

2018 ANNUAL PUBLIC MEETING QUESTIONS AND ANSWERS – Part 1

Due to the great number of questions received, responses will be published in rounds. Part 1 represents only a portion of all questions received.

The below document contains all 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. [Assets \(Real Estate\)](#)
2. [Government Relations](#)
3. [Infrastructure](#)
4. [Governance](#)
5. [Human Resources](#)
6. [On Time Performance](#)
7. [Security](#)

ASSETS (REAL ESTATE)

1. **When there has been new stations built in Belleville and Oshawa, why did VIA do cosmetic work on the station in the swamp at Kingston one of VIA Rail's busiest stops?**

The rationale to build new stations at Belleville (VIA Rail) and Oshawa (Metrolinx owned) was predicated on the increased volumes of passengers that could no longer be accommodated in the original stations. Whereas Kingston station is still large enough to address the passenger counts, even with the increase of almost 40,000 passengers in the last 2 years.

2. **When will the elevator be working at Ottawa Station and when will the next phase of the high level platforms be constructed?**

These new elevators are tentatively set to come into service by July 31, 2018. VIA Rail is planning a second phase of enhancements at Ottawa Station and these may include additional high platforms.

3. **When will Union Station finally be finished?**

Union Station is owned by the city of Toronto which is responsible for its renovation. They have indicated that the station should be substantially completed in late fall 2018.

4. **Over the past few years the state of the train station in Chatham has declined. The building and accompanying land appears neglected, it has become increasingly unclean (especially**

washrooms) and the removal of all staff from this station has had an impact on the visitor experience. I'm curious if there are any plans to revitalize the station or make it a more welcoming stop for passengers?

My question is, to ensure that Cornwall remains an effective and desirable station of choice will Via Rail invest in the station to bring it up to modern standards in both beauty and efficiency?

VIA Rail is reviewing the building condition of both Chatham and Cornwall stations. Capital improvements will be made as warranted to keep the facilities in a state of good repair. There are no plans to modernize these stations, at this time.

5. Are there any plans to re-do Montreal's Central Station?

VIA Rail does not own the Montreal Central Station. It is currently being transferred to a Quebec government agency (CDPQ) for the purpose of its regional train project (REM). Accordingly, there currently are no plans to enhance the VIA Rail customer experience.

**6. When will the Oshawa Go Station be completed?
When will the VIA station in Oshawa finally be completed?**

VIA Rail does not own the Oshawa station. VIA Rail operates within the new Metrolinx Oshawa Station since November 2017. There is a new canopy that will be built over the next few months leading from the Metrolinx Station to the VIA Rail overhead walkway, to provide VIA Rail customers with protection from the weather.

7. Are there any plans to re-do Kingston's train station?

VIA Rail has completed a series of projects over the last 2 years that included new escalators, new wheelchair lifts, a new waiting area, upgraded outside wall cladding, and new HVAC and rooftop units. Current plans for Kingston involve additional state of good repair projects.

8. When will the Sainte-Foy station be enlarged?

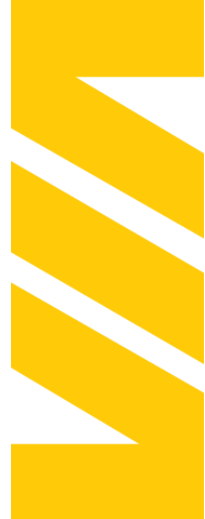
VIA Rail has no current plans to expand the Sainte-Foy station.

9. I found Via Rail's boarding steps are quite risky when wet and when there is snow as they are made of metal and because they are not wide enough. Any plans to improve this feature?

Why not introduce a roll-out long ladder (not a strap)?

VIA Rail is acquiring a new fleet of trains to replace all the equipment currently in use in the Corridor. It should come into service as early as 2022.

10. When will the Union station renovation be complete? And when complete, will the train be at platform level (like in Montreal)?

