

2018 ANNUAL PUBLIC MEETING QUESTIONS AND ANSWERS – Part 3

Due to the great number of questions received, responses will be published in rounds. Part 3 represents only a portion of all questions received.

The below document contains questions sent to VIA Rail leading up to and during the 2018 Annual Public Meeting webcast. Thank you to everyone who participated in the meeting and sent us their questions.

Please note that questions of the same nature have been grouped together. Grammar and syntax of the questions received have been corrected. In this document you will find all questions and answers for topics relating to:

1. [Fares](#)
2. [Network Planning](#)
3. [Infrastructure Partners/ Shareholders](#)
4. [High Frequency Rail](#)
5. [Fleet Replacement & Refurbishment](#)
6. [Marketing](#)
7. [Station Services](#)
8. [Schedules](#)
9. [Routes](#)
10. [On Board Services](#)

FARES

Senior Fares

1. **Are you considering having special rates for people 65 and over?
There does not appear to be a price difference between adult fare and senior fare.
Why?**

Why doesn't VIA Rail offer special fares for seniors?

Why is the senior rate the same as the adult rate?

Can you look into more enhanced discounts for seniors to encourage travel by train?

Why do you not have cheap fares or any discounts for seniors?

VIA Rail offers a discount for seniors (60+); a 10% discount on Economy Plus and non-discounted sleeper fares, as well as on Canrailpass products. This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

2. **Is it possible to have a better discount for seniors, especially since we have more time?**

Why is there not a reduced fare for seniors 60 and over, more than just 10%... at least 25%?

VIA Rail offers a discount for seniors (60+); a 10% discount on Economy Plus and non-discounted sleeper fares, as well as on Canrailpass products.

Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains. Book early to take advantage of our web-only Escape fare. We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

3. Why are Business class tickets for seniors not travelling during rush hours so high every single day?

Would you consider having a decent fare for seniors that would have the same amenities as Business Class?

There are several Business class fare options and lower Business class fares are available on many trains. We encourage you to book early for more options.

We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

4. When will the seniors get a special rate on a certain days of the week?

VIA Rail has no plans to offer discounts on certain days of the week, as we prefer to offer lower fares throughout the week on various trains. We also have [Discount Tuesdays](#): every Tuesday, you can benefit from special discounts for travel over the following week, depending on the destination and travel period.

5. Why not re-instate the two for one travellers that are over 65 or 70? Seniors can no longer drive long distance and would be more likely to take the train if fares were more reasonable.

Why did VIA Rail take away the buy one get one free or half for seniors?

Why didn't you keep the excellent program for seniors: free regular fare for companions?

This fare plan was eliminated several years ago concurrent with the introduction of lower Escape fares on all routes. Additionally, VIA Rail received complaints in the past that this companion fare provided no savings for those who travelled alone. At this time, there are no plans to reinstate it.

6. In Winnipeg, there are a large number of programs with reduced fees for 55+. Will VIA Rail be able to provide such a reduced fare for us? I am looking for a long distance and/or long duration of renting a cabin for one person. This is something I always wanted to do during the summer season; travel across Canada with a special "travel pass" in trains while using a cabin for one.

Will you ever make overnight with sleeping accommodation at a low enough price that your Senior Citizens could afford the trip?

VIA Rail offers senior fares to those 60 years of age or older. This discount is applicable on Canrailpass products.

However, summer is our peak travel season, and although discounts may be found during that time, we encourage price-sensitive passengers to travel between November and April to take advantage of our lowest sleeper fares. Additionally, we recommend checking our [Sleeper Plus class deals page](#) for last-minute sell-offs.

- 7. As a Senior Citizen on fixed income who can vividly remember the Railroad why can't there be a significant price decrease to fill those empty seats?**

This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

- 8. I think it would be nice if you put on a special for seniors 99 anywhere in Canada.**

Thank you for the suggestion. However, VIA Rail has no plan for such a fare offer at this time.

- 9. Are there special fares for seniors solo or senior groups ...if so where is it specified?**

Are there special bookings for seniors ...i.e., Seniors Group Special Tours?

Yes, we do offer special fares for seniors. Please refer to the [seniors section](#) on viarail.ca

Military

- 1. Is there a way for family to use the military discount if not travelling with the member?**

I understand that as a CF Veteran I get a discount, but why can't I send my husband or daughter on a train without me, and still get the discount?

Qualifying members of the military can bring travel companions. Unfortunately, the program does not provide for companions to travel alone. Please visit www.viarail.ca/forces for more information.

- 2. Do you have a military (ex-military) rate as I can never find it online? How do we go about booking a trip with the military rate?**

The discount can be found on our website. Please visit www.viarail.ca/forces for more information and instructions.

- 3. I am wondering why regular legion members who are also veterans that don't have the proper identification can't use their legion card to prove that they served. I believe that a legion card that shows ordinary member should work to prove for that discount.**

Please visit www.viarail.ca/forces for more information and instructions and for details about how to qualify for the discount.

- 4. I am a CF1 card carrier. How can I use it?**

Please visit www.viarail.ca/forces for more information and instructions and for details about how to qualify for the discount.

Discount Tuesdays

1. **For Discount Tuesdays is it possible to have more seats at a reduced price between Quebec – Montreal?**

There are many Discount Tuesday seats offered on this route weekly, however, they generally are offered on less popular trains where demand is not as strong as on other trains.

2. **When 'Discount Tuesdays' are announced there are never any trips from London, ON to Montreal, QC. The schedule is always showing Toronto to Montreal fare. Will this be something that can be reviewed this year?**

Discount Tuesday fares are offered within each route only, however, passengers can build their own connections and combine Discount Tuesdays fares on each route to arrive at a less expensive total fare.

3. **Why are Mont-Joli fares never included on the Discount Tuesday sales? I can go to Halifax from Montreal cheaper than I can go to Mont-Joli which does not make sense.**

In fact, Discount Tuesday fares are offered between intermediate stations on this route. They may not be featured in the price list, but if passengers check availability and obtain a quote, it will be the same as or less than the Discount Tuesdays fare offered over the longer distance.

4. **Why can I never find an advertised \$39.00 Ottawa-Toronto ticket on Discount Tuesdays?**

We are not sure why you are not able to find this rate, as there are many seats offered at this price on between Ottawa – Toronto. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

5. **I suspect the advertisement is for 2 seats! This borders on false advertising and sure doesn't impress the customer.**

We do not have any specials that require users to purchase two seats. As we are not sure which advertisement you are referring to, it is difficult to answer your question without further specifications. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

6. **Why limit the Tuesday specials to that day of the week?**

Regarding the Tuesdays special rates can they be used any time of the year?

VIA Rail cannot offer these discounts every day as Discount Tuesday offers are dependent on the number of seats available on select trains for travel within one week of booking in the Quebec City – Windsor corridor (and up to five weeks for long distance



trains). Escape fares, our lowest online-only fares are available daily, but the lowest Escape fares are offered for booking on Tuesdays.

7. Why is Brockville never part of the Tuesday discount fares?

Could you please let us know why you don't offer special rates from Montreal to Brockville and vice versa?

Brockville is part of the Discount Tuesday offer. Though it may not be specifically featured in the price list, if passengers check availability and obtain a quote, they will find Discount Tuesdays fares for Brockville.

8. Why are fares not the same as cheap Tuesday advertised?

Discount Tuesdays are a special discount offer, dependent on the number of seats available on select trains and therefore cannot be offered every day. We are unable to answer your question further without more information. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

9. I would like to know why VIA Rail is so expensive and why on Discount Tuesdays I cannot get a cheaper ticket. Can we see a return to more open date bookings?

Thousands of seats are sold on Discount Tuesdays fares on a weekly basis. We are unable to answer your question further without more information. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

We do not sell open tickets at this time and there are no plans to introduce them, however, passengers can guarantee travel at set fares by purchasing multi-trip passes such as Bizpaks and Canrailpasses.

10. Why can't Discount Tuesdays sell tickets in the Jonquière-Senneterre/Montréal corridor?

Discount Tuesday fares are offered on one or both of these routes on a weekly basis.

General Fares

11. How do you intend to remain competitive while coach services offer a similar service, often faster, more frequent and especially at a rate often half the price?

Why does it cost so much more to travel on VIA rail trains in Canada, then it does to travel on AMTRAK trains in the U.S.A.?

When planning a trip, I always get info on your rates before choosing my mode of transportation. Unfortunately, I often find your rates quite or too high. Is it possible to reduce them and/or be more comparable: ratio/ distance/time/availability/... with other modes of travel?

What is the reason that the cost of long distance travel is so expensive?

Why is it that as Canadians travel is not made for affordable, encouraging us to travel within Canada?

Since it costs the same to send an empty VIA Rail car across the country as it does to send a full one, why not bring the prices down and fill your cars?

Why is it so expensive to travel throughout Canada on VIA Rail?
How can you justify such high prices for a train?

Why is the train so expensive?

Why have the fares gone up so much?

How will you make travelling by rail affordable and the first option for people in lieu of comparing with all options?

Why have long haul fares risen so high?

Why is Amtrak so affordable and VIA so not?

Why aren't fares more competitive?

As a European, I find fares of rail travel very expensive. Why is that?

Is there any consideration being given by VIA RAIL to lower fares on all classes of travel in an effort to encourage increased ridership and compete more favourably with all other forms of alternative transportation?

Why is it so expensive to travel across Canada by rail?

What is the plan for selling more affordable fares?

This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

12. Why can I travel from Seattle to Tampa Bay via Amtrak in a sleeper car for less than I can travel from Vancouver to Winnipeg on VIA Rail?

There are many variables that go into establishing fares. Fares can vary depending on the destination, class and timing of your trip. For specific fares, we invite you to contact customer_relations@viarail.ca

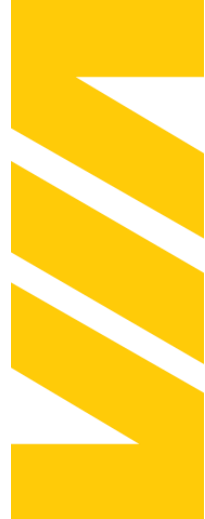
13. Why does it cost so much to go to Brantford to Stratford and return?

Fares vary depending on the destination, class and timing of your trip. However, for this trip our routing requires travellers to go through either London or Toronto, which raises the fare accordingly.

14. I see the VIA Rail train regularly on my walks along Wilkes avenue in Winnipeg. The train is usually empty of passengers. Could you reduce the cost of VIA Rail travel to increase passengers?

VIA Rail's fares vary according to different variables including the destination, class and timing of your trip, as well as capacity. Trains with lower demand, do however, tend to have lower fares.

15. Why train fares more expensive than flights going to Vancouver and the Rocky Mountains?

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The *Canadian* train service from Toronto to Vancouver is a 4-day, 4-night journey. It is not simply transportation from point A to point B, as is the 4-hour flight between those two locations. The *Canadian* is a great experience where passengers can relax and enjoy the view, the excellent customer service and the great menus on board. For those who are more budget conscious, reasonable fares are offered during low season, on less busy departures, in particular between November and April.

16. First time I bought a ticket for 2 adults over 60 at the Kitchener train station two weeks in advance to go to La Salle Quebec for 2 days return. Cost was over \$500 at the ticket window. Why so much?

Fares can vary depending on the destination, class and timing of your trip. It is difficult to answer your question without further specifications. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

However, the chances of obtaining a lower fare are greater when bookings are made as far in advance as possible. For example, you can book early to take advantage of our web-only Escape fare. We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

17. How do you justify a 14% increase in fares this spring? We use VIA Rail regularly to go from Chatham to Toronto. We enjoy the fine, worry-free service. The one way discount fare for this trip used to be \$38 but now it is \$44. My pension has not gone up 14%.

VIA Rail is continuously working to better serve the needs of its passengers and is currently working towards balancing prices across our network to ensure fares are consistent between neighbouring cities and stations.

18. Why does it cost \$10,350 for cabin accommodation for my wife and me, both seniors, to travel from Toronto to Vancouver this summer?

We have been unable to find this quoted amount in our system. Even our Prestige class, our highest (luxury) class of service, in peak season between Toronto – Vancouver is not as high as the amount quoted above. It is therefore difficult to answer your question without further specifications. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

However, there are lower fares available for our other classes on the *Canadian*, from Economy to Sleeper Plus class, and are also frequently available on our Discount Sleeper Deals page if travel plans are flexible. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

19. Why is the round trip fair going to and from Toronto/Windsor so expensive?

Why is the fare for the 5:30am train to Toronto so expensive?

VIA Rail's fares are based on demand and capacity. For the best possible fares, it is advised to book as far ahead in advance as possible.

20. Is there any opportunities for lower fares, or do you have specials on long haul travel across Canada?

Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains, including our long distance routes. We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

21. This year I decided to go to Quebec City to Montreal for a weekend. Why be so expensive, and also the price is very variable?

Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains. Book early to take advantage of our web-only Escape fares, which start at just \$37 each way from Quebec City to Montreal.

We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

22. Can we expect a drop in long distance passenger fares (e.g., Montreal-Vancouver) in 2018? Or will a very special rates program on certain dates be offered to members?

We recommend checking our [Sleeper Plus class deals page](#), and travelling in low-season to obtain the lowest fares. You can also check our [Special Offers](#) page for other promotions.

23. Any possibility of implementing a family discounted fare to make traveling by train actually more competitive financially than traveling by car?

Would it be possible to create a “family” monthly pass, where anyone in a particular family may use and ride the Cobourg Toronto segment?

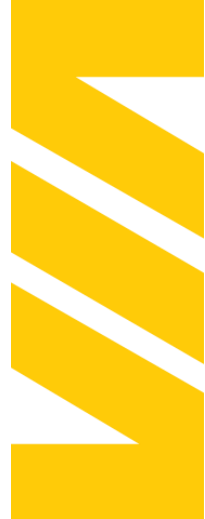
**Can you please make train travel affordable for families?
Is there such a thing as a family pass? Could there be, especially during the summer?**

Do you think not having an affordable rate for families hurts VIA’s ridership? Is there any thought to changing this?

Why if I travel with my family of six people is there not a special family rate?

At this time VIA Rail has no plans to create a family pass, as we already offer a discount for children. This summer, as in previous years, VIA Rail is offering a summer fare for children 2-11 years old to travel for only \$15 in Economy class. On all other Economy class fares during the rest of year, there is a 50% discount for children 2-11 years old off the best-available adult fare.

24. Your “Sleeper Plus class deals” web page only offers discounted fares on the Ocean and the Canadian for the largest cities on those routes. Why do residents of smaller towns on those routes have to pay higher fares to travel shorter distances?

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The Sleeper deals are variable and address lower demand between certain stations on select dates. We have recently added four new stops to the east including Miramichi and Bathurst, New Brunswick to these deals. For more information, we invite you to contact us at customer_relations@viarail.ca.

25. Why is the cost of travel between Kingston and either Toronto/Montreal often nearly the same price as Toronto-Montreal?

Fares are based on many factors including customer demand. This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

26. I travel from Woodstock, ON to Union station occasionally. It appears that your fare from London to Union is cheaper than it is from Woodstock?

We have been unable to duplicate this in our system, which shows that this is not the case. It is therefore difficult to answer your question without further specifications. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

27. Why do you offer cheaper rates to those going from Ottawa to Toronto than those going a shorter portion of same route, i.e. Belleville to Toronto?

Why is the fare the same from London to Aldershot as it is from London to Toronto?

We have been unable to duplicate this in our system, which shows that this is not the case. Fares between intermediate stations are the same or lower than fares between the end-to-end stations. It is therefore difficult to answer your question without further specifications. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

28. Tuesday is big savings on rail fares. However, I note that these seem to only apply to travel from major cities to other major cities - the rural areas should be able to share this benefit as well. Trains out of Smiths Falls, Brockville, Belleville, etc. should also be allowed discounted fares.

In fact, these discounted fares are also available for travel between intermediate stations, and may be less than then end-to-end fares.

29. Why can't we board between Ottawa and Toronto and still get the discount rate. I was quoted \$163 to get from Fallowfield in Ottawa to Ottawa to take advantage of the trip From Ottawa to Toronto at \$29.

The same fares will always apply from Ottawa or Fallowfield to any one destination. However, choosing a connection which requires the customer to back-track to Ottawa station may result in a higher fare.

30. Why is the same fare charged from Toronto to Ottawa as Kingston to Ottawa? Should it not be based on miles travelled?

Why are the train fares from Montreal to Kingston often as high as, and sometimes higher than, the cost of the train fare from Montreal to Toronto?

Why is the price of a ticket between Ottawa and Kingston the same as between Ottawa and Toronto even though it is a shorter distance?

Fares are based on many factors including customer demand. Often, there is only a small difference on our lower fares, but the difference in fares is more substantial on more expensive fare plans. This question was also answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

31. How can VIA Rail make regular fares to smaller destinations more affordable and comparable to the cost of driving, taking into account that you will also need to find transportation once you arrive at destination?

The chances of obtaining a lower fare are greater when bookings are made as far in advance as possible. For example, you can book early to take advantage of our web-only Escape fares, which are very competitive and affordable. Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains. We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

32. Do you have last minute bookings (discounted), when seats are available 48 hours prior to travel date

In the past, you were able to save substantially if you booked 7 days or more into the future, will this or other incentives return?

We do offer Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions. The chances of obtaining a lower fare are greater when bookings are made as far in advance as possible. For example, you can book early to take advantage of our web-only Escape fares, which are very competitive and affordable. Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains.

33. I would like to know whether there are special fares from Toronto to Port Hope or Cobourg, and from Montreal to Cobourg.

Yes, there are discounted fares offered between these points as part of our regular fare plans. For the best possible fares, we encourage you to book as far ahead in advance as possible.

34. Hello, when do you have the 50% discount sale for travelling coast to coast? I would love to take the opportunity again but I never see those deals.

Will you bring back your annual 50% off sales?

Why don't you have 50% seat sales?

How come you don't have 50 percent off sales as much as you used to?

Will we see the return of 25-50% off sales for Sleeper Plus as exists for Coach seats?

Why is VIA not offering great discounts for travel across Canada like they have in the past (5 or more years ago)?

Can we hope to see a 50% discount in Sleeper class at certain times of the year, as was the case in past years (e.g., Valentine's Day, Black Friday)?

We encourage you to [sign up for our newsletter](#) to be notified about future promotions as we don't always know when sales will be announced and seat sales are generally not communicated in advance of the starting booking date. We also recommend checking our [Sleeper Plus class deals page](#) and Escape fares for the lowest available fares.

35. How can I get the best price ticket during long weekends?

When is the best time to purchase to get the best deals?

We recommend that you book as early as possible to take advantage of our web-only Escape fare, and choose less busy departures. We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

36. Why is it that if you book ahead for your trip and then the week before the fare is lower you cannot get a refund for the sale price?

As is common in the travel industry, the less expensive the fare, the more restrictive the conditions related to refund and exchange are. Travellers who feel they may wish to change their travel plans for whatever reason should consider a fare plan that offers greater flexibility.

37. Why the 7 price points for fares? Fare went from \$44 online to \$120 in station in a week for a one way fare, Toronto to Sarnia, ON.

Fares are based on many factors, including customer demand. The lowest fares are available by booking further in advance and by choosing less busy trains.

38. Why not have a pass, similar to your commuter pass, but for students and seniors that expires in say ninety days, or even a year, rather than thirty?

We offer Student Semester passes that are valid for approximately 90 days, Student 6-Paks which are valid for one year. Seniors can purchase Canrailpasses that offer various options including 60 days of unlimited travel.

39. When will the student fare be good for all students, similar to the STM's new policy? I am a student, but 35 years old, so I don't qualify for this fare.

Can one take advantage of a student rate even if one is only a part-time student?

VIA Rail offers Youth Fares for passengers between the ages of 12-25 or 26+ with a valid student ISIC card. No matter the age of a passenger, as long as they are a full time student, they can take advantage of products and fares targeted at Youth by obtaining an ISIC card. For students with an ISIC card, VIA Rail also offers a Semester Pass.

40. Why are we not reducing fares or offering special rate for educators and students to travel for educational purposes. Ex. Windsor to Toronto for students in a civics class to visit the Legislative Assembly?

VIA Rail offers group fares for groups of 10 or more passengers as well as special meeting fares for meetings or conventions of at least 50 passengers.

41. When are you going to create a travel package that more affordable for people that wants to explore small town in BC?

Our Escape fares are an affordable option throughout the VIA network. We recommend that you book as early as possible to take advantage of this web-only Escape fare, and choose less busy departures. We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

42. Why do fare prices keep changing for the same routes?

Fare levels change infrequently, but as is common in the travel industry, discounts are based on availability (demand) and can vary from train to train and date to date.

43. Why VIA Rail didn't make "business class" as a common selection to all kinds of routes?

The demand for a Business class product has always been focused within the Quebec City-Windsor corridor, where more people travel for shorter distances.

44. If airlines are finding that a low cost model is becoming central to their operating metrics (Rouge by Air Canada), is it feasible that VIA Rail could develop a low cost option? Is it possible to offer low fare and basic train service on highly travelled routes (Montreal to Windsor corridor)? Is No Frills a future option for Via Rail?

Our web-only Escape fares are targeted at price sensitive travellers. We recommend that you book as early as possible to take advantage of the lowest fares offered.

45. Will you be featuring the 'Express' fares you featured for so many years but cancelled about three or four years ago?

VIA Rail's Express Deals were replaced with Discount Tuesdays fares in Economy class. They remained in place for Sleepers, but are now found on the [Sleeper Plus class deals page](#).

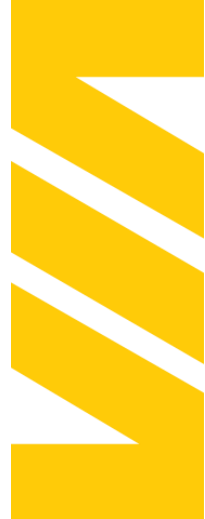
46. Why is it that a Canadian has to get stuck with paying the same price as a tourist in this country to travel on a rail system that's inside Canada?

VIA Rail's fares are not based on a passenger's place of residence or nationality.

47. Can your customers get a discount if they refer - the person who gave the referral gets a discount?

VIA Rail does not offer referral pricing.

48. Have fares raised by 5 to 10 dollars?

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Occasional fare adjustments, based on many factors including market demand, may result in increases on some routes.

49. How often the sales offer for business class (first class) seats travelling from Ottawa to Toronto?

Business class seats at reduced fares are offered on a daily basis, based on demand.

50. It is very frustrating when via rail increases fares or fare hikes during holiday season or holiday weekends. Why can't VIA Rail provide fixed affordable fares to neighboring cities, such as Toronto to Ottawa, Ottawa to Montreal (vice versa)?

As is common in the travel industry, fares rise with demand. We recommend purchasing as far in advance as possible to obtain the lowest fare possible.

51. Instead of having fares that fluctuate depending on demand, why not have fixed fares?

Why are the fares not the same across the board?

The variance in fares for the same destination at different times of the year. A more detailed explanation, if the variance is actually applicable, would be appreciated.

Why can't ticket prices be consistent? The same trip on the same train for the same class can cost \$29 to over \$50 depending on the day it's purchased or other unknown factors.

Fares are based on many factors, including demand. In fact, having fixed fares would result in higher fares for most passengers. We recommend reserving your ticket as far in advance as possible to obtain the lowest fare possible.

52. More detail would be appreciated as to the cost of the trip and the individual charges for economy compared to business and for each leg of the journey.

Please check our website for current fares on all classes and destinations.

53. Why are there no special deals or fares between Oshawa and Cornwall?

These destinations are in fact part of many of our special offers, including Discount Tuesdays. We encourage you to [sign up for our newsletter](#) to be notified about future promotions.

54. Fares from Toronto to Vancouver are priced so much less than Sudbury to Vancouver (plus return fares). Sudbury is on route - can VIA not offer a perk such as reimbursement for partner air (Porter) or bus (Ontario Northland) fare from Sudbury to Toronto - to board the same train?

Unfortunately VIA Rail is subject to certain technical limitations that do not allow to currently offer special pricing on all possible combinations of stations. In an effort to provide the best possible experience to our customers, we are currently working towards resolving this and looking into different options.

55. How come you can never get the reduced fares while already on trains? Is there a time to book that will help with rates?

