also, the border formalities are ridiculously slow and in this day and age why does one have to stop 1.5 hours for customs and immigration checks; the Europeans do it on a moving train, i.e. Helsinki-Moscow.
Answer	VIA and Amtrak have been working closely with border crossing authorities with a view to securing better procedures that will streamline the process and reduce delays. Talks are progressing well and we hope to be able to announce an improved procedure in the coming months.

Bob Lemieux – London, ON	Speaking to international service, I don't see any initiative on VIA's part to address cross-border services; is VIA's management considering Montreal-Boston, Toronto-Chicago and other services to U.S. cities? Is there a dialogue with its sister company Amtrak in this area? The European railways have for years been operating in a seamless fashion across borders...
Answer	While VIA's primary mandate is to provide intercity and regional train services within Canada, we are always open to discussing new opportunities, where the appropriate infrastructure exists and a strong business case can be made with respect to a perceived demand and revenue stream that would improve VIA's bottom line.
Jason Shron – Rapido Trains Inc. – Concord, ON	Will train service ever be restored between Edmonton and Calgary and between Winnipeg and Vancouver via Regina, Calgary and Banff?
Answer	While VIA's primary mandate is to provide intercity and regional train services on existing routes, we are always open to discussing new opportunities, where the appropriate infrastructure exists and a strong business case can be made with respect to a perceived demand and revenue stream that would improve VIA's bottom line.
Jason Shron – Rapido Trains Inc. – Concord, ON	Is there a concrete plan to turn the Renaissance service cars around and open them to coach passengers in the Corridor? If so, what is the timeline? In their current configuration they are rarely used by passengers.
Answer	VIA has taken a number of steps to make the Renaissance service cars more appealing to passengers in the Corridor, including the addition of large-screen TVs with satellite feed and redesigning the lounge area to improve the space available for passengers to relax and work. At this time, these cars are primarily intended for Business Class passengers, and are in fact marketed to these passengers as a value-added part of the offering. That being said, VIA will certainly consider how we might make even better use of them, and perhaps open them to use by other passengers in future.
Gilbert Le Blanc	Why wait until the 21st of December to be concerned about the state of the infrastructures?
Answer	On tracks owned and operated by VIA, we meet or exceed all regulatory requirements with respect to inspections and track maintenance. Where VIA trains run over other railways' tracks, although we are not directly responsible, we maintain a very close watch on the state of that infrastructure, and should defects be noted, will adjust our operations pending repairs, as we recently did in the Gaspé area.
Gilbert Le Blanc	For the past while, the train has gone to New Carlisle. When will the service to Gaspé be re-established?
Answer	The Gaspé Railway Corporation has informed VIA that work is proceeding on required repairs east of New Carlisle over the coming months, and has indicated that the work would be complete by the end of August. Pending a positive post-work inspection, VIA would then restore service on that portion of the line..
Gilbert Le Blanc	VIA has renovated the cars of the Canadian; the results are very interesting; will VIA also renovate the cars of the Gaspésie train, which are much in need as they are showing their age?
Answer	While a precise timeline hasn't yet been developed, VIA's intention is to eventually extend the renovations to the remainder of its long-distance fleet.
Gilbert Le Blanc	Why not put a day train in service during the summer? (Montréal-Gaspé)

Answer	While VIA does not have any plans to expand its service to the Gaspé region, we understand that tourism interests in the region are looking at introducing a seasonal tourist train.
Gilbert Le Blanc	Why do you not apologize for delays?
Answer	On-time performance is an area that VIA continually works on improving, and while there is still progress to be made, much improvement has been realized over the past year on many routes. While many train delays are outside of VIA's direct control, VIA regularly apologizes and, when those delays exceed specific tolerances, offers customers on late trains a credit on future travel, regardless of the reason for the delay. In addition, if needed, VIA will provide alternate transportation and accommodations for missed connections, again, whether or not VIA has caused the delay directly.
Gilbert Le Blanc	Mr. Laliberté has discussed VIA Rail's desire to offer service in both official languages; however, it is hard not to notice that west of Toronto, we have difficulty being served in French while onboard trains or in the stations. In the Maritimes, the service is generally bilingual, with the exception of certain days at the snack bar.
Answer	VIA takes its responsibilities to offer services in both official languages seriously, and regularly takes steps to improve employees' language skills and ensure access to customers in the language of their choice. VIA's performance in this regard has steadily improved over the past several years, and we will continue to work hard to meet or exceed requirements, and our customers' expectations.
Gilbert Le Blanc	Why has the service on Vancouver Island been abandoned? Additionally, why was this not announced? In passing, this route still appears on the map that is featured on the back of the train schedule.
Answer	Safety inspections in the spring of 2011 revealed that key components of the infrastructure on the Island needed repairs in order for them to be safe for passenger train operations. VIA did announce this at the time, and in fact offered a replacement chartered bus service for several months following the shutdown. The track owner, the Island Corridor Foundation, recently announced that it will be proceeding with track upgrades and repairs pursuant to securing new funding. Pending a positive post-work inspection, VIA would then restore service.
Twitter: From Alex, @aimlessupdates	Will there ever be high-speed rail in Canada?
Answer	That question should be posed in another forum. That decision rests with the federal government, and has enormous consequences. Should the government decide to go ahead with it, VIA would be pleased to offer its expertise.
Facebook: James J	Will the significant travel time and frequency improvements that were proposed for the Toronto-Montreal corridor go ahead in 2012?
Answer	Yes. At the end of 2012, once the infrastructure program is completed on the CN main line between Montreal and Toronto, we will be in a position to add trains, particularly between Ottawa and Toronto.