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Union station's owner, the City of Toronto has indicated that the renovation of Union Station should be substantially completed in late fall 2018. Metrolinx which operates Union Station's track infrastructure and platforms is currently planning to start work on raising the station platforms to provide level boarding for its commuter equipment, from the current 5" to 25". This will facilitate boarding of the current VIA Rail equipment. The impact of the new platform height on VIA Rail's new trainsets will be known following its vendor selection by year-end.

11. I realize Eastern Canada suffers from a population deficit. Will VIA Rail be upgrading the passenger cars at least in some of cars in the near future?

VIA Rail is currently renovating its stainless steel fleet with a goal to deploy it on its eastern service by fall 2020, at the latest. As a result, the Renaissance fleet currently serving Eastern Canada will be removed from service by 2021.

12. High-level platforms cannot be used at many stations because of problems with clearance of freight cars. But London has separate station tracks that are not used by freight trains, and Windsor is on a dead end track with no freight traffic. So why not have high-level platforms at those stations, for faster boarding and easier disabled access?

VIA Rail is looking at the feasibility of modifying existing platforms to provide level boarding with its trains where possible, and will be identifying capital improvements to be made through our application for new capital funds from the federal government.

13. Would you consider making getting on and off trains more accessible, i.e. make the platform the same height as the train exit?

It is difficult to climb up and down the steep narrow steps to board. Can there be a section of raised platform or some other way to enable easier boarding?

VIA Rail's ability to modify existing platform heights to provide level boarding is limited to stations where there is no thru-traffic of freight trains. The wider loads of freight trains require low level platforms.

14. Is VIA in talks with CN about buying the rest of the Chatham subdivision?

VIA Rail has no plans to acquire the Chatham subdivision.

15. Why not replace the old HEP cars?

Despite its age, this equipment is still in very good structural condition and requires only a replacement of the interiors. This work is ongoing.

GOVERNMENT RELATIONS

- 1. There's a tremendous need for mobile water quality analytical services (think Olympic Drug Squad on wheels and/or rails) to support public health, legal and Reconciliation activities in rural and remote communities in Canada. If the necessary equipment, financial and education**

institutional support can be amassed, would VIA Rail be interested in sponsoring a PhD project by hosting/hauling the state-of-the-art facility?

At VIA Rail, we are focusing our efforts on making cities and communities more accessible, connected, and sustainable, through smarter and more integrated transportation systems. As a result, we have established partnerships with community organizations and industry peers to support efforts to address our sustainable mobility goals. With regard to sponsorship and partnership opportunities, information [can be found on our website](#).

2. Can we stop subsidizing VIA Rail by a quarter of a billion dollars a year and go to a user-pay system?

VIA Rail operates the national passenger rail service on behalf of the Government of Canada, providing intercity services, regional, and essential remote rail transportation. This service includes passenger transport to more than 400 communities, from coast to coast. In order to deliver this service, VIA Rail relies on Federal Government investments to support safe, efficient, reliable, and environmentally sustainable rail passenger service that meets the needs of travellers in Canada. As we modernize VIA Rail for the future, strategic investments need to be made to renew our fleet and provide dedicated tracks for High-Frequency Rail (HFR) in the Québec City-Windsor corridor. By investing in the future of passenger-rail transportation, we will continue to contribute to the economic prosperity and social inclusion of Canadians across the country.

3. What percentage of VIA Rail is owned by Canadian shareholders?

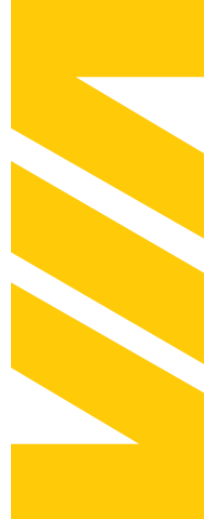
The sole shareholder of VIA Rail is the Government of Canada, through the Minister of Transportation, the Honourable Marc Garneau. VIA Rail is a Crown Corporation of the Federal Government of Canada and we operate the national passenger rail service on behalf of the Government of Canada for all Canadians' transportation needs.