If you purchase a ticket while on the train, only full fares are offered. Those seeking less expensive fares are encouraged to purchase their travel as far in advance as possible.

56. Are there any times that you offer significant Weekend discounts on travel to Oakville, Clarkson, or Port Credit?

VIA Rail trains do not serve the communities of Clarkson or Port Credit. This service is provided by GO Transit.

57. Why is it that the train that leaves at 7:22 am from Alexandria costs more than before? If we wanted to take it before, it was the same price as it is with the 10:22 am one.

Fares can vary depending on the destination, class and timing of your trip. To get the lowest fare, we encourage you to book as early as possible. It is difficult to answer your question further without specifications. We encourage you to send more information to customer_relations@viarail.ca so we can respond with more detail.

58. Why is it if I book a journey and part of it is on sale (i.e., going Windsor to Montreal and Windsor to Toronto is "on sale") that discount is not reflected in the final price?

VIA Rail's reservation system does not parse the trip into several segments to find the lowest total fare. Customers can purchase two separate tickets to split the ticket into fares that are lower if desired.

59. Would VIA Rail provide passes like they have in Europe? Giving the traveller the freedom of where and when to travel.

Why does VIA not offer a Canada Rail pass for travellers like the excellent Eurailpass system?

VIA Rail offers many passes, including the Canrail pass products. For more information, we invite you to view our [website](#).

60. Why do you punish your patrons (by having them have to pay more) for booking closer to their date of departure - or even worse - last minute?

VIA Rail values and appreciates its passengers. Fares can vary depending on the destination, class and timing of your trip and according to availability – which generally decreases as one gets closer to the date of departure. It is common practice in the travel industry that lower fares are always available to those who plan and purchase in advance.

61. Are you going to have the \$15 kids' fare this year?

Will you ever have the \$10 per child special for children again?

Yes, we have brought back the \$15 kids' summer fare this year (it has always been \$15, not \$10). Please see our website for details: <https://www.viarail.ca/en/fares-and-packages/family-travel>

62. Why is your bereavement policy only a refund of 10%?

Our offer is consistent with what most other carriers offer. In fact, many carriers no longer offer bereavement fares at all, but VIA Rail has kept this offer.

63. Is it possible to market a rail pass option that is 30 days or longer?

Our pass products are designed taking the needs of most passengers into account. Longer duration passes would have to be priced at much higher levels. Note that we do offer Canrailpass and Youth Summer and Student Semester passes with longer travel periods, as well as Student 6-Paks and BizPaks.

64. Why can you not submit your CAA number online to get the 10% discount?

You can submit your CAA number online by using our dedicated portal. You will be required to validate your CAA member card number as part of the process. Please go to www.viarail.ca/en/fares-and-packages/special-offers/caa to book.

65. I travel from Jacquet River to Montreal about 6-8 times a year on economy...Why is it that VIA Rail does not offer a one-time experience in a sleeper?

Discounted sleeper fares are available on most routes. We recommend checking our [Sleeper Plus class deals page](#) and we encourage you to [sign up for our newsletter](#) to be notified about future promotions.

66. Why is it so expensive to ride from Kingston, Ontario to Montreal when seats are available? This keeps customers away instead of attracting them. I purchased a fare to go to Montreal from Kingston, Ontario and one from Montreal to Toronto, first class, which was cheaper than the Kingston trip.

Less expensive "Escape" fares are offered on most trains which provide excellent savings for all passengers. Additionally, lower fares are offered as part of our Discount Tuesday weekly specials. However, our fares vary according to demand and offer, capacity, departure times, and how far in advance the ticket was booked.

67. Is there a special program where VIA Rail takes to a destination but on the route I as a passenger can make a stopover and continue on the journey after a few days with the promotional rates that are offered?

Yes, all VIA Rail fares allow for one complimentary stopover. More information is available by [clicking here](#).

68. Would you ever consider a reasonable rail pass for adults who travel on VIA Rail trains regularly?

Yes, we offer many pass products. Please check our website pass page at: <https://www.viarail.ca/en/fares-and-packages/rail-passes>.

69. In southern Ontario the fares for VIA Rail are substantially higher than the GO train. Is there a reason for this price differential?

GO Transit is a regional transit authority. Although VIA Rail provides some products and fares attractive to commuters, we are a national inter-city rail service that serves a different clientele.

70. I wonder if you would consider a flat fare strategy to encourage people to take the train. I never know whether my regular London to Oakville return ticket will be \$66 or \$110 for the same service. Points are always 1100.

Flat fares generally result in higher prices, which is why they are rarely used in the travel industry (excluding commuter/transit services). Booking your ticket as early as possible will increase your chances of getting the lower fare.

71. Originally VIA Rail and Amtrak had a North American pass to go anywhere in North America. Is this going to be possible again?

The pass was discontinued at the request of Amtrak due to very low demand, and because it no longer fit within their business model and pass offers. There are no plans to reinstate it.

72. In 2012, I travelled from Toronto to Vancouver for under \$600 in a cabin for one. Why are so-called special discounts for the same thing now \$1200 to \$1400? Why not also offer occasional last minute true low rates to fill the cabins or berths?

The \$600 special was mostly likely a deep discount offered for strategic reasons at that time. Our lowest fare for a Cabin for One from Toronto to Vancouver is currently \$1,133.50 before tax during low season (Nov-Apr). Our least expensive option at that time would be an upper berth at \$732 before tax. These are offered as part of our Discount Sleeper Deals offer, and generally, for departures within the next 6 weeks. VIA Rail does in fact offer last minute deals. For more information on these fares, we invite you to visit our [Special Offers](#) page.

73. When, on the *Canadian*, there are unsold cabins by the departure date, these cabins are not sold at a discount? Much like Cruise Ship offers of short term notice at major discounts.

Although we do not offer last-minute discounts, we do offer upgrades to people on the train, but they are offered at the same fares as what is available off-train. Our experience in the past has been that these kind of last minute offers do not stimulate long distance trips. For the best possible fares on the *Canadian*, it is advisable to book as far in advance as possible.

74. Is it possible to have your fares be competitive with air fare?

As with airfares, VIA Rail offers many different fare options depending on class, date and time of departure and when you reserve your ticket. In many cases, our train fares are less than air fares on certain routes.

75. Living in Trenton, the journey to Toronto is only 90 minutes, making it feasible to work a few days per week in the city and/or visit clients more often. However, the fare is a barrier. Is there a way to make the fare more feasible for commuters?

In fact, VIA Rail offers a very competitive commuter pass which allows for 20 one-way trips (in either direction) for \$431 which works out to only \$21.55 per trip (fares quoted valid as of June 19, 2018).

76. What are the chances VIA Rail would be able to offer cheaper weekend rates from London to Toronto and London to Montreal?

Less expensive "Escape" fares are offered on most trains which provide excellent savings for all passengers. Additionally, lower fares are offered as part of our Discount Tuesdays weekly specials. Combine a Discount Tuesday fare between London and Toronto with one between Toronto and Montreal for maximum savings.

77. Why are fares so high in areas which are not serviced by Go Train/ bus and which could be commuter stations e.g., Cobourg and Port Hope. Ridership would likely increase dramatically.

GO Transit is a regional transit authority. Although VIA Rail provides some products and fares attractive to commuters, we are a national inter-city rail service with different customers with different needs. VIA Rail does, however, offer commuter passes for Cobourg as well as Port Hope. For more information, we invite you to consult our [website](#).

78. Why are the number of Escape fare tickets limited?

Our Escape fare offers a discounted to those who book early. However, as is standard practice in the travel industry, lower fares are limited in availability.

79. When will VIA Rail introduce birthday discounts?

VIA Rail has no plan for such a promotion at this time.

80. What would be the impact to VIA Rail's revenue of lowering fares? Would the loss in revenue be offset by an increase in passengers?

This logic is currently applied when determining the number of discounted seats to offer on a given train and date.

81. Will you continue the Escape fare program next year?

Although fare plans are always subject to change, we have no plans to change the basic fare structure within the next few months.

82. For those who travel frequently why not have a free pass Business class every 25 trips? This way not only do they feel special, they get to discover first class travel when normally they might not experience it.

Our VIA Preference program rewards frequent travellers with points that can be redeemed for travel, in Business class as well as Economy class.

83. Why is Business class the same price whether you get a modern or an older rail?

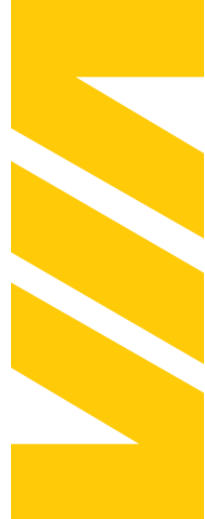
Our fare structure is based on the on-board experience, not on the equipment used.

84. Can we expect more discounts for Drummondville to Quebec City (La Gare du Palais) because we love Old Quebec and we would like to go there more often at a lower cost?

Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains. For example, book early to take advantage of our web-only Escape fare which starts at just \$31 each way between Drummondville and Quebec City.

We also have Discount Tuesday offers on routes across Canada. We encourage you to [sign up for our newsletter](#) to be notified about future promotions. You can also check our [Special Offers](#) page for other promotions.

85. Why, for a round-trip like Montreal-Quebec, do we pay a different fare to go back and forth?

A large yellow graphic element on the left side of the page, consisting of a stylized 'V' shape with diagonal stripes.

VIA Rail's fare structure is based on one-way and not round-trip travel. Fares are based on many different factors including date and time of trip and demand and can therefore vary for each direction of the trip.

86. Why, in your seat sales, are there no discounted seats specifically reserved for people traveling between Kingston-Ottawa / Kingston-Toronto; why do we have to compete with people who travel from both "terminus" to have them?

Discount fares (such as are listed on Discount Tuesdays) are offered between intermediate stations on this route. They may not be featured in the price list, but if passengers check availability and obtain a quote, it will be the same as or less than the fare offered over the longer distance.

87. Why, when we reserve with anticipation to take advantage of lower fares, are we always put in the last car?

There are certain variables that go into seat assignment such as the passenger's destination and origin. However, there is no relationship between seat assigned and fare paid, as well as the timing of when you purchased your ticket. If a customer wishes to change seats, they can contact the VIA Customer Centre to do so.

88. Why is the Quebec City – Montreal Business class fare so high?

Fares are based on many factors including customer demand. There are lower fares offered in Business class for this route, and frequent travellers can save even more by purchasing a regular or transferrable BizPak. Book early to take advantage of lower fares. We encourage you to [sign up for our newsletter](#) to be notified about future promotions and also join our VIA Preference program, which rewards frequent travellers with points that can be redeemed for travel, in Business class as well as Economy class.

89. Why can't we have the same fares from the Ste-Foy station as those from the Gare du Palais to go to Montreal?

Our practice is to price suburban stations the same as downtown stations. This is the case in Quebec City, Montreal, Ottawa and Toronto. Therefore, you should be seeing the same fares from Ste-Foy to Montreal as you see for Quebec City – Montreal. If you having difficulty, please contact our Customer Relations department for help with your reservation.

90. Is it possible to have more availability and discounts for the Quebec – Ottawa trips?

There are more discounted seats available on less busy trains. Being flexible in your travel planning means that you can benefit from many good opportunities to find the lowest fares on many trains.

91. Why are overnight trains between Canadian destinations more expensive than similar distance routes in Europe between multiple countries?

We cannot comment on the pricing models of railroads outside of Canada. We cannot comment on the pricing of railroads outside of Canada as there are too many factors associated creating fare structures including everything from ridership to train equipment and market demand.

92. Can you consider discounted fares for two adults travelling together?

At this time, companion fares are not offered.

93. Can you please add Chatham, Ontario to your sale fare list - if not why?

Discount Tuesdays fares are offered between intermediate stations on this route, including to and from Chatham, Ontario. They may not be featured in the price list, but if passengers check availability and obtain a quote it will be the same as or less than the Discount Tuesdays fare offered over the longer distance.

94. Would it be possible for VIA Rail to consider a special fare for Ste-Foy – Montreal “commuters”?

VIA Rail does not consider a round trip of over 6.5 hours of travel per day to be within its "commuter market". However, we have options for frequent travellers such as the BizPak which may lower travel costs.

95. Thank you for making deals available in class sleeper cars throughout the year. However, it is no longer possible to book double rooms with shower on the *Ocean* as part of these deals. Would it be possible to reinstate the possibility of reserving the double rooms with shower on the *Ocean* at this discounted rate?

Thank you for your suggestion. This may be considered in the future.

96. Why not offer a few specials (off season prices) during the summer months for we locals just be sporting.

Please check our [Sleeper Plus class deals](#) page for sell-off fares for last minute travel. Note that offers vary by region and time of year.

97. Why are there no discount fares from places in Saskatchewan?

We offer discounts to all points that we serve in Canada. Discount Sleeper Deals are offered to/from Saskatoon at this time, please have a look at our [Sleeper Plus class deals page](#).

98. I commute weekly between Chatham and Toronto. Up until early 2018 the best return fare, before tax was \$76. Sometime in March the best return fare, before tax, was increased to \$96. What is the basis for a 26.3% fare increase?

Due to high demand, the pricing strategy for Chatham has been re-grouped with a similar pricing strategy to Windsor, ON as opposed to London, ON, as it was previously.

99. Why has the fare from Halifax to Moncton doubled?

Fares are competitive with those offered by Maritime Bus on this route and our fares have not doubled in the past year from Halifax to Moncton. VIA Rail has ensured our fares are up to market value and are now in line with competitive fares offered by Maritimes Bus, for example.

100. Are there ever any early fall specials?

We always have upcoming specials, including our weekly Discount Tuesdays. However, seat sales are generally not communicated in advance of the starting booking date. We recommend checking our [Sleeper Plus class deals page](#) and booking early to take advantage of our web-only Escape fares.

101. I think that an 'open travel' type ticket would be of great interest to seniors and students if they became aware of it and it were promoted. Does VIA Rail contemplate anything like that?

Open tickets are not offered at this time, however, our [various travel passes](#) may suit the passenger's needs, and offer a guaranteed price for travel on most trains within a particular region.

102. Why can't there be a bundle package not for students that is not time restricted?

Our Student and Youth passes have generous travel periods; one full year for Student 6-Paks and 90 days on Student Semester Passes. We have no plans to extend these travel periods at this time.

NETWORK PLANNING

Quebec City – Windsor Corridor

1. Why can't the arrival in Montreal of train # 15 be earlier?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. Currently, morning traffic on the railway not allow for an earlier arrival time without compromising quality of service.

2. What can be done to revisit the rail schedules so that trains are going at regular speed and would be comparable to driving (even better if they can go at their maximum potential speed)? And that they would have regular schedules with clear connections to other forms of transportation so that they could be a feasible alternative to driving for travel? [For context: I am in Quebec and referring to all lines except the Ottawa-Toronto-Quebec City ones.]

The speed of our passenger trains are dependent on overall traffic on the rails as well as the overall state of the infrastructure. If the infrastructure is not maintained to the standard needed to run passenger trains at higher speeds, then we must reduce our speed. As well, extreme temperature (cold in winter and hot in summer) affect the rails, and for safety reasons, we must reduce our speed. Regarding the clear connections to other forms of travel, we have many inter-modal travel partners across Canada. Please see our [travel partners' page](#) for more information.

3. The Montreal – Ottawa route used to leave at 5:00PM and travel forward to Ottawa. Now it leaves ten minutes early and backs out. Why not have the train dippy-doodle and back into the Montreal train station? That way you do the change of direction thing on your time. And I can board the train at 5:00 again, and travel forward?

The train between Montreal and Ottawa must turn around either before arrival in Montreal or after it departs from Montreal. The choice of which time this maneuver should occur was made based on our desire to impact the least number of passengers, as well as to



avoid operational challenges with other train owners. As well, the maneuver allows VIA Rail to maximize the use of equipment (with less overall down time) which in return allows us to move a greater number of passengers.

- 4. In June 2015, Mr. Desjardins-Siciliano told the Stratford Chamber of Commerce that VIA planned to run a new morning train from Stratford to Toronto with an afternoon return, beginning in early 2016. In that same month, he told the Sarnia Chamber of Commerce that VIA planned to run four round trips a day to Sarnia, beginning in 2016. In November 2015, he told the Halifax Chronicle-Herald that VIA could begin running local Campbellton-Moncton and Moncton-Halifax trains by spring 2016. What is the current status of those plans?**

Why can't the City of Sarnia get a decent daily selection of trains at more convenient times?

Since this time, VIA Rail has been continually working to add train frequencies in Southwestern Ontario. However, we are subject to negotiations with the owner of the railway infrastructure. It has been very difficult, given the constant increase in freight traffic, to find more times for VIA Rail trains. As for Campbellton-Moncton, the host railway has demonstrated a need for significant infrastructure investments which did not allow VIA Rail to implement this plan earlier. We are still working towards this goal.

- 5. I have been taking the train to Windsor at least monthly and plan to continue doing so for the next 12 months. I have noticed a significant difference in the quality of the business class car depending on the time of the train. Why?**

We currently operate three types of equipment in the Quebec City – Windsor corridor, and cannot always predict which train cars will be on which routes. We work to optimize the use of all of our equipment, and we are working to standardize the customer experience across all equipment types. To this end, the acquisition of a new fleet (see Fleet Replacement section of the Question and Answer document for more information) will allow for complete standardization within the corridor. Starting in August 2018 and until mid-2020, VIA Rail will introduce renovated Heritage (HEP) stainless steel cars in the corridor as part of the Heritage Fleet Refurbishment Project.

- 6. We truly miss the club cars / lounge cars on certain Toronto-Montreal trains. Will they be returned to service, and if so, when? If not, why not?**

There are no plans to reinstate this service between Montreal and Toronto for operational reasons.

- 7. Any possibility of having more departures from Ottawa to/from Toronto and Montreal including a red-eye train?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice a year, and work to best meet our passengers' needs. Regarding the overnight ("red-eye") train, VIA Rail bases its train frequencies on customer demand. This train was cancelled over 20 years ago due to low ridership and there are currently no plans to bring it back.

8. Is there any intention of restoring baggage cars to runs between Montréal and cities in Ontario?

VIA Rail does offer baggage service between Montreal and cities in Ontario. For more information, we invite you to consult our [website](#).

The Ocean

9. Why can there not be a train that goes to/from Halifax/Moncton in the morning and night, like "The Corridor" in Quebec/Ontario? Why do we not get daily service?

Why not make trips more frequently, and less lengthy than Halifax – Montreal, to allow for decent arrival times between Rimouski and Quebec City and vice versa?

In 2016, VIA Rail announced it was planning to introduce regional daily service between Halifax-Moncton and Campbellton. The rail lines on which VIA Rail operates in that region are owned by a third-party, and our schedules are dependent on negotiations with the host railway. These discussions are on-going.

10. Are there plans to expand VIA Rail's service so trains are available more regularly, especially to the east coast?

Will there ever be a daily schedule train to New Brunswick again?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. Between Campbellton-Moncton, the host railways have demonstrated the need for significant infrastructure investments which did not allow VIA Rail to implement this plan earlier. We are still working towards this goal. As for the rest of the *Ocean* route, there is no plan to increase service.

11. I'd like to know why you reduced the frequency of trains between Montreal-Halifax.

In 2012, there was a reduction in service of our *Ocean* train [due to continued low ridership](#). However, the frequency of the *Ocean* service has not changed since then. In fact, every year for the past four years, we have we have added more departures during the holiday peak season.

12. Is there any prospect of providing staff for the berths on the *Ocean*?

We currently provide staff on all cars of the *Ocean* service.

13. Are they going to bring more modern equipment to the Maritimes and also are there smaller units that could be run when demand is lower so you could more closely match equipment to demand to save on costs?

We currently adjust equipment based on demand. There are no plans to purchase new equipment for the *Ocean* service.

- 14. Why are there no sleepers (the ones that go from a couch to a double bunk at night) on the Halifax to Montreal run? This would make it cheaper to be able to sleep on a bed while travelling.**

We are not clear which service you are referring to. In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

- 15. What plans does VIA Rail have to provide sleeping car service for the *Ocean* once the *Renaissance* fleet is retired?**

VIA Rail plans to maintain the sleeper service between Montreal and Halifax.

The Canadian

- 16. Over the last 40 years I have frequently taken train #1 and #2 between Winnipeg and Toronto. Since the "new" schedule has been implemented, the train has been frequently 12 hours late. I would like to ask if it's possible that the train schedule for trains #1 and #2 be changed back to the one used 10 years ago.**

A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival. This change will also allow passengers to see the changing Canadian landscape, including the Rocky Mountains, during the daylight hours, and it is scheduled to stop in all major cities (excluding Saskatoon) between the hours of 8AM – 6PM.

- 17. Why does the schedule say one thing but the reality is four to nineteen and even 30 hours later?**

In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca. If you are referring to delays on our *Canadian* route, this question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

Furthermore, a revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival. We are confident that the new schedules will improve the performance.

- 18. Would VIA Rail consider a class between Prestige and Sleeper Plus?**

At the moment there are no plans to do so, but we are always looking into better ways to serve our passengers including the creation of different train configurations.

- 19. Have you ever considered adding a car carrier to your passenger trains so I could take my vehicle with me from Winnipeg to Vancouver or Winnipeg to Toronto?**

VIA Rail has no plans to offer this service.

Winnipeg-Churchill

- 20. Does VIA Rail intend to offer a complete train including all services; dining car, sleeper car and Park car for the high season (end of October and early November) for the Winnipeg-Churchill trip if the railway is repaired during the summer?**

Yes, VIA Rail intends to offer this full service once the track is repaired and safe for passenger train service.

Adventure Routes

- 21. On May 2, I spotted a VIA Rail train westbound between Montreal Central Station and Dorval. Consist: locomotive/baggage car/passenger car/locomotive/baggage car/passenger car. What train is this and why the double consist?**

This is our train that serves both the Jonquière and Senneterre routes, in Northern Quebec. We combine both trains, which depart from Montreal and decouple in Hervey, to save operational costs.

All Routes

- 22. Is VIA Rail adding coach cars to the summer and winter schedules?**

The size of the train consist is based on demand. We add train cars as needed to allow the maximum number of passengers to travel with us regardless of the season. VIA Rail is currently using all cars available.

- 23. Why don't you revive the TurboTrain?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. Currently, increasing traffic on the shared railway between Montreal and Toronto no longer allows for passenger trains to run as did the former "TurboTrain".

However, VIA Rail proposed its High Frequency Rail project. It would allow for VIA Rail to control and operate its own dedicated track. With HFR, VIA Rail could increase average speeds and offer a higher top speed of up to 200km/h along its own dedicated railway. The net result is a shortened travel time and an increase in punctuality and departure options. Furthermore, VIA Rail has been given the authorization to acquire a new fleet (see "Fleet Replacement" section of the Question and Answer document for more information)

- 24. Why doesn't VIA Rail purchase cars that were similar to the old DAY NIGHTER?**

We are not sure which information you are looking for. In order to further address your question, we encourage you to get in touch with us at customer_relations@viarail.ca to provide us with the type of service and the route you would like to learn more about.

25. Why aren't the P42DC locomotives used on long distance trains like they are in the U.S. with Amtrak? They are more modern and fuel efficient than the F40PH-2's.

P42 trains have only been approved by the host railway (which owns and operates 97% of the railway on which VIA Rail operates) to operate on the Quebec City – Windsor corridor.

INFRASTRUCTURE PARTNERS/SHAREHOLDERS

1. Most VIA Rail trains run over tracks owned by freight railways. What is VIA Rail doing so that passenger trains are given priority over freight trains?

We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners. We are continuously working with our infrastructure partners to improve the reliability of our service. For example, in order to improve the on-time performance of our service in western Canada, VIA Rail has explored various operating scenarios with CN with the goal of improving on-time performance. As a result, a revised schedule for the *Canadian* designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival.

As well, VIA Rail is currently awaiting a decision regarding its High Frequency Rail project. This project would allow us to offer new schedules and better on time performance thanks to tracks dedicated to passenger rail, which would be owned and operated by VIA Rail.

2. Why does VIA Rail allow a basically US railroad, CN, absolutely destroy the schedule for VIA?

When is VIA going to insist (fine) CN to keep the *Canadian* on schedule?

I am concerned about the extensive delays plaguing the *Canadian* because of heavy freight traffic. Does VIA Rail have a plan to deal with this?

When can I expect VIA and sit down with CN and solve the unacceptable delays to trains 1?

What steps is VIA taking to work with CN and its own internal processes to improve the On Time performance of the *Canadian*, despite heavy freight traffic in western Canada?

Freight trains play an essential role in the Canadian economy, which is why we are working with the infrastructure owners to improve the efficiency and on-time performance of both services, however VIA Rail recognizes that rail traffic congestion and delays have been extremely difficult, particularly recently. Accordingly, schedules have been reviewed and various operating scenarios have been explored with CN towards mitigating traffic conflicts in order to improve our service and on-time performance. A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement,

came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival.

- 3. Why has the CEO still done nothing about talking to CP about running the *Canadian* across Canada on CP main line? There is a possibility that this is being considered, as the current route is challenged by delays created by CN freight trains. Is there any chance of VIA Rail going back to the southern route?**

VIA Rail has no plans to restore this service.

VIA Rail operates primarily on CN lines on routes west of Toronto (except for a small portion running on CP lines) and the CN line runs north of the Great Lakes. We are always looking for opportunities to improve our services, but it is difficult to change our routes because of our desire to continue to serve the needs of the communities currently along our route, and those of the crews and depot locations. As well, changes such as these are based on negotiations with the infrastructure owners.

- 4. Why has VIA Rail not invested in new railway siding, or strongly made the case for the federal government to invest in the same? What is VIA Rail doing so that passenger trains are given priority over freight trains?**

With the expanding length of freight trains, traditional sidings are becoming less and less effective to maintain fluidity. As such, they would need to be of such length as to constitute an effective doubling of the track. This is the lesson learned from past investments in sidings on the Kingston Sub-division which were rendered ineffective with the lengthening of freight trains.

VIA Rail explored diverse options in order to serve Canadians in the most efficient way possible. Our High Frequency Rail (HFR) program will relieve rail congestion particularly in and out of major urban centres. HFR would provide greatly increased choices of departure (frequencies), improved travel times and greater reliability.

- 5. When will VIA Rail demand that the freight lines give passenger service top priority?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties and VIA Rail does not own infrastructure west of Ontario. VIA Rail is always working with our infrastructure partners to improve operating performance, and has explored various operating scenarios with CN with the goal of improving on-time performance. As a result, a revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival.

However, VIA Rail is currently working to have its High Frequency Rail project approved. This project would allow us to offer new schedules and better on time performance thanks to tracks dedicated to passenger rail within the Quebec City – Winsor corridor, which would be owned and operated by VIA Rail.

- 6. Can anything be done to secure passenger rights in negotiations with CN?**

Changes to the operating schedules of VIA Rail trains are based on negotiations with the infrastructure owner. As well, priority access would not resolve the current challenges

which relate to system capacity. In fact, Amtrak, which has legislative priority, still suffers from the same issues as VIA Rail.

7. Is anything going to be done about perhaps at times switching the freights onto the sidings?

Given the abysmal on time performance of VIA Rail's Canadian, even with an operation of 2-3x per week and lengthened schedule, what leverage is VIA exerting on CN to improve this?

VIA Rail operates mostly on third-party-owned tracks and the traffic volumes and lengths of trains challenges the capacity of the infrastructure for both passenger and freight trains. The configuration of the infrastructure (including sidings) is the responsibility of the infrastructure owner. VIA Rail continually works with its freight railway partners to minimize operation conflicts and the related passenger inconveniences. A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival.

8. What is VIA Rail doing with the government and others (CN) to reduce the number of wait times that occur when a VIA Rail train has to wait for a freight train to pass?

Why does VIA Rail/CN prioritize freight train traffic over passenger trains?

VIA Rail continually works with its freight railway partners to minimize operation conflicts and the related passenger inconveniences. A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival.

9. Why is CN holding VIA Rail hostage as to on-time schedule by not making VIA Rail the priority train travelling across Canada?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties and VIA Rail does not own infrastructure west of Ontario. VIA Rail is always working with our infrastructure partners to improve operating performance, and has explored various operating scenarios with CN with the goal of improving on-time performance. As a result, a revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival.

As well, VIA Rail is currently working to have its High Frequency Rail project approved. This project would allow us to offer new schedules and better on time performance thanks to tracks dedicated to passenger rail, which would be owned and operated by VIA Rail.

10. When will VIA Rail ask the Minister of Transport to intervene regarding the failure of CN to run the *Canadian* reasonably close to or on time?

Now that CN often delays the *Canadian* by a full day, is VIA Rail going to ask the federal government to force CN to deal with this issue?

Why can't VIA rail lobby the Government of Canada to allow passenger trains priority over the freight trains during the summer season?

According to VIA staff, trains run 6 hours late across Canada in 2017 and no longer arrive early in Winnipeg as in 2010 because CN Rail is breaking its agreement with VIA. Has VIA Rail complained to Transport Canada?

VIA Rail is an arm's length Crown Corporation that operates through its own independent management, while reporting to its shareholder, the Government of Canada. VIA Rail's concern with on time performance and the interaction between freight and passenger rail has been raised with our shareholder.

11. On a number of occasions there have been announcements on the train that due to heavy rail congestion we need to pull off to a siding to let a freight train pass us. Does VIA/CN value livestock over people?

VIA Rail operates mostly on third-party-owned tracks and the traffic volumes and lengths of trains today challenges the capacity of the infrastructure for both passenger and freight. We continually work with our freight railway partners to minimize operation conflicts and the related passenger inconveniences.

With the simultaneous growth of passenger rail and freight, VIA Rail believes in the evolution of the relationship between freight owners and passenger operators towards the mutual benefit of both.

12. Most notably on the Quebec/Montreal route, why are freight trains prioritized over passenger trains?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. Because they are the owners of the railway, it is natural that freight companies, such as CN between Quebec and Montreal, give priority to their own trains.

However, VIA Rail is currently working to have its High Frequency Rail project approved. This project would allow us to offer new schedules and better on time performance thanks to tracks dedicated to passenger rail, which would be owned and operated by VIA Rail.

13. Except for the Sudbury-White River service, why does VIA Rail no longer use CPR trackage? Is it politics?

We are always looking for opportunities to improve our services, but it is difficult to change our routes because of our desire to continue to serve the needs of the communities currently along our route, and those of the crews and depot locations. As well, changes such as these are based on negotiations with the infrastructure owners.

14. Why does VIA rail continue to use CN tracks as they are badly maintained and virtually no preventative maintenance is carried out by CN on their tracks and systems?

VIA Rail always blames CN – a corporation that is always so proud of its positive earnings. Is it time to negotiate a heavy penalty into the contract to ensure some resemblance of a schedule that looks reasonable?



The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. As VIA Rail owns only 3% of the track over which it operates, it is dependent upon negotiations with the third-party track owners for infrastructure access.

Schedules have been reviewed and various operating scenarios have been explored with CN towards mitigating traffic conflicts in order to improve our service and on-time performance. A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers a more predictable travel experience at both departure and arrival. VIA Rail's concern with on time performance has been shared with our shareholder.

HIGH FREQUENCY RAIL

- 1. Are there plans to market rail travel within Canada to a greater degree and if so can VIA Rail consider achieving higher priority on the rail lines than the freight trains which delay travel absurdly long?**

VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. Freight trains play an essential role in the Canadian economy, which is why we are working with the infrastructure owners to improve the efficiency and on-time performance of both services. It is also why we have presented the Government of Canada with a proposed dedicated tracks for High Frequency Rail (HFR) project which would see infrastructure dedicated to providing improved intercity services that are more convenient, reliable and timely. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. For more information, please visit the HFR page on our [website](#).

- 2. Will the existing rail system be used, or will new tracks and stations be built?**

VIA Rail's infrastructure plans include the development of a High Frequency Rail (HFR) project to operate on dedicated tracks which will include upgrading, reinstalling or building new tracks on existing rights-of-way between Montreal, Ottawa, Toronto, and Quebec. The existing routes will also continue to operate. As part of the HFR reconfiguration, residents along the Toronto-Kingston-Montreal-Drummondville-Quebec corridor would see improved scheduling and service tailored to their community's needs.

- 3. When can we expect VIA Rail to have an up and running High Speed Rail option available to the people of Canada, especially in the areas of London to Toronto, Toronto to Montreal, Montreal to Quebec City, Edmonton to Calgary and other areas where the High Speed Rail makes sense?**

When are we going to get high speed rail from Montreal to Toronto?

VIA Rail currently has no plans to introduce a high speed rail service in Canada. That said, VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. In addition to working with the infrastructure owners across the country to improve the efficiency and on-time performance of our both service, VIA Rail has also presented the Government of Canada with the High Frequency



Rail (HFR) project which proposes to operate intercity passenger rail service on dedicated tracks. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward the HFR project which will help Transport Canada make a decision in the near future. We believe this project would greatly improve our service to Canadians. Our HFR project would run at speeds of up to 200km/h (125mph), compared to current average speed of 100km/h (65mph) in the Quebec City-Windsor corridor. Additionally, the construction cost and time of a high speed rail would be three times than that of our HFR project, and the average ticket price to the user would be two to three times higher. For more information, please visit the HFR page on our [website](#).

We look forward to working with the Government of Ontario to ensure interoperability between its various public transit initiatives.

4. When will we get double tracking between Quebec and Montreal that would allow us to make the trip more quickly?

Instead of investing money in other projects, would it not be possible to double the tracks between Quebec and Montreal, so that the train can run at 150km/h more often and would not get stopped three times during the trip, systemically arriving late?

Before thinking of a high speed train in the Quebec-Ottawa corridor, is there a study to evaluate the work needed to simply allow the current train to run at 150km/h without being stopped by freight trains or urban centres?

We are currently talking about HFR. What investment would be needed to improve the route between Montreal-Quebec by only 20 minutes? Would it not be more advantageous to have a VIA-dedicated track along CN's south shore route, allowing trains to reach a speed of 150km/h along a large portion of the distance?

VIA Rail's infrastructure plans include the development of a High Frequency Rail (HFR) project to operate on dedicated tracks which will include upgrading, reinstalling or building new tracks on existing rights-of-way between Montreal, Ottawa, Toronto, and Quebec. The existing routes will also continue to operate. As part of the HFR reconfiguration, residents along the Toronto-Kingston-Montreal-Drummondville-Quebec corridor would see improved scheduling and service tailored to their community's needs.

5. When the new corridor rail line is complete how will people get from Toronto to Kingston?

Will Kingston, ON always remain to be served by VIA Rail despite the proposed new corridor plan to be diverted further north through Peterborough and Sharbot Lake?

Once approved, the High Frequency Rail and Fleet Replacement projects will give VIA Rail the flexibility to enhance the capacity of the entire network and designate Kingston as a transportation hub for trains serving Ottawa-Toronto and Montreal route.

This will translate into improved service to Kingston through better scheduling that is tailored to the needs of Kingston and the surrounding communities.

6. Are there plans to shorten travel times with faster trains and improved rail infrastructure?

With HFR, VIA Rail will increase average speeds and offer a higher top speed along its own dedicated rail network. Our HFR project would run at speeds of up to 200km/h (125mph), compared to current average speed of 100km/h (65mph) in the Quebec City-Windsor corridor. The net result is a shortened travel time and an increase in punctuality and departure options.

7. Is there any action on constructing a dedicated rail line for VIA Rail through Brockville to Toronto?

Brockville is uniquely positioned in our network on the crossroads of tracks that go to Toronto and Montreal and those going to Smith Falls and Ottawa. With our High Frequency Rail project, there will be even more options for travellers from this community.

8. How much longer must Canadians wait for a positive response by the government of Canada in regards to approving VIA Rail's High Frequency Rail project?

Will the network of tracks in Quebec be one day more accessible to passenger trains? Instead of prioritizing freight trains.

The Government of Canada is conducting ongoing reviews of VIA Rail's HFR plan. In Budget 2018, an additional \$8 million was committed to Transport Canada in order to further study this proposal.

9. Does VIA Rail have any plans to implement a high speed rail line in the Quebec City Windsor corridor and if so what timelines would be associated with such a project?

How much longer for high speed trains between Windsor - Toronto - Montreal?

When can we look forward to high speed rail in the corridor (Toronto, Ottawa, and Montreal)? This is what we need desperately to connect our towns and cities.

Do you have in your 2019 plans to have a high speed train between Toronto, Montreal, Ottawa and Windsor?

What is the likelihood of VIA or some other passenger rail company bringing Canada into the 21st century by establishing true high speed rail service and when can we possibly expect this to happen?

What is the current status of the plan to implement high-speed rail on the passenger network?

How is the progress on implementing high speed rail in the Quebec / Windsor corridor? Is there a timetable?

Could we get a high speed train service from Union to Montreal?

I would like to know the timeline for the launch of high speed trains between Ottawa-Toronto and Ottawa-Montreal. Thank-you.

When can faster trains be expected and will they run between Montreal-Ottawa?

Is high speed train coming to Brantford and if not, why?

Are we ever going to see a high speed train in the Windsor to Quebec City corridor or does the prospect of the Hyperloop doom any talk of high speed rail?

I have just returned from China and Japan. Why can't VIA Rail (and the Federal Government) invest in Bullet and/or MagLev technology?

Does VIA Rail have any plans for high speed routes?

When will passenger trains have their own rails so that the trains do not have to wait for freight trains to pass?

With provincial plans for a high speed passenger rail line between Toronto, Kitchener and London, can you outline VIA Rail's plans for the next 15 years for services in southwestern Ontario?

We are always hearing that there will be a "High Frequency Rail" available between London and Toronto. Is this fact or fiction? If fact, when will this type of rail system become available and would the tracks go through the same route as the present trains?

Would the high speed railway system be part of the medium term infrastructure development plan, connecting from Montreal, Ottawa to Toronto?

Any thoughts on high speed service (new infrastructure and trains) in the Toronto - Ottawa -Montreal corridor?

When will there be a high speed train connection on the Windsor - Montreal corridor? Is there a plan for this development?

Is high speed rail service between Montreal, Ottawa, Toronto and the Golden Horseshoe a goal? Can we get dedicated high speed rail service?

Do high speed trains have a future in Canada?

VIA Rail explored diverse options in order to serve Canadians in the most efficient way possible. VIA Rail proposes to develop a High Frequency Rail (HFR) project to operate on dedicated tracks for the Toronto-Ottawa-Montreal-Quebec corridor which would allow us to offer a service with trains running faster while further maximizing the benefits to our passengers. This project is more feasible, practical and economical than a high speed rail service. HFR would provide greatly increased choices of departure (frequencies), improved travel times and greater reliability. The construction cost and time of a high speed rail would be three times that of our HFR project, and the average ticket price to the user would be two to three times higher. Additionally, our HFR project would run at speeds of up to 200km/h (125mph), compared to current average speed of 100km/h (65mph) in the Quebec City-Windsor corridor.

HFR could launch within four years of project approval and funding, and can set the stage for an increase in the frequency of trains, over time, as passenger traffic grows across the Quebec-Windsor network.

Presently, the Government of Canada is conducting ongoing reviews of VIA Rail's HFR plan. In Budget 2018 an additional \$8 million was committed to Transport Canada in order to further the study of this plan.

We look forward to working with the Government of Ontario to ensure interoperability between its various public transit initiatives.

10. Will HFR rail service include the Windsor-Toronto corridor and if so, what stops will it make along this route and how often will it make this run daily?

When HFR starts, will this add more runs from Windsor and back, or will some stops be cancelled?

When will the Windsor-Toronto route begin to operate at higher speeds?

The route from Toronto – Windsor is not a part of the first phase of the HFR plan, however, our proposal would allow for the redesign of the current frequencies operated on the shared tracks to better meet regional needs for increased service.

11. What is VIA Rail's plan to upgrade the tracks and trains to make the ride more comfortable and improve the speed to reduce the travel time?

VIA Rail is currently in the process of replacing its Corridor fleet (please see "Fleet Replacement" section of this document for more information), and its proposed High Frequency Rail project is currently under consideration by the Government of Canada. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. Additionally, we are in the process of conducting an overhaul of our long distance fleet in view of providing a better service and travel experience to Canadians.

12. When is the VIA Rail system going to be updated?

Please provide a progress report for plans for the Quebec-Montreal-Toronto corridor.

What is the status of new high efficiency trains and new routes (owned by VIA Rail) between Ottawa and Toronto?

What is the status of a decent, dedicated line in the Ontario corridor?

VIA Rail's infrastructure plans include the development of a High Frequency Rail (HFR) project to operate on dedicated tracks which will include upgrading, reinstalling or building new tracks on existing rights-of-way between Montreal, Ottawa, Toronto, and Quebec. The existing routes will also continue to operate. As part of the HFR reconfiguration, residents along the Toronto-Kingston-Montreal-Drummondville-Quebec corridor would see improved scheduling and service tailored to their community's needs.



Within the Corridor, HFR will represent a significant upgrade in services. Operations could launch within four years of the project's approval and funding. This practical and achievable project will provide greatly increase choices of departure (frequencies), improved travel times and greater reliability. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. As well, VIA Rail is in the process of selecting a contractor for the replacement of its Corridor fleet (please see "Fleet Replacement" section of this document for more information), together with separate programs for various upgrades to its long distance fleet.

13. Why are the trains always late from Ottawa/Montreal to Toronto Union?

On-time service and congestion in the Québec City - Windsor corridor from sharing tracks with freight trains can impact our on-time performance. Freight trains play an essential role in the Canadian economy, which is why we are working with the infrastructure owners to improve the efficiency and on-time performance of both services. It is also why we have presented the Government of Canada with a proposed dedicated tracks for High Frequency Rail (HFR) project which would see infrastructure dedicated to providing improved intercity services that are more convenient, reliable and timely. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. The proposed dedicated track high frequency rail project will relieve rail congestion particularly in and out of major urban centres and greatly improve on-time performance. For more information, please visit the HFR page on our [website](#).

14. When will the Trans Canada Line finally be double tracked?

VIA Rail does not own 97% of the rail infrastructure on which it operates, including all the infrastructure west of Ontario. CN has begun significant work to increase the capacity of its infrastructure in Western Canada, which will improve the flow of its freight and [VIA Rail passenger trains](#).

15. What is the status on providing VIA Rail service to Peterborough?

VIA Rail submitted the business case for its proposed HFR project - which proposes reintroducing rail service to Peterborough - to the Government of Canada in December 2016. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future.

16. Are there plans for Belleville, Ontario, for High speed trains?

VIA Rail proposes to develop a High Frequency Rail (HFR) project to operate on dedicated tracks for the Toronto-Ottawa-Montreal-Quebec Corridor. This practical and achievable project will provide greatly increased choices of departure (frequencies), improved travel times and greater reliability. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. As well, VIA Rail is in the process of selecting a contractor for the replacement of its Corridor fleet (please see "Fleet Replacement" section of this document for more information), together with separate programs for various upgrades to its long distance fleet.

Within the Corridor, HFR will represent a significant upgrade in services. Operations could launch within four years of the project's approval and funding.

17. Would VIA Rail consider implementing a test section of true High Speed Rail between two centres, for example, Kingston - Ottawa or Ottawa - Montreal?

VIA Rail currently has no plans to introduce a high speed rail service in Canada. That said, VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. In addition to working with the infrastructure owners across the country to improve the efficiency and on-time performance of our both service, VIA Rail has also presented the Government of Canada with the High Frequency Rail (HFR) project which proposes to operate intercity passenger rail service on dedicated tracks. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. We believe this project would greatly improve our service to Canadians. For more information, please visit the HFR page on our [website](#).

18. With High Frequency Rail serving Ottawa, will it require double tracking of the rail line around the Ottawa area, as it will be served by trains going to Toronto via the northern route as well as the Lake Ontario route?

VIA Rail's infrastructure plans include the development of a High Frequency Rail (HFR) project to operate on dedicated tracks which will include upgrading, reinstalling or building new tracks on existing rights-of-way between Montreal, Ottawa, Toronto, and Quebec. The existing routes will also continue to operate. The final route for dedicated tracks and its stops will be determined in consultation with the communities and municipalities along the line.

19. VIA Rail trains are continually delayed by freight trains causing ongoing commuter issues - as the GTA population expands so will the demand for VIA Rail service - are there any plans to address rail traffic delays?

VIA Rail's proposed High Frequency Rail project to operate on dedicated tracks aims to relieve rail congestion particularly in and out of major urban centres.

20. When will express non-stop service between Montreal and Toronto be added to current services?

The proposed High Frequency Rail project includes express services.

21. What is the status of the new passenger line to Ottawa that will run through Tweed? Will there be a station in Tweed?

VIA Rail's High Frequency Rail (HFR) route would lead from Toronto to Ottawa via Peterborough and Smith Falls, mostly along the existing railway corridor. The final route and its stops will be determined in consultation with the communities and municipalities along the line.

VIA Rail submitted the business case for its proposed HFR program to the Government of Canada in December 2016. In its 2018 budget, the government allocated \$8M in

funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future.

- 22. If we are concerned about air pollution and governments may have an interest in funding better solutions, why not have some speed train routes to cut down on air travel for the main corridor in Canada? Europe has high speed trains for certain routes, why can't we have a speed train from Toronto to Montréal, Ottawa and Quebec City?**

VIA Rail submitted a proposal for dedicated tracks for High Frequency Rail with dedicated passenger rail tracks, in order to provide unserved areas and urban centres with improved intercity services that are more reliable and timely. VIA Rail's plan contributes to the low-carbon economy by reducing carbon emissions and taking cars off Canada's highways.

- 23. Is the High Frequency Rail plan going through?**

What are VIA's plans for establishing exclusive use tracks and therefore a more flexible schedule?

When will we have fast trains from Quebec, without freight priority?

When will passenger trains have their own rails so that the trains do not have to wait for freight trains to pass?

When is VIA going to get its own track so it is not at the mercy of freight trains and can deliver a faster and more on-time service?

When will there be HFR service between Québec City and Toronto? Also on North Shore for same corridor?

Give us an update on the status of the Ottawa to Toronto new line through Sharbot Lake and Havelock. Will it ever be built?

When will via get dedicated rail lines separate from CN's freight lines on the Montreal-Toronto corridor to improve efficiency and reduce scheduling delays?

What is the status of the creation of a passenger only rail line?

Any updates? Will there be a pilot demonstration program in 2018?

Is the government going to give VIA Rail a dedicated rail line where freight does not go?

What progress has been made with respect to the ideas put forward to the government on new "privatized" rail tracks?

Where are we on the construction of infrastructure for a high frequency train that would not be delayed by freight trains?

Presently, the Government of Canada is conducting ongoing reviews of VIA Rail's [High Frequency Rail](#) plan. In Budget 2018 an additional \$8 million was committed to Transport Canada in order to further study this plan.

24. Is there a plan to build a hyperloop or similar high-speed infrastructure between major Canadian cities?

VIA Rail currently has no plans to introduce a hyperloop or high speed rail service in Canada. That said, VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. In addition to working with the infrastructure owners across the country to improve the efficiency and on-time performance of our both service, VIA Rail has also presented the Government of Canada with the High Frequency Rail (HFR) project which proposes to operate intercity passenger rail service on dedicated tracks. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. Our HFR project would run at speeds of up to 200km/h (125mph), compared to current average speed of 100km/h (65mph) in the Quebec City-Windsor corridor. Additionally, the construction cost and time of a high speed rail would be three times than that of our HFR project, and the average ticket price to the user would be two to three times higher. We believe this project would greatly improve our service to Canadians. For more information, please visit the HFR page on our [website](#).

25. Why there is not more frequency of trains between far off stations like Montreal and London?

We're always looking to improve our service in Southwestern Ontario. We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners.

26. It would be wonderful if VIA Rail had commuter trains invested in service between cities in Canada like Amtrak does in the eastern states. Why can't I take a train from Edmonton, Alberta to Calgary or Banff or Jasper easily or often - like going from NYC to Philly in the US?

Will there ever be (in the near future) a high frequency train from Toronto to Vancouver also between Calgary and Edmonton?

Any plans for a rail from Calgary to Edmonton? Also any other service eventually from Calgary?

How come VIA Rail does not come through Calgary?

Will VIA Rail ever undertake to conduct a market assessment and economic impact assessment of high speed rail in the Edmonton- Calgary corridor?