4. Have you approached the Federal government about perhaps getting some funding from the tax dollars from marijuana sales to get another one or two sets of tracks built across Canada?

As a Crown Corporation, we operate the national passenger rail service on behalf of the Government of Canada to address Canadians' transportation needs. Federal Government investments in VIA Rail are made through the annual budget process. As such, VIA Rail will continue to work closely with the Government of Canada, through the budgetary process, to shape the future of mobility. In recent years, the federal government has made significant investments in VIA Rail to support various projects including: capital improvements at local train stations, reconfiguration of stainless steel cars to become fully accessible, Train car upgrades intended for use on the long-haul services, and improvements to vital maintenance facilities and infrastructure.

INFRASTRUCTURE

- 1. Will the roadbed from Toronto to Kitchener-Waterloo be brand new for the use of the new electrified high speed trains? The roadbed now is old and shared with CN and their freight trains have priority.**

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The new electrified high speed Rail Project is not a project with VIA Rail; the promoter is in fact the Government of Ontario. VIA Rail's proposed High Frequency Rail project would provide a solution to freight congestion through the control and operation of a dedicated passenger rail service.

2. Are there any plans to upgrade the bolted rail on the Newcastle Subdivision in order to reduce travel times for the *Ocean*?

VIA Rail is looking at different plans to upgrade the speed of the subdivision in collaboration with CN and the province of New Brunswick. However, no agreement has been concluded so far.

3. Are there any plans to improve the tracks on the Montreal-Toronto corridor?

These tracks belong to a third-party railway owner who are required to maintain them to the appropriate standard and VIA Rail is not involved in maintaining them. It is up to Transport Canada to ensure that the owner is performing the required maintenance and inspection to ensure the tracks are in good condition. However, VIA Rail does share these concerns and is working with railway owners to address as many issues as possible in these rougher spots.

4. Can VIA Rail not come to an agreement with CP to have them clear the switch block while doing switching moves so that VIA Rail's trains are only blocked from crossing when trains are actually moving through the block?

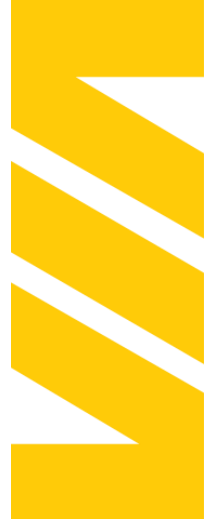
VIA Rail would very much like to reach such agreement with CP and sometimes their operations do interfere with VIA Rail's traffic. CP is responsible for train traffic control and determine the priorities, but VIA Rail is working with CP in order to try to reduce, as much as possible, any preventable delay. VIA Rail's proposed High Frequency Rail project would provide a solution to freight congestion through the control and operation of a dedicated passenger rail service.

5. Will the tracks between Miramichi, NB and Bathurst, NB be upgraded in order to allow the train to travel more quickly through that area?

VIA Rail is currently looking at different plans to upgrade the speed of the subdivision in collaboration with CN and the province of New Brunswick. However, no agreement has been reached so far.

6. How well are the railways maintained? Does the government of Canada have a regular maintenance schedule for the railways?

Transport Canada acts as the regulator and requires the railway owners to maintain the management system that is in place. The government of Canada did, however, provide adequate funding in regards to the infrastructure owned and maintained by VIA Rail and our tracks are maintained to passenger train standards, which are even more restrictive than Transport Canada's. We invite you to consult this [document](#) for more information on Transport Canada's rules for respecting track safety.

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- 7. Decades ago, the Turbo train went from Montreal to Toronto and seemed to travel smoothly, without a lot of bouncing around. Now, travel on VIA Rail is always rough and bouncy. How can we go back to the Turbo trains?**

In many scenarios, the comfort of a train ride is determined by the relationship between the train equipment and the condition of the tracks, owned by host railways. Although VIA Rail will be renewing its train fleet which might help alleviate the situation, most of the time the “bouncing” is caused by track conditions. VIA Rail is working with the host railway to address these rough spots.