When will VIA Rail and the federal Government move into the next phase of rail in Canada with high speed trains and separate trackage from freight in the Calgary-Edmonton, Vancouver to Calgary, and Vancouver to Seattle corridors? The time is now. Reduce usage of cars and air flights are the motivators.

VIA Rail is committed to working with local communities to better understand the needs of travellers and to development plans that promote better service and modern intercity rail. At this time, VIA Rail does not have plans to serve the Calgary- Edmonton corridor. VIA Rail has focused its efforts on improving our service by listening to travellers and our staff in order to provide exemplary customer service

27. Vancouver to Toronto has less frequency of service. With the gas prices going up and for some people afraid of flying, travelling across Canada is very well worth the trip. Will there be more service on the *Canadian*?

Currently there are no plans to expand the *Canadian* service. We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners.

28. How will the new High Frequency Rail effect communities such as St. Marys, Stratford, and Woodstock?

Once approved, the High Frequency Rail and Fleet Replacement projects will give VIA Rail the flexibility to enhance the capacity of the entire network and designate London as a transportation hub for trains serving Southwestern Ontario. This will translate into improved service to communities along the existing routes through better scheduling that is tailored to the needs of the surrounding communities like St. Marys, Stratford, Woodstock and others.

In the meantime, we continue to work with the infrastructure owner to find ways to improve our service to Southwestern Ontario communities through improved scheduling, on-time performance, and other efficiencies.

Overall, we believe the HFR project would greatly improve our service to Canadians living in the Quebec – Windsor Corridor by providing additional frequencies, reliability and faster time to destination. For more information, please visit the HFR page on our [website](#).

29. Which areas, if any, currently serviced with VIA Rail be discontinued?

Once approved, the High Frequency Rail and Fleet Replacement projects will give VIA Rail the flexibility to enhance the capacity of the entire network and designate Kingston as a transportation hub for trains serving Ottawa-Toronto and Montreal route.

30. Will you add more stops to Trenton?

Once approved, the High Frequency Rail and Fleet Replacement projects will give VIA Rail the flexibility to enhance the capacity of the entire network and designate Kingston as a transportation hub for trains serving Ottawa-Toronto and Montreal route.

This will translate into improved service to communities along the lakeshore route through better scheduling that is tailored to the needs of Trenton and the surrounding communities.

31. How can customers hope to look towards on-time service in the future while VIA uses other rail companies rail lines?

VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. Freight trains play an essential role in the Canadian economy, which is why we are working with the infrastructure owners to improve the efficiency and on-time performance of both services. It is also why we have presented the Government of Canada with a proposed dedicated tracks for High Frequency Rail (HFR) project which would see infrastructure dedicated to providing



improved intercity services that are more convenient, reliable and timely. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. For more information, please visit the HFR page on our [website](#).

32. Will the HFR service between Ottawa and Montreal run along the existing Alexandria subdivision?

Part of the proposed HFR route includes the use of the existing Alexandria subdivision.

33. I am in favour of VIA's high-frequency rail concept. I am concerned, however, that creating dedicated passenger rail tracks will result in making the passenger service unsustainable. Are there other options being considered by VIA Rail and the Canadian government, such as twinning the parallel CP Rail infrastructure from Windsor to Montreal to move all freight traffic to a dedicated line, and leaving VIA Rail with the current CN and VIA-owned tracks to improve to high performance rail standard?

VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. In addition to working with the infrastructure owners across the country to improve the efficiency and on-time performance of our both service, VIA Rail has also presented the Government of Canada with the High Frequency Rail (HFR) project which proposes to operate intercity passenger rail service on dedicated tracks. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. We believe this project would greatly improve our service to Canadians. For more information, please visit the HFR page on our [website](#).

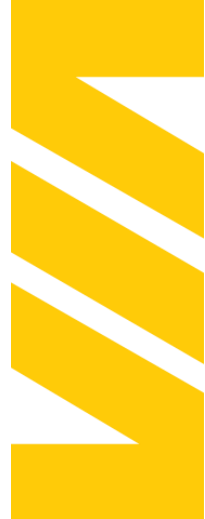
34. The province's plans for high-speed rail in southwestern Ontario indicates that VIA will terminate its services through Kitchener while continuing to provide services between Aldershot, Brantford, Woodstock, Ingersoll and London. Has VIA engaged with the Province of Ontario on what VIA Rail service levels will exist through these communities should high-speed rail be built and commissioned?

How will the new proposed High Speed Rail from London to Montreal the Ontario Provincial Government is planning, affect VIA Rail's operations and financial outlook?

VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. In addition to working with the infrastructure owners across the country to improve the efficiency and on-time performance of our both service, VIA Rail has also presented the Government of Canada with the High Frequency Rail (HFR) project which proposes to operate intercity passenger rail service on dedicated tracks. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. We believe this project would greatly improve our service to Canadians. For more information, please visit the HFR page on our [website](#).

We look forward to working with the Government of Ontario to ensure interoperability between its various public transit initiatives.

35. Can we have a faster speed train from Vancouver to Toronto?

A large yellow graphic element on the left side of the page, consisting of a stylized 'S' or 'Z' shape with white diagonal stripes.

As of July 26, 2018, the schedule of the *Canadian*, which travels between Toronto and Vancouver, was modified. VIA Rail and CN, the owner of the infrastructure, worked together to revise the schedule. This important mid-season modification will provide passengers a more predictable route, both at departure and on arrival. This change also takes into account the opportunity for passengers to see the changing Canadian landscape during the daylight hours.

36. When will you modernize your services? Freight trains have priority over passenger trains. How will you ensure that you will provide a reliable passenger service under these circumstances, and how do you want to retain customers who cannot be sure of arriving at their destination on time?

The Government has dedicated funding to rail for the replacement of the Corridor fleet (please see “Fleet Replacement” section of this document for more information). In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future.

37. Does VIA Rail have any plans to electrify any of their routes?

The electrification of tracks is among the options proposed by VIA Rail in its HFR initiative.

38. When will the Government realize that air travel is a necessity but Canadians love rail, so more votes will come from huge investment in rail than from subsidies to keep air alive?

The Government has dedicated funding to rail for the replacement of the Corridor fleet (please see “Fleet Replacement” section of this document for more information). In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. Additionally, we are working with our infrastructure partners to improve the infrastructure, its efficiency, and its on-time performance.

39. What is the plan for increasing ridership?

At VIA Rail, we continuously strive to improve the travel experience and service onboard. Over the past four years, VIA Rail has seen ridership increases, and is always working to improve its services.

VIA Rail will be introducing a modern and energy efficient fleet that will replace the current corridor fleet (please see “Fleet Replacement” section of this document for more information). Additionally, we are in the process of conducting an overhaul of our long distance fleet in view of providing a better service and travel experience to Canadians.

That said, VIA Rail is always looking for ways to improve our service offering to better meet the sustainable travel needs of Canadians. In addition to working with the infrastructure owners across the country to improve the efficiency and on-time performance of our both service, VIA Rail has also presented the Government of Canada with the High Frequency Rail (HFR) project which proposes to operate intercity

passenger rail service on dedicated tracks. In its 2018 budget, the government allocated \$8M in funding for the conclusion of studies toward our HFR project which will help Transport Canada make a decision in the near future. We believe this project would greatly improve our service to Canadians. For more information, please visit the HFR page on our [website](#).

40. At the 2017 Annual Report it can be seen that the passengers using the services between Toronto and Niagara receive the largest subsidy from all the Corridor Services. What can VIA Rail do to attract more customers to its services and to reduce the subsidy needed to operate this service?

Due to GO Transit's service already offered in this region, VIA Rail considerably reduced its service between Toronto and Niagara Falls in 2012. The adjustments made to this route were done to eliminate duplicate services, and in order to reallocate VIA Rail's resources to markets where demand was high and growing. This decision was also influenced by decreasing ridership in previous years.

41. Are you coordinating plans with Metrolinx and Montreal's REM to create a larger Regional plan?

VIA Rail is currently in discussions with both organizations in order to ensure the interoperability of services and maximization of benefits to transit users.

FLEET REPLACEMENT & REFURBISHMENT

New Fleet

1. The government has agreed to update the fleet of engines. When will that happen and what make will the engines be?

The government is providing funding for the acquisition of a new fleet of cars and engines for the Corridor service. The initial order will include 32 trainsets (9,100 passenger seats), and each trainset will include both engines and cars.

It is still too early to state the exact number of trains and type of cars, as this will depend on the solution chosen at the end of the procurement process.

VIA Rail is looking to procure a new fleet that meets the following key criteria:

- 9,100 passenger seats, provided by 32 bi-directional trainsets;
- Enhanced universal accessibility features, including accessible washroom and multiple accommodations for wheelchairs and other mobility aids and devices on the trains;
- More fuel-efficient, Tier 4 Diesel engines, with the option to operate on electrified rail infrastructure as it becomes available
- Ability for trainsets to be bi-directional (push-pull mode)

2. With new equipment on the horizon, is VIA Rail looking to one manufacturer, or will there be two manufactures involved in building the locomotives and coaches

How long until HEP cars are replaced in the corridor with newer and better equipment?

Are there plans on upgrading the trains?

On June 18, 2018 VIA Rail announced the names of the shortlisted applicants that have been selected to participate in the Request for Proposals (RFP) to manufacture the rolling stock to replace the current fleet that operates in the Quebec City-Windsor Corridor (qualified companies are listed below).

The announcement is the result of a request for qualification (RFQ) process launched on April 16, 2018 seeking the interest of world-class manufacturers. Qualified companies will have until October 5, 2018 to submit a proposal. The new trainsets will come into service starting in 2022.

Qualified companies:

- Bombardier Transportation Canada Inc.
- Siemens Canada Limited
- Stadler US Inc.
- Talgo Inc.

3. I know there are plans to update the fleet by 2022. Prior to that are there plans to pull the old stainless steel cars out of service?

Can you please get rid of the old cars? I was very unhappy to be put on an old, dirty car in Business Class coming back to Windsor, and will not use the train again until you do so.

Given the deplorable condition of some of the HEP Business, cars when are these cramped seats going to be replaced to give proper Business class seating as on the LRCs?

Will you be upgrading the long distance trains at any time in the near future?

Why do you always use the oldest railway cars between Toronto and Windsor?

Some train cars on the Windsor to Toronto line are rather old and uncomfortable. When will all cars be updated?

VIA Rail has begun the renovation of 75 cars of its Heritage (HEP) fleet. The renovation covers both Economy and Business class cars and will see them upgraded to the latest in comfort and design similar to those currently offered on our LRC fleet that operate in the Quebec City – Windsor corridor.

The first of 23 Economy cars went into service in August 2018 while the first of 10 Business class cars will be in service in November 2018. All cars will be completed by March 2020. The overhaul will include updates to seating, washrooms, floor and wall coverings, baggage space, lighting and climate control systems among other elements. The Business class car will see the introduction of a single seat isle that has been well

received on the remainder of the corridor fleet. Most importantly, in addition to the preceding upgrades, 17 cars will be modified to meet or exceed universal accessibility standards for travellers with disabilities.

4. **When will we see new sleeper cars and will they have the same comfort as older models, including the Panorama car?**

What are your plans for the wonderful *Canadian* train set? Please keep it running for future generations. Every Canadian should travel in style across the country at least once on the *Canadian*.

My question is when does VIA Rail plan on having new sleeping cars?

When will the company's sleeper cars be upgraded?

VIA Rail is currently developing plans to complete the stainless steel Heritage (HEP) fleet refurbishment to include its lounge and dining cars, sleeping cars and viewing cars. The Heritage fleet is the backbone of our long distance and regional routes. Accordingly, it must not only be kept in a state of good repair but it must also offer modern-day comfort and amenities. Finally, during this program the cars will become Wi-Fi ready to ensure passengers stay connected throughout their journey.

5. **The *Ocean* needs new equipment built for us and our climate.**

What type of equipment will this the proposed Maritimes services use?

VIA Rail is currently reviewing its future equipment needs for all non-corridor services. This review should be completed in mid-2019.

MARKETING

1. **How successful was the "Why Don't You Take the Train?" advertising promotional television commercials? Did they generate more passengers taking the train?**

From January 2017 until July 2018, VIA Rail broadcasted the "Why Don't You Take the Train?" video campaign on television—the former airing during the end of year retrospectives on CBC and Radio-Canada. VIA Rail later broadcasted a corporate television message in April to emphasize its highlight its 40th anniversary as well as our commitment to leading Canadians towards a more sustainable future. Otherwise, the vast majority of VIA Rail's media investments are in digital platforms and not television broadcasting. The former is measured and optimized regularly: return on investment, associated revenues, click through rates, completion rates, etc.

Advertising investments are also linked to cycling and configuration of trains, pricing and other factors. Therefore, isolating the contribution of media investments is difficult. This being said, our joint efforts have generated in the past quarters increases in passengers

and revenues. Financial and ridership results are published in our [Quarterly](#) and [Annual](#) reports.

- 2. Do you support diversity or ethnic business? The reason I asked is because I have television show; I'm looking for reliable companies like you to advertise.**

In our ads, we try to represent as much as possible Canada's ethnic diversity in our casting. VIA Rail buys all its advertising through its media agency. If you require more information, we invite you to contact us at customer_relations@viarail.ca.

- 3. Would VIA consider a publicity campaign to encourage even more people in the Sherbrooke area to travel to Montreal from Drummondville? Some sort of shuttle service from and to Sherbrooke to meet even some of the trains on the Montreal-Quebec City route would prove popular. Great way to avoid traffic chaos in Montreal.**

Since our media budgets are limited, we concentrate our investments in cities according to demographic potential, trains schedules and configurations. Our media budgets unfortunately do not allow us to reach directly the Sherbrooke market but certain media strategies and tactics have lesser geo-targeting precision or can overlap in markets so we can reach some of the Sherbrooke population.

- 4. As a frequent traveler on the Canadian, I have a suggestion. It is very clear that increased delays are now a reality on your cross-Canada route. This is not VIA's fault, but rather the reality of modern cross-country travel in Canada. I have a recommendation to improve the customer experience. It all comes down to expectations. With delays of up to 24 hours happening routinely, why not advertise the trip as a leisurely 4.5 to 5 night trip?**

Since July 26, 2018, the schedule of the *Canadian*, which travels between Toronto and Vancouver, has been modified for the remainder of the high season. This important mid-season modification was necessary in order to address significant and recurring delays in recent months, and provide passengers a more predictable route, both at departure and on arrival. This change also takes into account the opportunity for passengers to see the changing Canadian landscape during the daylight hours.

STATION SERVICES

- 1. Why can't I know which track the close track or the one where I have to take my luggage up?**

We are not clear what the question is referring to. In order to provide you with the most complete and accurate answer, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.



- 2. Why do we spend so much time standing in line (a good hour or more) before we board the train? This process should not be required as all seats on the train are assigned to passenger.**

Why do passengers have to wait standing in line for 15-25 minutes in the station prior to train departure? We realize it takes time to prepare equipment before each departure, but the wait seems unnecessarily long and frustrating. In Europe, most trains are available for boarding some 20-30 minutes before departure with no lineups.

Passengers are not required by VIA Rail to stand in line while waiting before boarding the train. Many passengers do however, stand in line beforehand out of habit.

- 3. Why are there no more station agents in certain areas? This was greatly appreciated since they helped us with our baggage and helped direct us around the station. It was very useful for travellers.**

Due to the lower number of passengers that travel through certain areas, VIA Rail could no longer maintain Station Agents at smaller station. However, on train staff do debark and can help passengers with baggage once the train arrives. If this does not answer your question, we invite you to get in touch with us at customer_relations@viarail.ca.

- 4. Why is Business class passenger luggage not put on board for the customer at the Ottawa station?**

VIA Rail offers baggage handling on trains where baggage cars are present. In cases where the Carry-On Baggage policy applies, passengers are expected to handle their own luggage.

- 5. Why can't passengers over the age of 50 get help putting their luggage on and off trains?**

Is there a reason that your on-board staff does not help us anymore when we are struggling to step up the stairs with our carry-on bag?

Our Carry-on Baggage Policy is aimed at ensuring that passengers can safely manipulate and handle their luggage throughout their entire journey. In cases where baggage cars are available, the process is handled by our in-station staff. Under certain circumstances during the boarding and disembarking process, our agents, upon availability from their primary safety and security duties, will regularly assist passengers with their bags up and down steps. But for safety reasons, the primary responsibility remains with the passenger to manipulate their carry-on luggage.

- 6. Will you assign an agent to carry bags on and off the train to make it easier for passengers?**

We offer assistance with baggage at manned stations for passengers that require help or that may have any disabilities. We also have certain trains that offer the possibility of checking their suitcases into the baggage car. However, we do not provide the service of drop off and pick up of baggage as a common service.

7. Why are there no "red caps" anymore? I need help with my luggage when I travel.

The “red caps” have been replaced by station agents that have a more multifunctional employee role at VIA Rail—they interact with passengers in more ways than baggage handling. If ever a passenger requires assistance with their baggage, station employees can assist them.

8. Why are there so many service personnel? For example, does my ticket need to be checked before and after boarding?

At certain main stations, VIA Rail checks boarding tickets prior to departure in the station to ensure that the passenger is at the right gate for the right train. Once on-board the train, the passengers must provide the proof of a valid ticket to travel.

9. Is there a chance to have stations with added entertainment activities while waiting?

VIA Rail is currently evaluating different entertainment options for passengers while waiting to board.

10. Will baggage service be restored between Montreal and Toronto for those people who want to travel from Vancouver to Halifax?

We currently do offer the service of checked baggage in the Québec City-Windsor corridor for connecting transcontinental service from Vancouver all the way to Halifax.

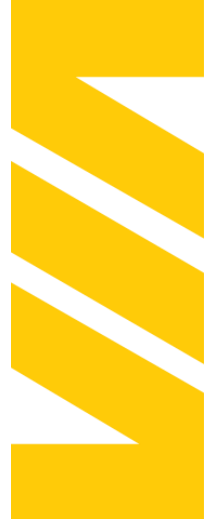
11. Why do you not offer checked baggage on all trains?

VIA Rail's current fleet of baggage cars is limited and reserved largely for long distance journeys. Baggage cars in the Québec City-Windsor corridor exist primarily to ensure connections to those key long distance trains. Our Corridor Fleet Replacement Project will allow us to improve on this situation by allowing for better accommodation of oversized baggage.

12. The direction of the flow of traffic for "pick up" is badly coordinated, especially since the arrival of Uber and Lyft. What are the plans to improve the flow of traffic on arrival and departure from the trains?

VIA Rail does not own all of its stations. As such, specific taxi services at each station may differ. In order to provide you with the most complete and accurate answer about a specific station, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

13. As I have a handicap, would it be possible to have an employee working on the train provide me with assistance with my suitcases during boarding and at my destination?

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VIA Rail does offer assistance for baggage to any passengers that may require help. As well, the On-Train Services employees can assist passengers with their baggage on the train. For more information on our baggage policy, please consult our [website](#).

14. Why can't all the luggage be forwarded to the city the customer is travelling to, from the station they are leaving?

In order to provide you with the most complete and accurate answer, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

15. Why isn't checked luggage service on par with airline service, always available, especially for trips to Dorval?

A checked baggage service is available at select stations and on a certain number of trains where baggage cars are available. If a train does not have a baggage car, the checked baggage service will not be offered. For more information on our baggage policy, please consult our [website](#).

16. I am wondering about the possibility of offering travellers a "Park 'n' Ride" package, for those using VIA Rail as a venue to vacation flights and needing to park their vehicles for lengthy periods of time. Could this be a possibility (even limited) in all stations?

Thank you for the suggestion— we have taken it into consideration and it will be reviewed by our teams.

17. When will the lounges be upgraded to offer better food and drinks?

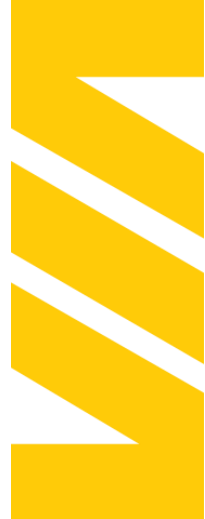
VIA Rail is currently in the process of re-evaluating certain elements of our product offer in the lounges in order to provide passengers the highest quality of service throughout their journey with us.

18. Would you consider Code Sharing with airlines?

VIA Rail presently has an interline arrangement with some airlines through AccesRail which provides us connectivity to the Global Distribution Systems. With the arrival of our new reservation system expected in 2020-2021, we would consider entering into a deeper code sharing arrangement if the need presented itself.

19. Why is it so difficult to have an efficient taxi service at the Quebec City and Ste-Foy train stations? We are always waiting for taxis.

VIA Rail works with taxi companies to better coordinate the number of cars available to travellers, according to our train schedules. Depending on the schedule, the number of cars available do not always meet our needs. We are looking at all possible taxi options in order to provide customers the highest quality of service.

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20. Can you demand that your parking infrastructure contractors update their systems to ensure the travelling public can use the equipment in a simple, easy to understand manner?

VIA Rail's parking equipment uses advanced technology that allows customers to pay using debit, credit, and PayPass. Parking fees can also be paid using one of four third-party parking apps.

21. Why does parking at VIA Rail stations cost more than the trip?

Why has the price of parking climbed over 10% virtually every year at Kingston when the original claim for the charge was for parking maintenance?

VIA Rail's parking rates are set in accordance with local market rates to ensure fair and competitive pricing.

22. The parking rates at Kingston are up over 50% over last year. Why so high?

VIA Rail's daily rates at Kingston station have indeed increased over the last few years, but not by 50%—rates increased from 9\$ in 2016, to 10\$ in 2017 and \$11 in 2018.

23. When can we expect to see changes at Ottawa station e.g. variety of vendors? For starters, it would be great to have vendors such as Tim Hortons and McDonalds.

Are there plans to offer food services at the Ottawa station?

VIA Rail is actively seeking vendors—including both McDonalds and Tim Horton's—that would be interested in operating at Ottawa Station. We have recently signed a two-year contract with local coffee company, The Ministry of Coffee, which is set to be open to the public by the end of November.

24. Acadian Lines, the former operator of intercity buses in Nova Scotia, used to make a quick curbside stop at the VIA Rail station in Truro, in addition to their stop at the Truro bus depot. The stop at the railway station made intermodal train/bus connections possible. Can VIA Rail request that Maritime Bus do the same?

VIA Rail is currently in communication with Maritime Bus regarding the possibility of implementing a conditional stop.

25. When is Chatham getting staff back in the station? It would be nice to have staff to assist and baggage service.

Although VIA Rail has no immediate plans to reinstate staffing at Chatham station, we regularly review passenger volume as well as numbers of service requests made for baggage assist or mobility restricted passengers. We will continue to monitor service levels and make changes as they become necessary. If there are specific service requests from our passengers, we invite them to contact customer_relations@viarail.ca so all necessary arrangements can be made prior traveling.

26. Will adequate signage ever appear in Union Station in Toronto? For example, tell me where I can find a sign that indicates the location of food services.

Union Station is owned by the City of Toronto who are responsible for providing adequate signage.

27. Why not allow boarding and disembarking at the Charny station for all trains—as is already done on certain trips—and is requested by passengers?

VIA Rail bases its train frequencies on customer demand. We currently offer one stop in each direction per day in Charny.

SCHEDULES

Quebec City – Windsor Corridor

1. Is it possible to reschedule the train from Québec to Montreal that it will stop more frequently in Charny?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice a year, and work to best meet our passengers' needs.

2. Will trains other than the Montreal semi express at 17.00 and the Ottawa semi-express at 16.35 always stop in Kingston for the foreseeable future?

VIA Rail has no current plans to do so, but we are continuously evaluating our schedule and stops with respect to customer demand. If the demand evolves, stops may be added or removed.

3. I live in the Outaouais region and there is no train leaving before 10AM on Saturday morning. In the near future will it be possible to have an earlier start especially on Saturday?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. VIA Rail is evaluating the possibility of adding frequencies on weekends between Montreal and Ottawa. The main constraint to adding these frequencies in the near future is availability of train equipment and the maintenance of these trains during the weekends.

4. Are there any possibilities in VIA Rail's planning to have trains late in the evening (especially Friday after 6PM) for trains in the Ontario-Quebec corridor?

We live in Belleville, and would like to enjoy trips to Toronto more often. However, the last train to leave Toronto Union Station departs at 7:35PM. Would Via Rail consider adding an additional later departure to the Belleville-Kingston corridor?

Will you be able to add more early morning trains travelling west to Toronto?

Will there be an earlier London to Toronto run that arrives before 8:35AM?

Would it be possible to have more trains running later in the evening from Toronto to Kingston?

I was wondering if you could add some later trains to the London stop, I think the latest from Toronto is 7:30 pm which doesn't give one much time to see a play, go for dinner, or sports event.

When will there be additional trains added between Stratford and Toronto as previously promised?

Are there still plans to add early morning train service from Stratford to Toronto?

When will VIA Rail return a late train service 11pm out of Toronto westbound?

I recall when I could attend a concert and come home on the train that evening. With the last train leaving Toronto to London leaving at 7:40 pm it doesn't allow for taking in a concert or theatre and taking a train home the same evening. Why can't this be implemented again?

Why do you not restore the frequency back to Sarnia or Chicago along the Kitchener line? This would bolster ridership. The New York service does not have customs issues. Furthermore, Amtrak has the equipment.

Why don't you have a train departing at 7a.m. from London? The gap is too long!

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. We revise our schedules twice a year, and work to best meet our passengers' needs. However, our schedules are dependent on negotiations with these host railways.

5. Currently the last train leaving Toronto to Cobourg is 19:35 pm. What about 21:30?

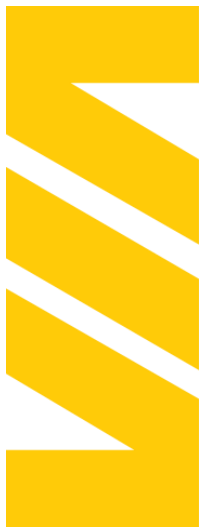
Why is the latest train from Dorval to Ottawa around 7:30 PM/ It makes it difficult to get back from a later day flight.

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. We revise our schedules twice a year, and work to best meet our passengers' needs. However, our schedules are dependent on negotiations with these host railways.

6. For further to access flights, how about an early train of 5AM from Cobourg to Toronto?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. We revise our schedules twice a year, and work to best meet our passengers' needs. However, our schedules are dependent on negotiations with these host railways. Currently, morning traffic on the railway does not allow for an earlier arrival time without compromising quality of service.

7. When are you going to reinstate the 7:00AM weekday route from St. Catharines to Toronto?



Will there be trains running on a summer schedule this year? Not having a regular train in St Catharines, ON, the summer trains make it much easier to get to Toronto and the GTA for events while reducing traffic congestion and pollution.

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. We revise our schedules twice a year, and work to best meet our passengers' needs. However, our schedules are dependent on negotiations with these host railways. Regarding the morning train, currently morning traffic on the railway not allow for an earlier arrival time without compromising quality of service.

8. Can there be an overnight train to Toronto – possibly two or three times a week.

Can a late night train (10 – 10:30PM) eastbound from Toronto with a stop in Cobourg be reinstated?

Will we ever again see the overnight train between Montreal and Toronto?

Any consideration of bringing back the overnight train between Toronto and Montreal?

Why there are no train services at night? It would really save a day's time even if it's a 4-8 hour ride.

Why can't we have an overnight milk run train in both directions between Toronto and Montreal?

How about a late train east from Toronto (i.e. leaving 11:30 pm or so) stopping in Cobourg on its way to Montreal?

Would it be feasible to restore overnight trains between Montreal-Toronto and Ottawa-Toronto?

When can we expect an overnight train to Montreal again? This would be ideal for business.

How about increasing the frequency of the Ottawa-Montreal route on Monday to Friday? You have a 6:30 AM departure and a 10:20 AM departure. How about something in between?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice a year, and work to best meet our passengers' needs.

9. Is there any way that, when travelling from London to Montreal, the wait time of around 90 minutes sitting in Union Station, can be reduced?

Our schedules are impacted by many factors including the times we are allowed to enter and depart Union Station, which is not owned by VIA Rail. We are, however, constantly looking at ways to improve our schedules and connections throughout the Corridor.

10. Why does VIA Rail not have a direct train From Ottawa to Sudbury/West without going through Toronto?

Currently, VIA Rail does not have any plans to introduce a direct train from Ottawa to Sudbury/West. Our schedules are based on customer demand, fleet availability and other constraints by infrastructure owners.

11. Why does the last VIA Rail train from Montreal to Ottawa leave Montreal before the Amtrak train from New York arrives in Montreal?

Currently, VIA Rail is limited to six departures per day to Ottawa by the infrastructure owner. To allow for this connection, it would require VIA Rail to change the schedule of one of the other trains which would impact current passengers. Furthermore, the unreliability of the Amtrak service, mainly due to border delays, affects the feasibility of this potential connection.

12. I would like to know if there will be stops in Trenton Junction (Ontario) added to schedules (from Montreal, Ottawa and or Toronto).

In fact, stops have recently been added at Trenton Junction. Please have a look at [our most recent schedule](#), which came into effect on June 17, 2018. VIA Rail is constantly evaluating demand and the possibility of adding stops whenever and wherever possible, given that it does not significantly affect the total running time for passengers travelling end-to-end.

13. Why when you travel through Woodstock, Ontario do you have such limited stops? If I want to go to London, Ontario in the morning, I either need to return shortly after 11:00AM or not until close to 8:00PM.

Why are there only early morning routes and night routes to union station with a 5-hour gap between the morning and night runs?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways.

14. Why don't you have an earlier train to Montreal in the morning like you used to many years ago?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We are always looking to improve services by adding frequencies to better meet our passengers' needs.

15. Is it possible to make frequent direct trains (without stops) e.g., direct Toronto to Ottawa?

Some of our trains along this route already have only two stops, and non-stop trains do not end up saving a lot of time. As a public service, we exist to serve not only larger urban centres, but the smaller communities along our routes, such as those between Toronto and Ottawa. These smaller communities also require frequent service, with as many daily options as possible.

16. Why can't there be a direct train (that stops in Brockville) between Toronto and Montreal like there used to be?

Non-stop trains do not end up saving a lot of time. As a public service, we exist to serve not only larger urban centres, but the smaller communities along our routes, such as those between Toronto and Montreal. These smaller communities also require frequent service, and we create schedules to try to accommodate as many people as possible in communities across the corridor.

17. Why could a train not stop at Guildwood during the day at least at least once (rather than only 7AM and 7 PM)?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. We revise our schedules twice a year, and work to best meet our passengers' needs. However, our schedules are dependent on negotiations with these host railways.

18. If one works in TO, why is there not an earlier train to get us there for 8:30AM at the latest 9AM?

We are not sure which route you are referring to. In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

19. I travel between London and Kingston or Ottawa. Why can't we have at least one train that goes through Toronto without changing trains, and that we can see this option when booking?

VIA Rail is considering new ways of cycling our trains, including running trains through Toronto. This would, however, require major changes to our schedules as well as to our operations, and would also require authorization from external stakeholders.

20. Port Hope is currently only serviced once in the morning and twice in the evenings Monday-Friday. Can considerations be made to increase the service?

In its updated train schedule, in service as of June 17, 2018, VIA Rail is offering a new option with an additional stop to Port Hope on Train 650. It will allow daily commuters to return later on in the day.

21. Will more stops be added to Casselman? Is there a way to have the train stop there if tickets are booked in advance?

VIA Rail is constantly evaluating demand and the possibility of adding stops whenever and wherever possible, given that it does not significantly affect the total running time for passengers travelling end-to-end. It is possible that more stops will be added in the future, but none have been added to our most recent schedule. All stops (even conditional) must be planned and programmed in the timetable to keep trains on schedule, therefore, it is not possible to include ad hoc stops.

22. Why train service from/to Sarnia, ON is so limited and will this change in the near future?

Are there any plans to schedule more trains per day on Sarnia to Toronto train?

I'd like to know why there is only one train a day out or to Sarnia.

When will there be an additional train per day in and out of Sarnia like they had for years.

Is there any thought to increasing services to communities with little mass transit options like Sarnia, ON.

I was wondering if there are any plans for Sarnia getting anymore train service in the near future. I believe there is enough demand here. Would you please comment on Sarnia having more trains added to our schedule?

We need another train in Sarnia ... When will that happen?

When is Sarnia going to get more trains to Toronto, (direct)? We only have one leaving at 6:05 am and one arriving at 10:20 pm. We need more service!

VIA Rail has been continually working to add train frequencies in Southwestern Ontario. However, we are subject to negotiations with the owner of the railway infrastructure. It has been very difficult, given the constant increase in freight traffic, to find more times for VIA Rail trains.

- 23. I would like to know if there is any appetite for more business type schedules through the Ontario corridor. For example, it is not feasible for someone who lives in Oshawa to get to London for the start of a work day. Getting into Toronto from either location is achievable but not necessarily the other way around.**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. VIA Rail has been continually working to add train frequencies in Southwestern Ontario, through negotiations with the railway owner. It has been very difficult, given the constant increase in freight traffic, to find more times for VIA Rail trains. As for the Oshawa – Toronto route, we revise our schedules twice and year, and work to best need our passengers' needs.

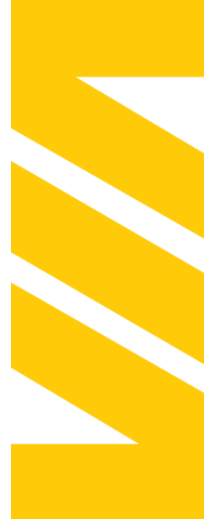
- 24. I know you will say there are “operational difficulties”, but why are there no through trains at Toronto?**

Our train schedules in that area are negotiated with the railway owners, CN and Metrolinx. We are currently looking for solutions that would allow trains to flow through Toronto as a station stop.

- 25. I would like to know if there will be any additional trains from Kingston to Montreal in the morning.**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. As such, we are in constant negotiations with infrastructure owners. However, for this year's schedules, VIA Rail will not be including any additional trains from Kingston to Montreal

- 26. Is VIA Rail going to increase the daily train service from Barrie to Toronto?**

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The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. Although VIA Rail has been continually working to add train frequencies in Southwestern Ontario, through negotiations with the railway owner, we do not currently have plans to increase the daily service from Barrie to Toronto.

27. If I buy a ticket Montreal to Toronto special can I get off at Belleville, for example, if it is an already planned stop or another example get on at Cornwall instead of Montreal?

We need to keep track of passenger counts throughout the journey. If you would like to get off earlier, we advise you to notify the on-train staff before you do so.

28. Soon after the new station opened in Belleville, evening service from Montreal was reduced, with a train taking the Ottawa route for those wishing to disembark in Belleville. Each time that I have returned from Montreal, the train has been late getting to Belleville because of freight traffic. Will this change any time soon?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, who control the right-of-way. VIA Rail adheres to the rules of the railway owners, who often prioritize freight trains over passenger trains, which is why our trains are asked to wait while theirs pass. In order to address the delays, we continuously work with our railway partners.

29. Why did they change the route time from Toronto to London-Windsor in the early am? When will they be changed back?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice a year, and work to best meet our passengers' needs. VIA Rail bases its train frequencies on customer demand, while also working with availability constraints out of Toronto.

30. What is VIA Rail's plan to increase the number of trains serving riders in locations that are underserved by inter-city public transport (such as smaller towns outside the GTA and in other parts of Canada)?

VIA Rail is actively trying to expand services within the Corridor and we constantly re-evaluating passengers' needs and ongoing demand of our services. However, the rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways.

31. Is it possible to again have all trains in the corridor stop at Guildwood, the same way all trains stop at Dorval when going east?

VIA Rail is constantly evaluating passenger demand and the possibility of adding stops if this does not significantly affect the total running time for passengers travelling on our end-to-end train services.

- 32. Why is there no train that leaves Ottawa station on Tremblay Street in the direction of Montreal at 8:30 a.m.? Because you only have one train at 6:30 a.m. and at 10:19 a.m. during the week, and only one at 10:20 a.m. on weekends.**

VIA Rail is currently looking into the possibility of adding a second early morning departure from Ottawa station. However, the rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways.

The Ocean

- 33. Would not it be more interesting to travel by train if the train hours in eastern Quebec (Bas-Saint-Laurent - Gaspésie) were at more reasonable hours than the current ones (in full heart of the night)?**

Why can't we have a night train service between Halifax and Montreal and same day night service between Montreal and Halifax?

The current schedules for our *Ocean* route are based on demand as well as operational constraints such negotiations with the railway owners, and equipment capacity

- 34. Has VIA Rail explored the possibility of arriving in Montreal at 9 p.m. (Westbound from Halifax) perhaps leaving Moncton at 7 a.m., instead of the current schedule arriving at 9 a.m.?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. We revise our schedules twice a year, and this possibility has been evaluated. However, our schedules are dependent on negotiations with these host railways.

- 35. I now live near Charlo, NB. Why do you not offer more frequent trains to Moncton, Halifax, Ottawa and Toronto? The few you do have take many hours to reach each above destination and I find the cost quite expensive. Any plans to add more choices and fare prices?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. In order to more accurately respond to your question, we require further information (which class of service and fare you are referring to, for example). We encourage you to get in touch with us at customer_relations@viarail.ca.

- 36. Would you consider expanding your Christmas *Ocean* schedule to include the entire period between last day of exams and the first day of recommencement of classes at the community colleges and universities during the Christmas and spring break periods? This is easy to research because there are a limited number of such institutions along the *Ocean* line.**

Our current capacity for the holiday period should meet the historic peak demand and we will closely monitor booking levels and add additional cars should the demand require it.

- 37. Are there any plans to add another trip to the *Ocean's* schedule, at least for the peak summer season? Ideally a Monday addition?**

VIA Rail currently has no plans to add a frequency to the *Ocean* schedule. The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways as well as equipment availability.

The Canadian

38. What is the percentage of on-time performance for the *Canadian* (both Toronto-Vancouver and Vancouver-Toronto) so far in 2018, and what is the average number of hours of delay for the trips that do not stay on schedule?

On-Time Performance across all of our routes was 73% for the first quarter of 2018, and 74% for the second quarter of 2018. More information can be found in our Quarterly Report on our [website](#). For more specific information about the *Canadian*, please send a request through our [Access to Information request form](#).

39. Would like to see better connectivity with schedule. I would like to do turnaround rides to places like Winnipeg etc. but I cannot because of schedule structure. Oftentimes I'd have to overnight at least one night. Why can't there be better connectivity?

Because VIA Rail does not own the infrastructure on which the *Canadian* operates, we have a limited number of frequencies. Therefore, we need to optimize our schedule within the reality of our constraints.

40. When do you increase the number of trains going from Toronto to Vancouver?

VIA Rail currently has no plans to increase the number of trains on this route.

41. Could VIA Rail run a train convenient to only run during the day on the Vancouver to Toronto service in the same manner as the *Rocky Mountaineer*?

The frequency on our *Canadian* train is based on negotiations with the railway owners. As well, a major main constraint to adding more frequencies is the limited availability of train equipment.

42. Which direction am I more likely to see the Rockies on VIA Rail's *Canadian*: Toronto to Vancouver or Vancouver to Toronto?

You can enjoy the view of the Rockies in either direction, but it is particularly spectacular if you are travelling from Vancouver to Toronto.

43. Why does the train through the Rockies travel at night missing all the scenery?

A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, 2018. We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners. We are continuously working with our infrastructure partners to improve the reliability of our service. This change allows passengers to see the changing Canadian landscape, including the Rocky Mountains, during the daylight hours, in both

directions, and it is scheduled to stop in all major cities (excluding Saskatoon) between the hours of 8AM – 6PM.

- 44. This relates to the poor on-time performance of the Canadian train. Would it be possible to reschedule the westbound train, #1, to leave Toronto at or about 10:00 am on Sunday, Wednesday, and Friday (arrive Vancouver about 9:45 pm (2145) on Wednesday, Saturday, and Monday? In my opinion, this might reduce the length of delays; however it would go through the Rockies at night, which would be less desirable.**

We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners. We are continuously working with our infrastructure partners to improve the reliability of our service. In order to improve the on-time performance of our service in western Canada, VIA Rail has explored various operating scenarios with CN with the goal of improving on-time performance. As a result, a revised schedule for the Canadian designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of passengers, as well as a more predictable travel experience at both departure and arrival. This change also takes into account the opportunity for passengers to see the changing Canadian landscape during the daylight hours.

- 45. Is there a chance to have more frequent trains across the Prairies?**

VIA Rail is not currently looking to increase its frequencies across the Prairies. We are, however, continuously working with our infrastructure partners to improve the reliability of our service.

- 46. Why are there only 3 trains a week on the *Canadian* route? And all at the same scheduled times of day?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties and VIA Rail does not own infrastructure west of Ontario. VIA Rail is always working with our infrastructure partners to improve operating performance, and has explored various operating scenarios with CN with the goal of improving on-time performance. As a result, a revised schedule for the Canadian, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of passengers, as well as a more predictable travel experience at both departure and arrival.

- 47. Over the last 40 years I have frequently taken train #1 and #2 between Winnipeg and Toronto. Since the "new" schedule has been implemented, the train has been frequently 12 hours late. I feel vulnerable as a woman travelling alone and having to wait at the train stations in Winnipeg and Toronto late at night. I would like to ask if it's possible that the train schedule for trains #1 and #2 be changed back to the one used 10 years ago? (Those trains arrived and departed during daylight hours).**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties and VIA Rail does not own infrastructure west of Ontario. VIA Rail is always working with our infrastructure partners to improve operating performance, and has explored various

operating scenarios with CN with the goal of improving on-time performance. As a result, a revised schedule for the Canadian, designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of passengers, as well as a more predictable travel experience at both departure and arrival.

Other/All Routes

48. How and what determines the amount/schedule of trips available between two destinations? Is it the number of passengers, as well as geography, VIA Rail tracks?

VIA Rail is constantly re-evaluating passengers' needs and ongoing demand of our services. Based on these, we revise our schedules twice a year, and work to best meet our passengers' needs. However, the rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways.

49. How could a better train schedule be provided outside the Windsor - Quebec region?

We are not sure which routes you are referring to. In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

50. How often are reviews of schedules performed?

VIA Rail is constantly reviewing our schedules. Updates are made twice a year.

51. Wondering why the connection times are so tight. Trains are usually late and then your connection is missed with no train service for several hours sometimes 6 or 7 hours later.

We are not sure which routes you are referring to. In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

52. I am a senior and take the train from Cobourg to London often. I used to be able to stay on the train in Toronto Union as it only changed numbers. Lately I have to get off in Union and go downstairs with my luggage. I also used to be able to check my luggage in Cobourg and pick it up in London. Will this ever be changing back?

VIA Rail is considering new way of cycling the trains, including running trains through Toronto. Please check back soon. VIA Rail cycles their baggage cars in accordance with our long distance services.

53. Unfortunately you seem to have done away with the offer of future discounted fares when trains were unduly late. Will you reinstate this? Are you continuing to sideline

passenger trains in order to move freight and oil trains resulting in ridiculously late arrival times? Can you strive to guarantee scheduled arrival?

Our policy concerning late trains and travel credits can be found on our [website](#). We have no current plans to change this policy. The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, who control the right-of-way. VIA Rail adheres to the rules of the railway owners, who often prioritize freight trains over passenger trains, which is why our trains are asked to wait while theirs pass. In order to address the delays, we continuously work with our railway partners. For example, a new more predictable schedule for our *Canadian* train (Toronto – Vancouver) was introduced in July. We are also working on a High Frequency Rail project within the Quebec City – Windsor corridor that would prioritize passenger trains. Please see the “High Frequency Rail” section within our Question and Answer documents for more information.

54. Why can we not have a usable passenger rail service from the largest city in the country to surrounding cities?

In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

55. Is there any chance VIA Rail will be able to operate a timely schedule in the near future?

We are unsure what route or schedule you are referring to. In order to further address your question, more information is needed and we encourage you to get in touch with us at customer_relations@viarail.ca.

56. Can we avoid the delays caused by the scheduled trains intersecting (hence the wait)?

Why does the schedule say one thing but the reality is four to nineteen and even 30 hours later? (CN freight delays due to congestion, etc...)

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, who control the right-of-way. VIA Rail adheres to the rules of the railway owners, who often prioritize freight trains over passenger trains, which is why our trains are asked to wait while theirs pass. In order to address the delays, we continuously work with our railway partners, but operational issues and infrastructure constraints sometimes do cause delays that are not necessarily foreseen.

57. Why there are not more frequent in some of your smaller communities?

We are unsure which smaller communities you are referring to. In order to further address your question, more information is needed and we encourage you to get in touch with us at customer_relations@viarail.ca.

58. Significant schedule improvements have been made east of Toronto over the past few years. Although there is still more work to be done to improve frequency east of Toronto, there have been no improvements to schedules west of Toronto. What

plans does VIA Rail have to make similar improvements to schedules west of Toronto?

VIA Rail is constantly re-evaluating passengers' needs and ongoing demand of our services. Based on these, we revise our schedules twice and year, and work to best need our passengers' needs. However, the rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways.

ROUTES

Québec City-Windsor Corridor

1. Any new railway lines coming to Belleville or Quinte region?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. Although there are currently no plans to build new railway lines to Belleville or Quinte region in Ontario, VIA Rail is currently evaluating stops on existing train services to better serve intermediate communities on the Lakeshore.

2. When are we going to get direct afternoon service from Montreal to Belleville?

We revise our schedules twice and year, and work to best meet our passengers' needs. However, our schedules are dependent on negotiations with these host railways. VIA Rail is currently evaluating stop opportunities on existing train services to better serve our passengers.

3. How is VIA Rail planning to react to Hyperloop between Toronto-Ottawa corridor and Toronto-Windsor corridor?

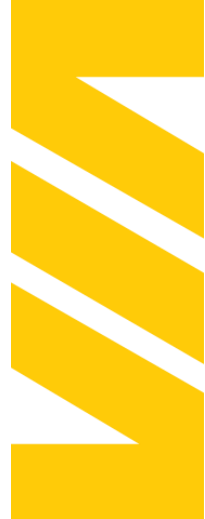
VIA Rail explored diverse options in order to serve Canadians in the most efficient way possible. VIA Rail proposes to develop a High Frequency Rail (HFR) project to operate on dedicated tracks for the Toronto-Ottawa-Montreal-Quebec corridor which would allow us to offer a service with trains running faster while further maximizing the benefits to our passengers. This project is more feasible, practical and economical than a high speed rail service. HFR would provide greatly increased choices of departure (frequencies), improved travel times and greater reliability. HFR could launch within four years of project approval and funding, and can set the stage for an increase in the frequency of trains, over time, as passenger traffic grows across the Quebec-Windsor network.

Presently, the Government of Canada is conducting ongoing reviews of VIA Rail's HFR plan. In Budget 2018 an additional \$8 million was committed to Transport Canada in order to further the study of this plan.

4. Does VIA Rail have any plans to include a station in Sherbrooke and a route between Montreal and Sherbrooke?

There has already been a connection between Montreal and Sherbrooke. Sherbrooke has two universities, two Cégeps, and a university hospital. When will you restore this line that would benefit the population of Estrie as well as tourists from other regions of Quebec?

When will there be a train between Sherbrooke and Montreal that passes through Magog, Bromont, Farham and Saint-Jean?

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Although we frequently review new service proposals, VIA Rail has no current plans for this line.

5. Why do you let Go service completely displace VIA Rail service? Why not some kind of collaboration?

As part of our efforts to provide passengers with the best possible travel experience, VIA Rail regularly consults and collaborates with GO in regards to schedules and train connections.

6. Is VIA Rail considering opening rail service that would go through Peterborough?

VIA Rail's infrastructure plans include the development of a High Frequency Rail (HFR) project to operate on dedicated tracks which will include the repurposing of existing tracks, and in some sections, the construction of new tracks between Montreal, Ottawa, Toronto, and Quebec. The HFR project proposes to provide service between Toronto and Ottawa through Peterborough.

7. Is there a possibility that VIA Rail will be available from Trois-Rivières, QC?

VIA Rail's infrastructure plans include the development of a High Frequency Rail (HFR) project to operate on dedicated tracks which will include the repurposing of existing tracks, and in some sections, the construction of new tracks between Montreal, Ottawa, Toronto, and Quebec. The HFR project proposes to provide service to Trois-Rivières.

8. As lifelong train users, my family and I have long been upset about the closing and removal of the Dundas, ON, station. What are the chances that re-installing stations like this one would be considered?

Although we are always open to review service proposals to improve service, VIA Rail has no current plans to re-instate Dundas Station.

9. Is there any chance that a program similar to CN's former Car-Go-Rail might be considered?

VIA Rail does not carry vehicles that have gasoline tanks. The Sudbury – White River route is an exception as the baggage car is equipped with a vented gasoline storage cabinet that allows us to carry quads.

10. Why doesn't VIA Rail make better use of the Fallowfield/Ottawa station instead of reducing the service out of and into Fallowfield? Why did you reduce service to and from Fallowfield when you should be increasing this service? Why have you stopped having trains from Montreal to Fallowfield?

VIA Rail has not reduced service in Fallowfield. In 2017, the weekend operation of train 39 was added, which goes from Quebec-Montreal-Ottawa-Fallowfield now on Sundays. We also offer services between Montreal and Fallowfield, in both directions, twice daily. Between 2010 and 2017, ridership has grown by 90% in Fallowfield.

11. Why isn't the Day Nighter still available?

We revise our schedules twice a year, and work to best meet our passengers' needs. Regarding the "Day Nighter" train, VIA Rail bases its train frequencies on customer demand. In the distant past, this service was discontinued due to low demand.

12. Train 83 and 75 are often sold out in Business class, is there any thought of adding another business class car to these trains?

VIA Rail is utilizing all of its equipment. Train 83 currently has two Business cars and as more equipment for Business cars becomes available by 2020, trains 83 and 75 will be among the best candidates to add more capacity to in Business class.

13. Given the increased popularity of the Drummondville station as people realize that taking the train from Drummondville to Montreal is the smart way to deal with traffic and road work in the metropolis, would VIA Rail consider making this a "manned" station once again? Or at least doing more to promote Drummondville-Montreal as an intelligent travel choice?

We are pleased to see that more and more passengers are choosing to take the train from Drummondville to Montreal and Ottawa. However, there are no current plans to have Drummondville as a staffed station.

14. When will you use Pickering as a stop?

While VIA Rail presently has no plans to implement a stop at Pickering, it has met with city officials to brief them on VIA Rail's High Frequency Rail project.

15. Would you please consider bringing back the route that includes a stop in Smiths Falls to Montreal?

VIA Rail has no current plans to bring back this route, but connections to Montreal are presently still possible at Ottawa station, and there will likely be even more of these opportunities with a High Frequency Rail scenario.

16. I live in Brockville Ontario and wondering about frequency of trains in future with all the talk if streamlining service between Montreal and Toronto.

Why are there fewer trains stopping in Brockville on the Toronto-Montreal route? It is not realistic to think that travelers want to go to Montreal via Ottawa! The schedule between Brockville and Montreal used to be convenient; now it is not.

I live in Brockville. Although there are a couple of trains that go directly to and from Montreal, why do I now have to travel via Ottawa to get to and from Montreal?

VIA Rail is currently evaluating stops on existing train services to better serve intermediate communities like Brockville. We revise our schedules twice a year and work to best meet our passengers' needs. Improving service, increasing frequencies and adding stops entails negotiations with the railway track company who owns 97% of the rail lines on which VIA Rail operates.

17. Why was the Aldershot stop eliminated?

VIA Rail has not eliminated its stop in Aldershot— we offer service to Aldershot from Montreal six times a week. VIA Rail's frequencies are based on demand, and we are

constantly evaluating stop opportunities and revises its schedules twice a year to best meet our passengers' needs.

- 18. We need a VIA Rail stop in Brighton, Ontario. Any chances of that happening anytime soon? We need to travel to a Trenton or a Cobourg to get to a VIA Rail stop. It costs too much and it's an inconvenience. We had a stop here many years ago. I know there was some discussion about the potential for opening the station at Brighton. I'd like to pose the question about how that discussion is going to be started and what type of public consultation will be done to garner support.**

Although VIA Rail is always open to review new service proposals, there are no current plans for a stop in Brighton.

- 19. With working hours shifting, and needing to arrive in Toronto for business meetings that start at 7:30 a.m. I have a question. Would VIA Rail test run or "pilot" a train that would stop in Cobourg and arrive in Toronto for 7:30 a.m. daily. And if so when could that start?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice a year, and work to best meet our passengers' needs. Although there is no current plans to increase the number of morning trains to Toronto from Cobourg, with VIA Rail's proposed High Frequency Rail project, schedules to and from Cobourg and other existing stations on the Lakeshore, would be improved to offer passengers more options earlier morning trains and later evening trains.

- 20. Is there a practical day service planned for stations like Montmagny, Rimouski and Rivière-du-Loup?**

Would you consider creating a regional service on Quebec's South shore between Quebec and Rimouski?

Although VIA Rail is open to review new proposals, there are no current plans for this service.

- 21. Can VIA Rail provide an update on the previously announced service frequency improvements for Sarnia-London, and Stratford (St. Mary's) –Toronto?**

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. Planning with our partners is on-going as we are committed to improving service to Sarnia, London and Stratford.

- 22. Why can there not be a direct train from Woodstock, Ont. to Sarnia, Ont.? I would go to Sarnia more often, but I do not like the 2 hour layover in London, Ont. Especially at night.**

The quickly advancing community of Sarnia Lambton is desperate for increased VIA Rail frequencies... What are you recommending as a solution to bring at least one additional train to the Sarnia Train Station? HSR is not a solution for us.

When will Sarnia get another train in and out of the city?

What is happening with the intended expanded service to and from Sarnia?

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When are you going to coordinate the Sarnia to London trains with the London to Toronto ones?

When are we going to have more Via Passenger service from Sarnia Ontario towards Toronto etc. and back? We only have one train going and one back.

When will there be more than one train leaving Sarnia per day? Why are there so many stops and departures from Woodstock each day?

Can more trains be added to a very busy route already between Sarnia, Stratford and Toronto? There are many universities on this route that depend on rail service, as well for those visiting or working in the cities as well.

We revise our schedules twice a year, and work to best meet our passengers' needs. The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. Our commitment to improve service to regions west of Toronto remains and that is why we continue to work with the railway owner and our partners to find a way to improve services to this region of Ontario.

23. Do you have any plans to restore a train between Toronto and Chicago, by way of either Sarnia or Windsor?

VIA Rail has no current plans to implement a train to Chicago.

24. When will the promised improvement in service between Stratford, Ontario and Toronto, Ontario begin? I thought it was promised to begin in 2017. I am referring to third train (each way) between Stratford and Toronto) that was cut a few years ago.

Can you update us on the planned additional frequencies between Stratford and Toronto as well as plans for purchase of the KW-London portion of the line as well as upgrades to track conditions?

Could VIA put more trains into service to commute more frequently between London to Toronto via Stratford?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. Our commitment to improve service to regions west of Toronto remains and that is why we continue to work with the railway owner and our partners to find a way to improve services to this region of Ontario.

25. Would it be possible to have the Train stop in Tillsonburg or arrange a Shuttle to Woodstock?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice a year, and work to best meet our passengers' needs. Although VIA Rail is always open to review new proposals, there are no current plans to stop in Tillsonburg.

- 26. Will the VIA Rail train from Ottawa - Toronto add the Guildwood stop back into the schedule? This was very convenient for travellers going to the east end of Toronto.**

VIA Rail has no current plans to include additional stops at Guildwood. Via keeps evaluating stops opportunities and impact for end-to-end passengers. However, we revise our schedules twice and year, and work to best meet our passengers' needs.

- 27. When are you going to make a trip from Cornwall directly to Ottawa?**

VIA Rail has no current plans to implement this service.

- 28. Many smaller communities VIA Rail operate through their community without stopping. EG 1. Belle River/ Tecumseh. Why go west to Windsor to travel East when the 401 is more convenient. 2, Why drive to downtown London from Thorndale, pay for parking when the 401 is much more convenient. Why is VIA Rail choosing to stay with an outdated policy of supplying services as "Inter-City Services only" when SWO needs commuter services to be connected?**

VIA Rail is proud to serve commuters throughout Ontario. To best respond to your question, we would need more information from you. We invite you to contact us at customer_relations@viarail.ca

- 29. Are there any considerations to run a commuter train to and from Arnprior? There are tracks from Pfizer, and I know quite a few people who would use the train into Ottawa.**

VIA Rail has no current plans to implement this service.

- 30. Why don't you build more train lines so that we are not left waiting when train breaks down between London and Kitchener? Why don't you add more trains to run on the London-Toronto route?**

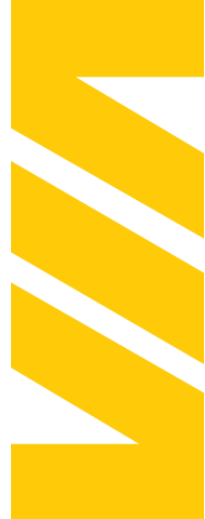
Will it ever be possible to depart from the Kitchener station straight thru to Ottawa?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties, and our schedules are dependent on negotiations with these host railways. We revise our schedules twice and year, and work to best meet our passengers' needs. However, VIA Rail is currently considering how to service Kitchener to Ottawa within the current operational environment.

- 31. I noticed that VIA Rail passes through some stations and you even have to pay for tickets at these locations, however, you cannot board at these locations and I was wondering why? Brampton, ON for example, is a ticket location and the train passes through there but does not stop. The option is either Toronto, ON (Union) or Oakville, ON. Can VIA Rail add more stops on their routes?**

All of VIA Rail's trains passing through Brampton stop at the station. In some cases, if there is no booking, a train can go through without stopping. For Brampton, all VIA Rail trains are open for bookings (84, 87, 85 and 88).

- 32. One of the selling points for provinces to join Confederation in 1867 was to link all of Canada and provide a mode of transportation to all across Canada--i.e. the TransCanada Hwy. In Ontario, the rail transit to some areas is poor or nonexistent.**

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For example, there is only 1 train out of Sarnia ON in the morning and only 1 train into Sarnia, ON at night. There is NO train going to Sault Ste Marie. Questions-- How is this promoting the use of Public Transit? How is this helping Canadians who are unable to drive (those with disabilities) the opportunity to travel to or from any of these areas with little or no train service, to either travel to work locations out of the area, or for reasons of leisure, vacations, or travel in general within Canada? People living outside the GTA area of Ontario, as well as other rural areas in Ontario or other provinces should have the same ability to travel by train (public transit) as other Canadians who do live in heavily populated areas of Canada. Is VIA rail more interested in obtaining big profits rather than being a public federal dept/agency that is to provide a public service to the general public/citizens of Canada?

As part of our customer-centric strategy which is at the heart of our modernization plan, we are committed to offer our customers a service that meets the individual needs and preferences of our travellers. Our discussions with host railways are on-going to continue to improve services in many regions of the country. Our challenge is to find the best solutions to accommodate the respective growth for both passenger and freight demand on shared railway tracks.

VIA Rail's authority is limited to operating current routes. However, as part of our commitment, we have entered into multiple intermodal partnership agreements since 2012 and have harmonized our schedules in an effort to create an integrated network of carriers while providing a simple and seamless travel experience which will encourage people to leave their car behind and increase the mobility of Canadians while reducing their carbon footprint.

With regards to serving people with disabilities, VIA Rail is committed to remaining Canada's most [accessible](#) national and intercity mode of transportation. Our intention is not only to meet the Canadian Transportation Agency's requirements, but to exceed them. Over the years, we have made improvements to our trains, stations, and frontline services including the call centers, IT systems and website, to ensure Canadian passenger rail remains at the forefront of accessible transportation for travellers with mobility or other limitations.

33. Will you be expanding your service to and from Trenton Junction? If so, what is the projected date?

VIA Rail's schedules are based on many factors, including customer demand as well as the impact on passengers travelling from end-to-end. There are currently no plans to increase the service to Trenton Junction in the near future.

Alternate Routes in Ontario

34. I think it would be quite something to ride in a day liner between Sudbury and Thunder Bay. The scenery north of Superior on the CP line is spectacular. Is this a possibility?

Is there a possibility of rail service resuming to Thunder Bay?

Is there any possibility of moving the Toronto to Vancouver train onto the Canadian Pacific route through Thunder Bay to Winnipeg?

When will the Canadian be rerouted back to CP tracks between Sudbury and Winnipeg to improve on time performance and scenery?

Will they ever reactivate service from Sudbury to Winnipeg via the North Shore route thru Thunder Bay, Fort Frances and the other small communities along the North Shore and in NW Ont.?

Would VIA Rail consider the railway to North Bay and Cochrane as Ontario Northland train does not use that rail anymore, or is the zoning a factor?

Live in Northern Ontario and am still hurt by the cancellation of the Northlander passenger service administered by the Ontario Northland Railway. Did VIA look at ever purchasing this passenger portion of the track and if so why did they not integrate it into their national passenger network?

Will VIA Rail ever consider introducing inter-urban service between Toronto-North Bay and Toronto-Sudbury?

When will the Sudbury- Ottawa route be reintroduced?

Currently, VIA Rail is not planning to change the routing of the *Canadian* service. The route between Toronto and Thunder Bay is owned by Canadian Pacific (CP), and requires negotiations with and authorization from CP.

35. How come there is no train facilities from Ottawa to North Bay?

Currently, VIA Rail is not planning to change the routing of the *Canadian* service. The route between Toronto and Thunder Bay is owned by third-party railway owners including Canadian Pacific (CP), and requires negotiations with and authorization from them.

36. Is there any possibility of rail service being extended to Sault Ste. Marie in the future?

VIA Rail has no plans to extend the service at this time.

37. When will there be VIA Rail service to the Muskokas?

Travel to Owen Sound, areas near Lake Huron, is there plans for future train travel?

Three important remote services have disappeared in recent years: Toronto to Cochrane, Sault Ste. Marie to Hearst, and North Vancouver to Prince George. I realize that none of these was operated by VIA Rail, but since remote services are part of Via Rail's mandate, would you consider providing service over these three routes?

VIA Rail has no plans to extend our services at this time.

38. We wouldn't have to go through Toronto to do Montreal-Ottawa-North Bay and Sudbury. Why is there no advancement here?

In order to further address your question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca.

39. Why has service to Sudbury been cancelled from Toronto?

VIA Rail has not cancelled service from Sudbury to Toronto. This service is provided by the *Canadian* in both directions three times weekly during our peak season, and twice weekly in off-peak season.

ONTARIO-OTHER

40. Are there any plans to add a stop in Hamilton, Ontario for existing and any additional trains?

At VIA Rail, we are continuously evaluating our schedule and stops with respect to customer demand. This possibility is currently under review, however, our schedules are dependent on negotiations with the host railways who own the infrastructure.

41. When will VIA Rail have direct trains to Niagara Falls, Ontario?

Are there any plans to restore additional VIA Rail train services to Niagara Falls?

Why is there no longer train service the Niagara Peninsula?

Why is there no nonstop trains going to Toronto from Niagara Falls?

VIA Rail operates one train per day that runs between Toronto and Niagara Falls. The train equipment is provided by Amtrak, but the crew onboard is VIA Rail staff and the service is managed by VIA Rail within Canada. The service continues past Niagara Falls, Ontario and into the United States, at which point it is managed by Amtrak.

As well, our travel partner, GO Transit, also offers trips between Toronto and Niagara Falls on a daily basis.

42. I would so love VIA Rail to return service to Niagara/St. Catharines. Will this happen?

VIA Rail operates one train per day that runs between Toronto and Niagara Falls, with a stop in St. Catharines. The train equipment is provided by Amtrak, but the crew onboard is VIA Rail staff and the service is managed by VIA Rail within Canada. The service continues past Niagara Falls, Ontario and into the United States, at which point it is managed by Amtrak.

43. Will VIA Rail restart having trains go to St. Catharine's, ON?

VIA Rail operates one train per day that runs between Toronto and Niagara Falls, with a stop in St. Catharines. At VIA Rail, we are continuously evaluating our schedule and stops with respect to customer demand, however our schedules are dependent on negotiations with the host railways who own the infrastructure.

44. Will VIA Rail consider having a route from London to the Niagara region?

At VIA Rail, we are continuously evaluating our schedule and stops in order to align with customer demand. Our schedules are dependent on negotiations with the host railways who own the infrastructure.

45. Will you be bringing back the route direct to Niagara Falls from Ottawa?

VIA Rail has no current plans to create a direct service between Ottawa and Niagara Falls.

46. Why haven't VIA Rail service been increased from Toronto to St. Catharines, Ontario and back?

Although we aim to improve customer access, we currently do not have plans to increase frequencies between Toronto and St. Catharines. VIA Rail bases its train frequencies on customer demand, operational constraints and negotiations with infrastructure partners.

47. Why was the service and ticket office closed in Niagara Falls?

Following the launch of our online and kiosk ticketing options, there was no longer a need for a manned ticket office in the area. The majority of our customers reserve their travel online, and we aligned our services with customer needs and concentrated our resources where there was increased demand.

OCEAN ROUTES

48. With the acquisition of a new fleet for the Windsor-Quebec corridor, I hope that VIA Rail has thought of relocating the Renaissance cars currently used in the Corridor to the eastern *Ocean* train in order to increase the frequency and / or to offer local routes between Halifax-Moncton and Moncton-Campbellton?

The Renaissance cars currently used in the Corridor will not be transferred to our *Ocean* service. However, VIA Rail is currently working on its fleet plan and on different scenarios to improve its intercity services.

49. Given the considerable distance from Montreal to the Maritimes, we should have a little more comfort like Montreal-Quebec route.

VIA Rail offers both Economy and Sleeper class cabins on the *Ocean* route. In order for us to more accurately address your concern, we invite you to contact us at customer_relations@viarail.ca

50. Will Via Rail continue to use its two observation cars, one for Economy Fare and the other for First Class Fare on each trip between Halifax and Montreal as part of its 40th anniversary as a means to encourage the ongoing use of travel by rail through the Maritimes, and as a means to "show off" our country from sea to sea.

VIA Rail currently operates with one observation car on the *Ocean*—the park car. However, it is available exclusively for passengers in Sleeper class.

51. Is there any prospect of bring rail service back to southern and western New Brunswick?

There are currently no plans to bring service back to these areas.

52. What is the status of adding local service to the Maritimes that was announced a few years back?

Is there movement to implement daily service on the 'Ocean' and bring back the 'Chaleur'?

What happened to the proposal to offer daily service from Halifax/Moncton and Campbellton?

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When will we find out about the Halifax to Montreal train? Is it going to keep running as everything seems to up in the air?

What is the status of adding the rail liner for daily service in the Maritimes?

Currently, VIA Rail has no plans to add a frequency to the *Ocean* schedule.

53. Is there discussion of a closer station as in Saint John?

There are currently no plan to bring service to Saint John.

54. Is there discussion of a continuous train from the East that goes through Montreal and on to Ottawa and Toronto?

Currently, VIA Rail has no current plan for this service.

55. After changes to its service, is the *Ocean* a profit generating route?

Financial statements for VIA Rail are published in its quarterly reports as well as its annual report. The *Ocean* route was not profit-generating prior to changes to its service in 2012. It continues to be dependent on funding from the Government of Canada in order to operate.

56. For the Gaspé region, is it possible to have arrivals at the station be a little earlier in the day?

Changes in the schedule have a strong impact for the other communities served along the same route, and VIA Rail's operations. As well, schedule changes require approval from the railway owner. There are no plans to changes the timing on the Montreal-Halifax route in the near future.

57. Is it possible to consider making trains available on the Montreal to Halifax route on a daily basis rather than the current every other day?

There are no currently no plans to increase the frequencies on the Montreal-Halifax route.

58. Is there a reason why is there not a direct train to Halifax?

We are unclear what your question is referring to. In order to more accurately respond to your question, we require further information. We encourage you to get in touch with us at customer_relations@viarail.ca.

59. Why are the schedules of the *Ocean* train always the same in each direction? This results in departures at night for the stations between Montreal and Halifax.

Our schedules were designed to serve the greatest number of passengers, while trying to provide the best customer service within operational constraints.

60. Will there be a return to more frequent service between Montreal and Nova Scotia?

Has there been any progress on plans to restore the frequency of the Ocean between Halifax and Montreal from its current 3 times weekly in each direction to previous levels?

Why can't you have more Ocean train trips than three times per week?

Will there be any future plans on updating the Montreal to Halifax line or the Halifax to Montreal line to more than the current days (which is three to four days a week)?

Is VIA going to restore service in the Maritimes to a full 7 day a week schedule

What is being done to resume daily service on the Ocean?

Currently, VIA Rail has no plans to add a frequency to the *Ocean* schedule.

61. Any expansion service plans for the Maritimes - Quebec gateway service for passengers (in special during weekends?)

VIA Rail currently has no plans to expand this service.

62. Can the travel time between Halifax and northern New Brunswick be shortened?

The rail lines on which VIA Rail operates its *Ocean* train are 97% owned by third-parties, and the speed at which we can run our trains is dependent on the restrictions (maximum speeds) allowed by the railway owners. Therefore, the travel times cannot be shortened at this time.

63. Does the *Ocean* now cross the Québec Bridge into Ste-Foy on its eastbound and westbound runs?

Our *Ocean* train that runs from Montreal to Halifax does make a stop in Sainte-Foy in both directions.

64. Why doesn't the *Ocean* route receive major upgrades, especially between Mont Jolie and Moncton, and even more on the Bathurst-Miramichi section? The government, VIA rail and CN rail must understand that for better rail service and to increase passage and freight traffic, that part of the line must have those upgrades, now please. Why is it not being done?

The rail lines on which VIA Rail operates its trains are 97% owned by third-parties. VIA Rail cannot make infrastructure improvements to railway that it does not own.

65. How do we start the process of adding VIA Rail service from the Annapolis Valley to the existing rail network?

VIA Rail has no current plans for this line.

GASPÉ

66. When will service resume to Gaspé?

Hello, living in Gaspésie in Chaleur Bay, why is there a transport of wind turbines by train on the New Richmond section to the West and not the passengers?

Why there is no train going to Gaspé?

The infrastructure in the Gaspé area is not owned by VIA Rail. As soon as the infrastructure has been updated and is safe for passenger rail, VIA Rail will resume its service in the area.

This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

CHURCHILL

67. When will service resume to Churchill, MB?

The infrastructure in the Churchill area is not owned by VIA Rail. As soon as it is confirmed that the infrastructure has been updated and is safe for passenger rail transportation, VIA Rail will resume its service in the area.

This question was answered during the Annual Public Meeting, which can be watched on [VIA Rail's YouTube channel](#).

68. Has VIA Rail been involved in the consultation process for the repair of the Churchill line and are they putting any pressure on the other partners to resolve this issue?

VIA Rail's participation in the consultation process for the repair of the Churchill route is limited to providing the requested information to the parties involved. We are prepared to continue service to Churchill once the repairs are complete and the infrastructure is deemed safe for passenger rail transportation.

VANCOUVER ISLAND

69. Will VIA Rail ever return to Vancouver Island?

The infrastructure on Vancouver Island is not owned by VIA Rail. As soon as the infrastructure has been updated and is safe for passenger rail, VIA Rail will resume its service in the area.

USA / AMTRAK

70. Is any consideration being given to tacking on to Amtrak's current order for Viewliner II long distance passenger cars? This would seem to be a logical and cost effective way to upgrade or expand the long distance fleet.

VIA Rail is currently developing plans to complete the stainless steel Heritage (HEP) fleet refurbishment to include its lounge and dining cars, sleeping cars and viewing cars. We have begun the renovation of 75 cars of its Heritage (HEP) fleet. The renovation covers both Economy and Business class cars and will see them upgraded to the latest in comfort and design similar to those currently offered on our LRC fleet that operate in the Quebec City – Windsor corridor. For

all information regarding VIA Rail's new train cars and car upgrades, please see the Fleet Replacement and Refurbishment section of the question and answer documents for the 2018 Annual Public Meeting.

71. Would you consider coordinating with Amtrak to facilitate travel to the U.S.?

Does VIA Rail at any point connect with AMTRAK? If it does were are the connection points?

VIA Rail operates one train per day that runs between Toronto and Niagara Falls. The train equipment is provided by Amtrak, but the crew onboard is VIA Rail staff and the service is managed by VIA Rail within Canada. The service continues past Niagara Falls, Ontario and into the United States, at which point it is managed by Amtrak and continues until New York.

As well, Amtrak offers a train service from Montreal, QC to New York. More information can be found on the Amtrak website.

72. Is VIA Rail Canada exploring establishment of international service between Boston, MA and Montreal via Portland, Maine?

Is VIA Rail exploring reestablishing train service between Boston, MA, USA and St John New Brunswick/Halifax Nova Scotia?

Are there any negotiations taking place to increase International Services from Chicago or Detroit through the Port Huron/ Sarnia Tunnel as this is the shorter and faster route?

Could we once again see VIA Rail having service to Chicago or for the first time to New York City, both ideal rail destinations?

When are we going to see cross border service at either Sarnia – Port Huron or Windsor – Detroit/Or Dearborn so that one can take a train from Toronto to Chicago?

Is VIA Rail Canada exploring international service between Toronto and Chicago IL through Windsor/Detroit?

VIA Rail has no current plans to create these services.

73. Would VIA Rail entertain purchasing a portion or all of Amtrak if it made business sense?

VIA Rail operates Canada's national passenger rail service on behalf of the Government of Canada. It is a Crown corporation whose mandate is to provide safe, cost-effective and environmentally friendly service from coast to coast within Canada only.

74. Why doesn't VIA Rail trains serve any American cities?

VIA Rail operates Canada's national passenger rail service on behalf of the Government of Canada. It is a Crown corporation whose mandate is to provide safe, cost-effective and environmentally friendly service from coast to coast within Canada only.

75. I've been told I can use my CN Rail pass on Amtrak... and would like to go to Saco, Maine... is that possible?

VIA Rail cannot answer this question. Please contact CN and Amtrak for information.

CANADIAN

76. Are there plans for a train going to and from Kamloops North, BC to Calgary, Alberta?

VIA Rail has no plans for this service.

77. Why are there only 3 trains a week on the *Canadian* route? And all at the same scheduled times of day?

VIA Rail increases the frequencies on the *Canadian* from two trains per week to three trains during the summer peak season. The number of frequencies are aligned to the demand for the service. A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, 2018. We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners. We are continuously working with our infrastructure partners to improve the reliability of our service. This change allows passengers to see the changing Canadian landscape, including the Rocky Mountains, during the daylight hours, in both directions, and it is scheduled to stop in all major cities (excluding Saskatoon) between the hours of 8AM – 6PM.

78. Will there ever be a renewal of direct service between Montreal and Vancouver without going through Toronto like there was many years ago?

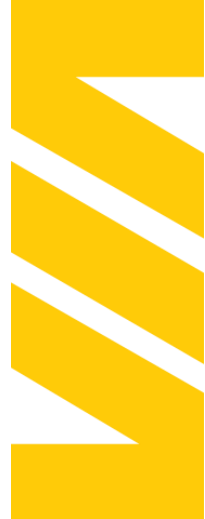
Is there a way to make the train #1 from the Toronto-Vancouver route to travel in the south (with a stop at Calgary) before entering the Canadian Rockies?

VIA Rail has no current plans to implement a direct Montreal-Vancouver service.

79. I want to know why we don't have more VIA Rail service on both railways between Toronto and Vancouver.

Are there any plans to revitalize the west and make VIA a better alternative than what's in place now?

VIA Rail's schedules are based on many factors, including customer demand. VIA Rail increases the frequencies on the *Canadian* from 2 trains per week to 3 trains during the summer peak season. The number of frequencies are aligned to the demand for the service as well as infrastructure sharing. A revised schedule for the *Canadian*, designed to achieve significant on-time performance improvement, came into effect on July 26, 2018. We review our schedules twice a year in order to improve our service, however we are dependent on negotiations with the third-party track owners. We are continuously working with our infrastructure partners to improve the reliability of our service. This change allows passengers to see the changing Canadian landscape, including the Rocky Mountains, during the daylight hours, in both directions, and it is scheduled to stop in all major cities (excluding Saskatoon) between the hours of 8AM – 6PM.

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- 80. When is VIA going to provide rail service along the Hope-Vancouver route connecting to the Skytrain, to give bus passengers a better way?**

What is the future of VIA Rail operations in western Canada? Are there plans to increase service or decrease it?

Are there any plans to restore Vancouver - Calgary service, increase frequency of current service or offer service other than the *Canadian* between western cities?

Are you looking at more services for Western Canada now that other forms of transportation have been cut back in many locations?

There are no plans to change our service in western Canada in the near future.

- 81. Is there any opportunity to reduce prices and thereby increase ridership in western Canada?**

We currently offer discounted pricing through our seasonal pricing structure, combined with offering regular fare and discounted fares (based on supply and demand for each departure) along with our Discounted Sleeper Deals [page](#).

- 82. Now that the old CN Station in downtown Kamloops is vacant why can't VIA Rail move there rather than the abandoned shack at Kamloops North?**

VIA Rail has no current plans to relocate its Kamloops station.

- 83. When will VIA Rail be providing decent, and dependable rail service in British Columbia?**

VIA Rail trains currently serve several cities within British Columbia, through its *Canadian* train as well as its Jasper – Prince Rupert train. If you require more information, please consult our [website](#), or contact customer_service@viarail.ca.

When will VIA Rail introduce daily train service between the major cities in Western Canada? There's not enough service from Vancouver to Toronto and Jasper to Prince Rupert.

VIA Rail's *Canadian* train as well as its Jasper – Prince Rupert train service major cities in Western Canada, in both directions. VIA Rail increases the frequencies on the *Canadian* from two trains per week to three trains during the summer peak season. The number of frequencies are aligned to the demand for the service.

- 84. I would like to know if passenger service Vancouver to Prince George is being looked at and if not why?**

Can rail service between Vancouver and Prince George on the CN (ex BCR) line be started?

There are currently no plans to create a new service between Vancouver and Prince George in the near future.

- 85. Any chance that VIA will connect to Regina in the East to West corridor?**

Will VIA Rail ever serve Calgary and Regina again?

Can VIA rail re-institute service from Winnipeg to Vancouver via Calgary?

Hi there, I live at the Northern City Pair of the Calgary-Red Deer-Edmonton corridor. Is our region being considered for expansion (re-entry) into this travel corridor?

Are there any future plans to return service to Banff, Lake Louise, Golden from Calgary?

Do you ever foresee the day when VIA rail will again run trains on the Calgary, Banff, Lake Louise, Revelstoke, Kamloops, Vancouver stretch of track?

There are no plans to create new services to these areas in the near future.

86. Why is it that when they have the Tuesday sales we have to get on the train in Winnipeg to go to Edmonton instead of getting on in Rivers we have to travel 2 hours to catch the train instead of 40 minutes to catch it in Rivers?

Discount Tuesdays tickets are advertised between larger urban centres, but the same fare should be available from a smaller city (such as Rivers) to Edmonton. If you have trouble finding the fare online, we recommend that you contact our customer centre. Alternately, you may purchase a ticket from Winnipeg –Edmonton and embark in Rivers with that ticket. There is no need to drive to Winnipeg to embark on the train.

87. Would VIA Rail consider relocating its station in Edmonton to somewhere along a rapid transit line instead of the middle of nowhere with no transit?

VIA Rail has no current plans to relocate its Edmonton station.

Prestige

88. Why do you not offer off-season reduced fares for Prestige class rather than hauling empty rooms back and forth across the country?

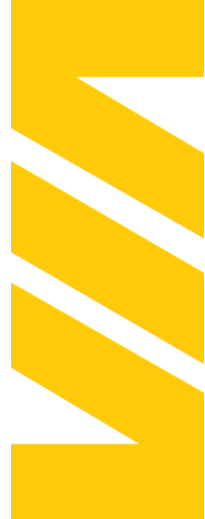
VIA Rail currently offers reduced fares for our Prestige offer over the spring and winter travel seasons.

89. Why is Prestige class on the Canadian never discounted? I usually travel alone and resent having to pay for 2 people for a Prestige class room. If the rooms are not sold out, why not offer a discount at the last moment? Surely getting \$4000 for a single occupant is better than getting nothing at all for an empty suite?

Fares can vary depending on the destination, class and timing of your trip. At this time, we offer seasonal pricing with a reduction to the fares during the winter and spring travel seasons.

ON BOARD SERVICES

1. Will all trains be equipped with bike racks in the future?

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The majority of our trains with a baggage car are currently equipped with bike supports that can hold up to 12 bicycles. For more information on our on-board bicycle policy, we invite you to consult our [website](#).

- 2. Can you expand the bike rack options in the Québec City-Windsor corridor? Could you add a smaller baggage car to accommodate bikes and could be used for baggage for other passengers ?**

As we have a limited number of baggage cars, not all of our trains can be equipped with one. In the Québec City-Windsor corridor, however, all of trains that do include a baggage car are equipped with bike racks. For more information on our on-board bicycle policy, we invite you to consult our [website](#).

- 3. Last year I was told that there would be bike racks in the baggage cars in season, but now I see there are none on the *Ocean* train. Why?**

The baggage car on the *Ocean* train is normally equipped with bike racks. However, due to operational reasons or equipment changes, it is possible that a train might not have been equipped with these supports.

- 4. Bringing a bicycle with you currently is difficult or impossible on many VIA Rail trains. What will VIA Rail do to make riding the train more bicycle friendly (such as roll-on bicycle service) in the Corridor and other trains?**

For security reasons, baggage is not permitted on board the train without its owner. However, bicycle transportation is an exception to the policy due to the fact that we have a limited number of baggage cars.


- 5. When will VIA Rail start using POS machines for payment of food? When will the payment system onboard the trains be modernized to more easily accommodate credit cards? Why are you using manual paper transactions for credit card purchases?**

We are currently in the final stages of selecting a vendor for the implementation of a Point of Sale system for food and other ancillary items on our Intercity train operations –with other regions to follow. Piloting of the system is planned for the near future.

- 6. Is it possible to bring a large object (a large picture frame) on board with me as a checked item?**

Yes, it is possible to bring large items on board with you under certain conditions: the train must be offering checked baggage services, the maximum weight of the item must not exceed 32 kilograms, and the maximum linear dimensions of the package must not exceed 180 centimeters. Otherwise, in cases where baggage cars are not offered, passengers are required to follow the [carry-on policy](#).

- 7. Why is the Economy class not entitled to meals?**

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We offer a variety of fresh, light meal options in Economy class in the Corridor. When available, we also offer our hot Business class meals for sale on select trains. These satisfying chef-created meals can be experienced when traveling in Business class, along with complimentary beverages, alcoholic beverages and snacks.

8. Will food service on the new Corridor trains be provided at your seat through dining carts, as on existing trains, or will the new trains have a café-car?

We have already begun working on the requirements for the new fleet of trains that will serve the Business class cars in the Corridor. Part of these requirements will take into account any service adjustments that we wish to make based on client feedback. Prioritizing safety and security are always key factors in our decision-making as well as operational considerations, and as such, our new fleet may or may not include a restaurant or take-out car.

9. Why has the dining car service been taken away from economy passengers who would prefer to pay for and enjoy meals in the dining car?

We have recently made changes to our Sleeper services on board the *Ocean* train. As such, during high-peak times such as the summer, our dining car is fully booked with Sleeper passengers who have purchased meal-inclusive tickets. We do offer hot casserole meals and other light meal options from the Economy class take-out car. These menu options can be enjoyed at any time during service hours.

10. Why not have a café-car in the middle between the Business class and Economy cars on the Corridor routes?

At the moment the limitations and operational requirements required of our existing fleet do not make this option viable. However, this is being looked at for future fleet programs.

11. When will there be a dining car with affordable options in Economy in the Québec City-Windsor corridor?

We have already begun working on the requirements for the new fleet of trains that will serve the Business class cars in the Corridor. Part of these requirements will take into account any service adjustments that we wish to make based on client feedback. Prioritizing safety and security are always key factors in our decision-making as well as operational considerations, and as such, our new fleet may or may not include a restaurant or take-out car. The prices on our Economy class menu are tax-inclusive and representative of the value provided; our light meal selections are made from top quality local ingredients.

12. Is there a chance we'll see single bed and rooms on the *Ocean*? As a single person, it is unnecessary to book a room for two.

VIA Rail currently does not have any plans to introduce rooms with single beds aboard the *Ocean* train.

13. Why don't some trains have outlets for charging mobile devices?

Is there a plan to add more power outlets to the *Canadian*?

All of our intercity operations allow passengers to recharge their portable devices. On regional routes and long distance trains, the number of charging stations is limited based on when these cars were built. With the current refurbishment plans for the long distance fleet, there will be more recharging stations available in the near future.

14. Have you considered calling on human engineering experts to determine the comfort or discomfort levels of seating and sleeping arrangements?

Our selection of bedding is based on the manufacturers we select to outfit our cars through a rigorous tendering process. With the arrival of our new fleet, we aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of our customers.

15. My question relates to the discomfort of the train seats. How were the seats in the Corridor chosen and did anybody actually take a trip in them?

What was the selection process of the new leatherette seats? Totally uncomfortable and too far away from the shelf that drops down for your computer.

The seats have no or minimal lower back support and for longer trips, the pain is terrible. Can you not adopt seats with adjustable support?

Is VIA Rail ever going to fix the seats to make them more comfortable for long rides?

Why are the seats less comfortable than they were before?

Why are the seats on the new VIA Rail fleet of coaches much less comfortable than on the older coaches?

Why was the design for the seats changed? The new seats are very uncomfortable. They cause back fatigue and the height and width are wrong.

Why did VIA Rail add more of the new seats after getting so many complaints about them? Have they ever tried to sit in them for a few hours?

The seat manufacturer selection process went through rigorous testing with an accompanying procurement process that took into account various factors, notably reliability, comfort, maintenance adjustability, customer satisfaction, and of course, safety and security. The feedback that contributed to VIA Rail's decision along with the above process led to the product we have today.

The key points supporting these seats are their flexibility which allow the passenger to adjust the recline and the seat bottom. This permits greater support for passengers with longer legs. The other key point being the lumbar support which passengers highlighted as a positive characteristic.

The German manufacturer GRAMMER confirmed these seats have been designed for 90% of the population, but we understand that certain passengers will find these seats uncomfortable. If we can do anything to assist in getting you the right fit with all the adjustments available on the seat we would be glad to help. For those whom the tray tables are too far away, we have added tray table extensions to all Business class cars in Economy class.

16. The mattresses in berths are very uncomfortable on the *Ocean*. Is there any chance for improvement?

VIA Rail has no current plans to change this equipment type in the short term. However, mattresses are regularly changed over on Renaissance trains.

17. Will VIA Rail offer shower services to passengers in Economy class on the *Canadian*?

We are currently in the process of looking at our product offer with the ability to bundle certain attributes once our new reservations system is deployed. This will allow us to better control the various services that passengers have requested but are more difficult to manage and account for on-board.

18. When will seats be reupholstered on the *Canadian*?

Our refurbishment program for these cars has commenced and we anticipate seeing the first of these renovated cars go into service in 2019.

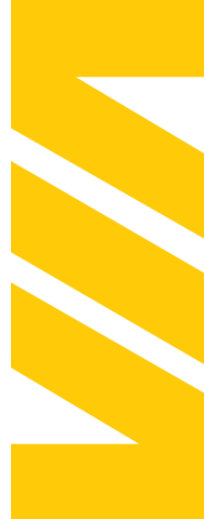
19. Do you still have those chairs that recline back for the Toronto- Montreal trip?

The current standard of seat we operate on the Montreal-Toronto route is the new Grammar leather seat for LRC cars. These seats will also be used to replace seating on our intercity stainless steel fleet in the coming months. These seats were selected to replace the cloth covered seats previously in use.

20. How long do you intend to keep the sinks on your trains? Why are VIA Rail trains operating with old facilities when in other parts of the world modernization has been happening?

I travel most often between Toronto and Kingston. Several times when returning from Kingston, the Business car is old and seats are uncomfortable. The table comes out from the armrest which does not allow a larger sized person like myself to drink or eat easily. Why is this the case?

VIA Rail is happy to announce that it will roll out the first of 33 HEP 2 stainless steel cars as part of an extensive retrofit program. The retrofit will include both Economy and Business class cars and will see them upgraded to the latest in comfort and design currently offered on our LRC fleet that also operates in the Québec City-Windsor corridor. The first of both the Economy and Business cars will roll off the production line in 2018. The projected completion date for all cars is set for the end March 2020. The retrofit will include seating, washrooms, floor and wall coverings, baggage space, lighting and climate control systems among other elements. The Business class car will see the introduction of a single seat isle that has been well received on the remainder of the

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Corridor fleet. This effectively reduces the Business class passenger capacity to 44 from 56. All cars will see the introduction of adjustable leather seating. In the interim, as these cars await this extensive overhaul, a general maintenance program and deep cleaning process will be upgraded.

21. On the new trains, will 50% of the seats face one way and 50% face the other way?

Our new fleet of trains for the Corridor along with our refurbished HEP cars will include bi-directional seating. This was implemented to reduce the amount of time it takes to turn the trains around, therefore increasing the train's running time.

22. Why was the decision made to have seating plans changed in most cars so that half the seats now face backwards?

Why have you changed the seating so that some seats are facing backwards? I don't like facing backwards and I don't like sitting in a seat that faces other people.

Why do half the seats have to be backwards?

Will VIA Rail be transitioning back to the preferred forward-facing seating with the new equipment?

VIA Rail's decision to offer bi-directional (50/50 seating) was made in order to allow for greater efficiency in our train operations. This allows us to add frequencies without the need for additional train sets. This decision is also aligned with our upcoming fleet renewal program which will also feature this configuration.

23. Will you consider having a Junior Travel Card or Children's Co-Travel Card? Or have a Ticki Park Family zone?

VIA Rail is considering such product offers as potential features with the implementation of our new reservation system set for 2020-2021.

24. Is there any plan to have fitness opportunities on board the trains?

VIA Rail is not currently considering adding fitness options on board its trains. However, the option for alternate-use spaces for our new fleet is under review.

25. Why can't we ride the *Ocean* between Halifax and Montreal with a bedroom and not have to buy the meals?

In 2016 it was decided that meals would become "all inclusive" for our Sleeper car passengers.

This change was made for a few reasons including the overwhelming demand from the population to eat their meals in the dining car, the standardization of our product and offerings from coast to coast, and the need to eliminate the amount of food waste on board that was created by the uncertainty of who would choose to purchase a meal and who would not. However, this is something we will keep in mind as a potential offer if ever we have the opportunity to increase capacity on the Eastern long distance service.

26. Is there a way that the cleanliness of the bathrooms can be maintained during and between trips?

VIA Rail aims to provide passengers with the highest quality of service in all aspects of our operations. As such, our on-train staff is required to tidy the washrooms during a trip.

27. Will it be possible to select only some meals to be taken NOT in advance ie. on the moment, to decide to have a meal in the kitchen car when the services are offered? Can we pay with credit card then?

VIA Rail is expecting to implement a new Point of Sale tool that will accept credit cards in the coming year. Additionally, with the implementation of our new reservation system expected in 2020-2021, the option to preselect meals will also become a reality.

28. Why can't VIA Rail ensure there is a train attendant in every train car? At times, there is not a train attendant stationed outside each train car when passengers are loading their baggage and sometimes, there is no one there to assist passengers with the loading of their luggage onto the car.

The crewing guidelines are a function of a passenger ratio count / per employee and not systemically one employee per train car on a given consist. In the Corridor, the ratios have recently been reduced to provide additional staff (where required) to ensure a high quality customer experience. The employee to passenger ratio in Economy class ranges from 1 employee for 115 passengers, to 1 employee for 144 passengers based on different trains and depending on the number of stops, cars in service, sales and trip time.

However, there should always be an attendant stationed outside each car during boarding. If this is a main terminal departing station, then terminal duty or station employees are asked to cover doors resulting in there not being enough available on-train staff for that particular train to stand outside at each car door. This applies to doors open at intermediate stations as well (only the number of doors that can be "manned" are opened).

29. Why are services provided by car attendants so very poor with little or no assistance given to passengers who are knowingly under stress with baggage and with accommodation?

On-train staff are expected to provide assistance with baggage to passengers as well as those with required special accommodation requests. Employees are also required to be vigilant and provide the necessary assistance and reassurance if passengers are known to be anxious or "under stress"; this includes assessing non-verbal body language and / or behaviour to address customer needs accordingly.

30. When will you provide the same excellent service received on the *Canadian* on the *Ocean* route?

VIA Rail aims to deliver an equally satisfying experience on the *Ocean* as on the *Canadian*, but the limitations of the equipment may impact certain parts of the experience for passengers. Due to our current refurbishment programs, operational realities and car

availabilities, the equipment we are currently issuing to the route will remain for the foreseeable future.

- 31. I have travelled by VIA Rail from British Columbia to Toronto and return almost annually since 1999. Two years ago, VIA Rail started the super luxury class on the *Canadian*, and since then, Sleeper class passengers have not been able to use the park car most of the day. We were denied the use of the park car even early in the morning when the luxury passengers weren't even using it. My question is: what are you planning to do to correct this slight to your frequent users?**

When will VIA Rail eliminate the class boundaries on the train? Economy passenger should be allowed to access the park car also.

Also why was the observation car moved so that only those in the more expensive seats get to enjoy it on the ocean?

If you purchase a ticket, is the observation booth opened to all passengers? If not why?

Our customer promise is that each passenger, no matter what class they travel in, will have access to an observation car. This is why we have the Skyline cars with an observation dome available for Economy and Sleeper classes. VIA Rail follows current standards seen throughout the industry (other railways, airlines, hotels etc.) as to differing price points and service levels.

- 32. The train from Montreal to Bathurst is overnight. Why are there no sleeping accommodations for one person alone? There are only cabins for two people.**
The equipment used on the Montreal-Halifax train is designed with double cabins only. However, our pricing structure on this route still allows single passengers to book a double cabin, for an additional modest fee.

- 33. Which are the trains that have private lodgings that go from Toronto to the West Coast (Vancouver)?**

These trains operate three times a week from Toronto to Vancouver, and twice throughout the rest of the year. This train is called the *Canadian*. A revised schedule for the *Canadian* designed to achieve significant on-time performance improvement, came into effect on July 26, with the aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of passengers, as well as a more predictable travel experience at both departure and arrival.

- 34. Will the east coast corridor - from Halifax to Toronto - ever get the berths back that we loved?**

Although our Heritage Fleet Refurbishment Project is underway for our stainless steel cars, the current Renaissance fleet is expected to remain in place for the foreseeable future.

- 35. Why did you take away checked baggage from the Cobourg, Ontario, to Central station in Montreal?**

There are a limited number of baggage cars available in the Québec City-Windsor corridor, and schedules were recently modified along these routes to better meet



customer demand for departure and arrival times. Train 63 that operated daily with a baggage car from Montreal to Cobourg now departs earlier in the day and was cycled to different trains in Southwestern Ontario. As a result the baggage car from Train 63 was placed on Train 65 which operates daily from Montreal towards Toronto, stopping in Cobourg. It does have a baggage car three days a week (Monday, Thursday and Saturday)—this baggage car is set to align with the arrival of the Eastern Train from Halifax in Montreal for passengers connecting to Toronto with checked baggage. Train 64 that operates daily from Toronto to Montreal, stopping in Cobourg, also has a baggage car three days a week (Wednesday, Friday and Sunday).

36. Are there plans to update the cabin and sleepers on the train from Halifax to Montreal? They are very outdated.

For the time being, VIA Rail's Renaissance equipment on the *Ocean* train will remain unchanged.

37. Why can't I exit the train on short stops for a cigarette on a nine-hour trip, as long as I take responsibility for being back on the train before it leaves the station?

The platforms in the Corridor and areas in certain proximity to station entrances are designated non-smoking areas in relation to municipal and provincial bylaws (ex. "the four-meter law").

38. The Toronto - Montreal trains have two types of washrooms: general and female. The trend in Canada now is to have gender-neutral restrooms; is VIA Rail planning to comply with this?

Yes, VIA Rail is planning to comply with gender-neutral bathrooms. This issue will be addressed as part of our Corridor Fleet Replacement Project.

39. If I take the train to Vancouver, will I be served in French?

Most of VIA Rail's on-board staff are bilingual and we are proud to offer this service. If your attendant is not bilingual, you can request to be served by someone who is.

40. Do you think you will re-introduce the weekly Business class menus like you used to have?

VIA Rail is planning to reintroduce this feature with the launch of our new reservation system expected in 2020-2021.

41. With all the attention lately on the amount of plastic we send to our landfills, what is VIA Rail's plan to reduce its plastic consumption on board? Will VIA Rail look at alternatives to using one-time use plastic, such as coffee stir sticks, cups, juice bottles, straws, plastic coffee cups and toppers, plastic stir sticks for mixed drinks, water bottles, and one-time use condiments, such as jams, butter, peanut butter, milk and creamers?

VIA Rail is committed to sustainable mobility and looking at ways to reduce our environmental impact on the planet. We are currently reviewing all of our products as well

as how they are packaged. We are looking at different alternatives to reduce or change some of our on-board products as well as our practices

42. Are there any plans to introduce more workspace surfaces on the train?

Our Business class cars now all been outfitted with tray table extensions to provide greater space for working as well as for meal trays with the aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of passengers.

43. Do you have double beds?

Double beds do exist on our long distance trains where Prestige class service is offered.

44. Are there plans to have an in-between service that allows for beds and showers, but not the frills like towels, meals, mini-shampoos, tea, coffee, champagne, etc.? Why isn't there a no-frills sleeper?

Thank you for your suggestion. VIA Rail would need to conduct more research to see if this type of service would be appreciated by customers, and to see if our car inventory and operational realities could support a “no- frills” option.

45. Why aren't all the passenger trains (with the exception of Business class) the same vintage?

VIA Rail has acquired its existing fleet over the course of many years. This is why many of our passenger trains have different interiors.

46. Why are personal and business phone calls permitted when they are distracting and disturbing to other passengers?

VIA Rail aims to offer a pleasant and comfortable experience for all passengers. Announcements are made on board reminding passengers to be considerate of their fellow travellers and to keep their cellphones on silent or vibrate, while also utilizing headphones or headsets.

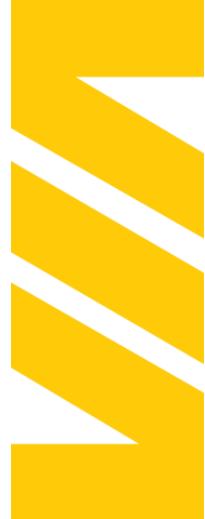
47. Why do we have to have seat assignment when it's irritating to the passengers and creates problems for the staff?

A vast majority of VIA Rail's passengers have requested and look forward to assigned seating as it avoids uncertainty upon arrival on board the train. We are currently working on a project to align all seat maps between our different train fleets with the goal of standardizing our seating offer. This project is set to be completed in the near future.

48. What is the reason behind this 40lb luggage weight limit?

VIA Rail has recently implemented a new baggage policy with the goal of creating an easier and more enjoyable travel experience for passengers. The allowed weight limit is now 50lbs.

49. Does VIA Rail have any plans to introduce quiet cars or child-free cars?

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VIA Rail is currently looking into the possibility of dedicated spaces as part of our upcoming Fleet Replacement Project.

50. Why do the staff not call out towns and areas in between stops, or at least give an approximate time of arrival in advance?

Our on-train staff are expected to provide passengers with an estimated time of arrival five to 10 minutes prior to arrival at each stop. General announcements are also made throughout the trip.

51. Why can't I hear the train station message when I am in the washroom?

Presently the configuration of our cars does not include a speaker in the washrooms. This will, however, be addressed as part of our Fleet Replacement Project.

52. I travel between Toronto and Winnipeg by train as I love the ride. I noticed that along the way the service attendants will share informative tidbits about some of the communities and towns. Can you ask them to make it inclusive of First Nation communities, including facts about treaty land acknowledgements, for example? This way people will also learn about First Nation communities in the areas that they are crossing while on the train. I hear primarily about 'settler' and industry information.

VIA Rail is currently looking into offering informative anecdotes and facts that are more inclusive of First Nation communities. We are currently reviewing our tourism experience on board our long distance trains and will incorporate information on the First Nations of Canada to our programming. This will be an important step in providing our international passengers with a comprehensive and inclusive Canadian tourism experience.

53. How often are the seats in the cars cleaned? Are there any measures taken to reduce the spread of bacteria, such as using a disinfectant?

Our train seats undergo a meticulous cleaning process. This includes a steam-clean twice a year at our maintenance centers, vacuuming, and table cleanings among other things. Additionally, cushions with major stains on them are replaced.

54. Why would VIA Rail have the cabins built so that the bed is cross ways rather than facing front to stern overnight on the *Ocean*? Who thought of the design and had they ever travelled on VIA Rail prior to the change and have they travelled since the change?

The design of these cars was a function of comfort and economics. The space has to account for many different factors including establishing the car's capacity and technical requirements.

55. We find that the Sleeper car rooms are very confined. Is there consideration to make them all the same size as a Cabin "F"?

Modifying the Sleeper car rooms to make them the same size as Cabin "F" would require extensive modifications and renovations. However, whenever we look at refurbishing any



cars, even though we may not be able to change the actual footprint of the room, be assured that we will do everything possible to make them more functional with the aim to offer passengers an easy, sustainable and enjoyable experience that meets the individual needs and preferences of passengers.

56. Why do you not provide reserved dining car seats (or tables) for Prestige class passengers to make the dining experience come closer to the quality of the accommodation?

Our current practice is to pre-seat our Prestige guests at dinner, and two tables in the back of the car are reserved for these guests. If passengers prefer to sit elsewhere in the room, we reserve those seats for the sitting they have chosen.

Menus

57. Why are passengers unable to pre-select their meals during reservation?

Our Business Class menus are listed in detail on the VIA Rail app, readily available for download on Android and iOS. As for pre-selection, that is something not currently available with our existing reservation system. That being said, it is a priority for us and we will be rolling out a new system to bring us in line, and beyond industry standards.

58. Why is it so difficult to choose meal time on the Toronto/Ottawa late morning trips...before or after Kingston?

In order to provide a better and more standardized customer experience, the majority of our trains offer meal service upon departure. There are strategic exceptions in which 2 sittings are offered, as these trains have a departure slotted “in-between” regular meal time. This is valuable feedback that we will take into consideration when looking at service delivery for the fall and coming year.

59. Could you improve the quality of the food and coffee on board?

Why had the food in business class deteriorated over the years?

Can you get better food on the Québec City-Windsor corridor?

We are continuously looking to improve upon our food and beverage offer at VIA Rail and are always open to feedback from our passengers and employees. VIA Rail is proud to offer Canadian products on-board its trains. This feedback is taken into careful consideration when reviewing our offer and you will see exciting new changes in the near future.

60. Is it possible to get an improvement to the taste of the coffee and tea? Is the water filtered prior to the making these beverages?

We are continuously looking to improve upon our food and beverage offer at VIA Rail and are always open to feedback from our passengers and employees. The water on board used to serve tea and coffee is treated and mineralized.

61. What can you do to improve the gluten-free offer on-board in Business class? Why do you not offer butter with the gluten-free bread?

We are currently in the process of conducting an internal review of our complete lineup of special meals with gluten-free items among the top priorities. You will see a refreshed option over the coming months, with more variety as well. There is always extra butter on-board as well, so please do not hesitate to ask your Business Class attendant; they will be happy to provide you with what you need if it is available.

62. Could you provide gluten-free products (snacks and meals) for people with an intolerance?

We do offer gluten-free options on-board across our network. In Economy class in the Corridor, we offer an assorted vegetable plate with fresh vegetables, hummus, a generous amount of gluten-free crackers, and, more recently we have introduced a side of guacamole.

63. Why have you not normalized gluten-free meals?

In Business Class, all of our Special meals have been vetted and approved as per Medina Quality Assurance standards when gluten-free meals are selected from our Special Service Request meals. Our gluten-free assorted vegetable plater in Economy class in the Corridor is a standard offer on our menu. For more information, we invite you to contact [Customer service](#).

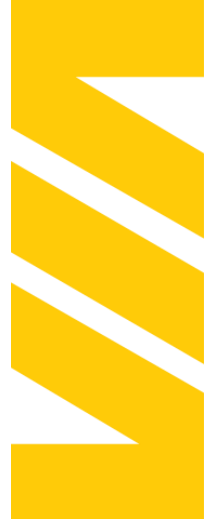
64. Why there are not many vegetarian/vegan options. Why is water not complimentary?

We offer several vegetarian options in Economy class in the Corridor. As of June 27, our gluten-free assorted vegetable plate will also be vegan. This popular light meal includes fresh vegetables, hummus, gluten-free crackers, an individual portion of guacamole, and a sweet and salty mix. We currently sell bottled source water, as well as provide complimentary tap water upon request.

65. I'm very happy that VIA Rail has a gluten-free option on the menu. As a celiac sufferer, this is very important. However, whenever I travel with VIA Rail, I get the same gluten-free meal over and over again. Would you consider adding more options to this menu? Also, are VIA Rail chefs/staff educated on Celiac Gluten Free diets as opposed to gluten-friendly diets?

We are currently in the process of conducting a full internal review of our lineup of Special Meals with gluten-free options among our top priorities. You will see a refreshed option over the coming months, with more variety as well. Our chefs, staff, and outside caterers are made aware of the difference between gluten-free and gluten friendly. They are also provided with detailed specifications and ingredient lists of all meals and food products served on-board our trains.

66. As a frequent traveler in Economy class, I am looking for more vegetarian options on the menu. Will this menu change periodically and offer variations of vegetarian dishes?

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We currently offer a variety of sandwiches including our vegetarian option, the falafel wrap. Our ham and Gouda on croissant as well as our turkey coleslaw on multigrain bread remain our most popular selections. All our sandwiches are made from high quality local ingredients, including antibiotic-free meats and preservative-free breads.

67. When will VIA provide a proper Business Class meal on the trip from Windsor to Toronto on train #76?

Why do you not offer Business class passengers on train #76 a full lunch, but a cold snack plate?

From Montreal to Ottawa and return, the afternoon trains no longer offer a hot meal and instead offer a cheese plate, or cold salad, etc. Is there any opportunity to revisit?

When will you spend more on the Business class meals from Toronto to Montreal or drop Gate Gourmet?

Due to overwhelming passenger and crew feedback, and to avoid food waste, as well as due to the time of day of the train, VIA Rail decided to offer cold and light options instead of hot meals. Overall feedback has been very positive and has drastically cut down on our condemn rates and waste ratios. However, we will continue to monitor incoming feedback as we are always welcome to change if the demand warrants it.

68. Why don't you carry more "hot meals" on the evening trains? Too often there are no choices if you are at the end of Business Class and no meals available in economy.

Why are there only cold dinners on the afternoon train between London and Toronto? Can we order a hot meal when booking Business class?

Unfortunately with our current reservation system it is not possible for passengers to pre-select their meals in Business class. We are however in the process of rectifying this issue with the implementation of our new reservation system expected in 2020-2021. We have implemented a "meal overage" ratio to help alleviate this problem and it has helped in securing more choice for the everyday passenger.

Currently, the best way to increase your chances of having your first choice of meal is to become a VIA Préférence member (free of charge) as these members are offered priority selection during meal service.

69. Are there plans to try to offer more hot food options in Economy class?

With the acquisition of a new train fleet that will serve the Québec City-Windsor corridor, we hope to add a hot meal option to our Economy class offering. Currently we offer for purchase Business class meals when available on select trains.

70. How is the quality of water from the cabin tap?

The quality of the water from the drinking tap on-board VIA Rail's trains is suitable for passenger consumption.

71. Why is the menu in coach showing sandwich packages and not just a single sandwich for less money? Who eats the carrot sticks?

We currently sell single sandwich options in Economy class. Our light meals menu also includes the popular assorted vegetable and cheese plates.

72. Is there anyway one can guarantee getting early dinner settings for a diabetic as we got stuck with third setting and could not change to an earlier one until they realized we were going to the back of the train and getting food from the snack bar.

Passengers can receive an early dinner setting for medical purposes if they approach a member of the on-board staff and fill them in on their needs as soon as possible after boarding. This way the on-board staff member will have more time to rearrange things for the passenger.

73. Why are the meals repeated on trips between Toronto and Vancouver?

Items on the Sleeper/Touring class may be repeated, but aside from several breakfast choices, no complete menu repeats every day. We have limited space on board for products and have the capacity to re-stock in three locations, therefore we try to re-use products where possible. We offer four different entrees for every meal. The items in the Café Express menu remain the same as this is not part of a meal-inclusive service. At the Café Express, we repeat the menu items in order to keep costs to the customer as low as possible, while offering a quality meal.

74. Personnel on trains 71 and 72 are exceptional, but I find that the cost of food has gone up dramatically. In 2002 your lunch was free. Why do we pay now?

The prices on our Economy class menu are taxes inclusive and representative of the value provided. We have made several changes to our menu offering in the past years in a continuous effort to provide an excellent passenger experience. Our light meal selections are made from top quality local ingredients, and served in recycled packaging. For instance, our assorted cheese plate is made from all-Canadian cheeses including a honey goat cheese from Celebrity Cheeses, a cheese made from 100% pure Canadian goat's milk sourced from family-run farms in Southern Ontario.

75. My question is about the menus that you have in Business class. I would like to know why you don't always have one of the 3 meals that is a "standard", for example, something everyone would enjoy like grilled chicken or beef. Often, I see 3 choices and they are all special creations.

Over the years, we have experimented with different types of meal offerings and rotations within Business Class. While each offering has been well received in different ways, one reoccurring comment from passengers is the need for variety. We have a high percentage of frequent travellers aboard our trains and the demand for variety across our menus is imperative.



This year, we have implemented twice-a-month menu rotations in the Québec City-Windsor corridor to allow for the maximum variety that we can operationally accommodate. With the implementation of our new reservation system expected in 2020-2021, passengers will have the ability to pre-select their meals in Business class.

76. Why do you not switch your menus once in a while? I travel a lot to Edmonton and never get steak or different things, always for years same old same old.

At the end of each peak season we review our menus. With the assistance of our on board chefs, we change approximately 20% of the items offered each year. We do keep the meals that are most popular (according to our records), and definitely some 'classics', such as the prime rib. We also try to do regional specialties, and our focus is always on Canadian products.

77. If a person has a sensitivity to shrimp/shellfish, how does that person get to choose a non-shellfish meal when booking passage in Business Class?

Our current reservation system unfortunately does not offer the ability to pre-select a specific meal during booking. We are currently working on launching a new reservation system that would include this feature. Meanwhile, our call center agents are available at 1-888 VIA RAIL and they will be able to provide you a list of our Special/Allergen meals while also outlining any other options available to you throughout your journey.

78. Why have you removed standard sandwiches from the menu?

We currently offer a variety of sandwiches for sale, including our vegetarian option, the Falafel wrap. Our ham and Gouda on croissant and our turkey coleslaw on multigrain remain our most popular selections. All our sandwiches are made from high quality local ingredients, including antibiotic-free meats and preservative-free breads.

79. The food menu in Economy has substantially less choices than in Business class. While it would be difficult to duplicate Business class in Economy, nonetheless could the economy class have more choices?

As our on-board space in the Corridor is limited, we offer a select variety of high quality sandwiches and assorted plates to satisfy our passengers and enhance their travel experience. We make changes to our menus at least once a year to ensure that we continue to offer a varied assortment of products.

80. Wondering why food options that are listed on a menu have been unavailable. Perhaps reducing the menu choices would allow for a more complete stock? From Ottawa to Fallowfield, the expression "sold out" is difficult to comprehend. Can VIA Rail assure their clients of a well-stocked train?

How do you plan how much food to keep on your trains for sale? It seems that demand exceeds supply because I often get told that my various selections are out of stock on trains departing on their first leg.

In Economy class we stock and supply our trains by passenger ratio, taking into account the days of the week and any other potential impacts to purchasing patterns. However, it does occur that certain items will sell faster or that we have not correctly anticipated demand. We will continue to monitor and make adjustments where necessary.

81. Why is food service offered only at the very beginning and at the end of the trip from Fallowfield to Toronto/return? Aside from the food choices being very small and mostly unhealthy snacks the cart food/ beverage should be offered at better intervals in a four-hour trip.

In order to provide a better and more standardized customer experience, the majority of our trains offer meal service upon departure. That said, there are strategic exceptions in which two sittings are offered, as these trains have a departure slotted “in-between” regular meal time.

82. I travelled with VIA Rail on Dec. 13, 2017. The meals between Miramichi and Montreal, were airline quality. But when I returned to Miramichi on Jan.17, 2018, the meals between Montreal and Miramichi were fantastic— it’s like I was with a different carrier. Why the difference?

We did in fact have a catering changeover within that time period. I am very glad to hear there was a noticeable improvement on your return trip. We aim for a consistent and standardized offer across the *Ocean* service and do frequent quality assurance checks to insure this. There should be no quality drop off at any point during your journey— this feedback will be brought to the attention of our outside caterer.

83. Why is the red wine in Business class chilled?

The service guidelines instruct the red wine to be served at room temperature. We will follow up with the Customer Experience group, reminding them of these guidelines.

84. Can you please bring back the chocolate cream cup desserts in Business class?

We are currently in discussion with suppliers for a new Business class chocolate offering to be introduced in the fall.

**85. Why can we no longer buy bags of popcorn on the train?
*Pourquoi on ne peut plus acheter des sacs de popcorn dans le train?***

Due to the messier nature of this snack, we have discontinued the sale of this product. The consumption of the product did not allow our cleaners the sufficient time required to turn trains quickly enough.

86. What is the most popular menu?

There is no exact way to measure or quantify which menu is most popular. All eight of the Business class menus are doing extremely well since they were launched on March 1, 2018.

87. Is it possible to ask the on-board attendants for a glass of hot water (at no charge)?

Passengers in both Business class and Economy class can be provided with complimentary hot water upon request.

Wi-Fi

88. Are there any plans to improve Wi-Fi on-board? Why not have higher capacity or bandwidth?

What concrete actions are being undertaken to improve the Wi-Fi on the trains?

Why is the Wi-Fi so weak on the train to and from Toronto?

We are currently in the process of deploying a new solution that will give passengers a better Wi-Fi user experience as well as address obsolescence of certain technical components. The plan would be to start deploying the solution later in 2018 for train cars in the Québec City-Windsor corridor. Full deployment is projected to be completed by the end of 2019 for the Corridor and *Ocean* fleets.

This question was answered during the Annual Public Meeting, which can be watched on VIA Rail's [YouTube channel](#).

89. Can you improve the Wi-Fi aboard the *Ocean*?

We are currently in the process of deploying a new solution that will give passengers a better Wi-Fi user experience as well as address obsolescence of certain technical components.

90. When will Wi-Fi be available outside the Québec City -Windsor corridor?

On the *Canadian*, our current Wi-Fi solution relies on cellular service which is absent for most of the trip between Toronto and Vancouver. Therefore, we are unable to provide reliable Wi-Fi service at this time.

For our *Ocean* train, between Montreal and Halifax, we currently offer Wi-Fi in the Park car.

91. Why is the internet service not consistent when you are on an overnight trip on the *Ocean* and must go to the cafeteria for it to work properly?

The Wi-Fi experience on the *Ocean* is limited to the common areas only. We are looking to enhance the equipment and level of strength to diffuse the signal and improve the overall reliability of the service.

92. Why is there no Wi-Fi on the *Canadian* from Toronto to Vancouver? I also would like to know why the cars are not being upgraded as the seats are old and worn out. I would also like to see charging outlets.

Our current Wi-Fi solution relies on cellular service, which is absent for most of the trip on the *Canadian* between Toronto and Vancouver. Therefore, we are unable to provide reliable Wi-Fi service at this time.

We are currently in the process of refurbishing our long distance fleet, which will include certain upgrades such as the addition of recharging outlets and refurbished car interiors.

93. I am a frequent traveller between Toronto and Kingston and do work while on the train. While Wi-Fi service is relatively stable, there is a dead zone for cellphones just west of Port Hope where calls drop. Is there a reason that this has not be recognized and rectified?

VIA Rail uses cellular rooftop antennae that connects with three cellular providers which increases coverage, speed and reliability for the on-board Wi-Fi system. However, both the Port Granby and Port Hope areas have been reported as weak spots to our cellular providers, who have started working on solutions to improve these the marginal cellular coverage.

Pets On Board

94. Will we be able to bring our small pets on board in under seat containers?

Will the trains ever allow caged dogs or cats on the train, perhaps on a special car where owners can supervise their pets?

As of [August 2018](#), VIA Rail updated its pet policy in order to accommodate pets on board. VIA Rail will now allow dogs and cats to travel in cars on the Quebec City-Windsor corridor with their owners as long as the animals are small enough to fit comfortably in a carrier that meets our standards. There is a maximum of one carrier per passenger. This service is available in both Economy and Business class, 2 pets are permitted in Economy class and 1 pet in Business.

95. Can you not have a train cart designated for small pets that travel with your passengers?

As of [August 2018](#), VIA Rail updated its pet policy in order to accommodate pets on board. VIA Rail will now allow dogs and cats to travel in cars on the Quebec City-Windsor corridor with their owners as long as the animals are small enough to fit comfortably in a carrier that meets our standards. There is a maximum of one carrier per passenger. This service is available in both Economy and Business class, 2 pets are permitted in Economy class and 1 pet in Business. Passengers can also travel with pets as a checked item in the baggage car. Pets require special handling for checking, and minimal safety requirements must be adhered to when handling them.

96. Why are pets not allowed on the Quebec-Windsor corridor when your Xmas commercials showed the pets taking VIA Rail?

As of [August 2018](#), VIA Rail updated its pet policy in order to accommodate pets on board. VIA Rail will now allow dogs and cats to travel in cars on the Quebec City-Windsor corridor with their owners as long as the animals are small enough to fit comfortably in a carrier that meets our standards. There is a maximum of one carrier per passenger. This

service is available in both Economy and Business class, 2 pets are permitted in Economy class and 1 pet in Business.

97. I have a 3.5 lb dog! Although it is not registered as such I consider it a therapy dog for my PTSD and pain resultant of military service. Will VIA Rail consider allowing animals access to train travel?

As of [August 2018](#), VIA Rail updated its pet policy in order to accommodate pets on board. VIA Rail will now allow dogs and cats to travel in cars on the Quebec City-Windsor corridor with their owners as long as the animals are small enough to fit comfortably in a carrier that meets our standards. There is a maximum of one carrier per passenger. This service is available in both Economy and Business class, 2 pets are permitted in Economy class and 1 pet in Business.

98. Is there any way that we can be accommodated so that I can let my pet sleep on my lap on the train?

As of [August 2018](#), VIA Rail updated its pet policy in order to accommodate pets on board. VIA Rail will now allow dogs and cats to travel in cars on the Quebec City-Windsor corridor with their owners as long as the animals are small enough to fit comfortably in a carrier that meets our standards. There is a maximum of one carrier per passenger. This service is available in both Economy and Business class, 2 pets are permitted in Economy class and 1 pet in Business.

99. The Ocean has air conditioned Renaissance baggage cars that allow for the transport of pets year round. Trains 24 and 37 on the Ottawa-Montreal-Quebec route, use the exact same equipment, but pets cannot be transported during the summer. A reply from VIA customer relations suggested that this was "because of potential last minute equipment changes." While equipment changes may happen, this is also a risk during the other months of the year when pets can be transported. Moreover, given the limited number of baggage cars in the Corridor, equipment changes usually mean there is no checked baggage on the replacement trainset. Would it not be better to provide this service year round with a qualifier that equipment changes may happen?

Passengers can travel with pets as a checked item in the baggage car. Pets require special handling for checking, and minimal safety requirements must be adhered to when handling them. However, baggage cars are heated, but most are not air-conditioned. Your pet may therefore be exposed to high temperatures. From June 1 to September 30, baggage cars cannot transport animals due to lack of proper ventilation. However, pets may be transported year-round on the Ocean (Montréal – Halifax), as all cars are air-conditioned. For more information, we invite you to consult our [pet policies](#).

100. Does VIA Rail have a plan of dedicating cars to be pet-friendly?

As of [August 2018](#), VIA Rail updated its pet policy in order to accommodate more pets on board. VIA Rail will now allow dogs and cats to travel in cars on the Quebec City-Windsor corridor with their owners as long as the animals are small enough to fit comfortably in a carrier that meets our carrier standards. There is a maximum of one carrier per

passenger, and only one pet is permitted per carrier. This service is available in both Economy and Business class. Passengers can also travel with pets as a checked item in the baggage car. Pets require special handling for checking, and minimal safety requirements must be adhered to when handling them.