- 8. I travelled Toronto to Vancouver two summers ago and the tracks out west were terrible, especially between Winnipeg and Edmonton. What are the plans to upgrade the tracks to help with passenger comfort?**

These tracks between Toronto and Vancouver are not owned by VIA Rail, but by CN who are required to maintain them to the appropriate standard. It is the responsibility of Transport Canada to ensure that railway owners are performing the required maintenance and inspection to ensure the tracks are kept in good condition. CN has announced an investment in their western tracks which can lead to some improvements, but VIA Rail cannot confirm what the end results will be. The quality of the tracks would also be improved through VIA Rail’s proposed High Frequency Rail project, through which VIA Rail would own and operate a dedicated passenger rail service designed for the comfort of passengers.

- 9. Can anything be done about how bumpy some portions of the tracks are between Toronto and Ottawa (and presumably elsewhere)? It's pretty uncomfortable—drinks spill, food is difficult to eat, and it's quite difficult to work.**

The majority of tracks are not owned by VIA Rail, but by third-party railway owners who are required to maintain them to the appropriate standard. It is the responsibility of Transport Canada to ensure that railway owners are performing the required maintenance and inspection to ensure the tracks are kept in good condition. VIA Rail does in fact own the tracks between Brockville and Ottawa and we are investing capital to improve their condition with new ties and surfacing. VIA Rail is also working on implementing new passenger standards to improve comfort. The quality of the tracks would also be improved through VIA Rail’s proposed High Frequency Rail project, through which VIA Rail would own and operate a dedicated passenger rail service designed for the comfort of passengers.

- 10. Are there any plans to do infrastructure upgrades in northern New Brunswick to increase passenger train speeds?**

VIA Rail is looking at different plans to upgrade the speed of this subdivision in collaboration with CN and the province of New Brunswick. However, no agreement has been reached so far.

- 11. On the train between Ottawa and Toronto, on the last coach, there is a lot of swaying as it travels. Can this be stabilized to stop the swaying?**



It is difficult to respond accurately to this question without more specific information (time of train, date, etc). The possible causes for swaying may be related to either track condition or the train equipment itself. Note that the last car on a train is always subject to more swaying. If you would like more information, we invite you to contact customer_relations@viarail.ca. The quality of the tracks would also be improved through VIA Rail's proposed High Frequency Rail project, through which VIA Rail would own and operate a dedicated passenger rail service designed for the comfort of passengers.

- 12. On two trips to Montreal from Toronto the ride was so rocky I could not even lift a coffee without it spilling. The carriage panels were rattling and the whole journey was highly unsettling. Do we have to use ancient cars or is it the rail that needs repair east of Toronto? There is particularly bad rocking between Kingston and Montreal.**

These tracks are owned by third-party railway owners who are required to maintain it to the appropriate standard. It is the responsibility of Transport Canada to ensure that railway owners are performing the required maintenance and inspection to ensure the tracks are kept in good condition. However, VIA Rail does share concern for this situation and is working with host railways to address these issues.

- 13. Given climate change and the increase of variable and extreme weather, what will VIA Rail do to ensure the safety of passengers and employees in extreme cold weather especially in remote areas where there is no road access?**

VIA Rail has infrastructure policies in places in cases of extreme weather. Depending on the forecast, temporary slow orders are put in effect and additional inspections are performed by our track foremen. In more remote locations, locomotives and cars are equipped with special aluminum and heating blankets, as well as satellite phones for the locomotive engineers and on-board staff. VIA Rail also operates with two units to mitigate any mechanical issue that may arise to ensure our passengers remain warm and comfortable.

GOVERNANCE

- 1. Is there a public or user representative who serves as a member on the VIA Board? I am asking the question 1) because I am not able to find the information on the site and 2) if there is no representative of the public who sits on the board it is deplorable for a public corporation**

The members of VIA Rail's Board of Directors are appointed by the Governor in Council on the recommendation of the Minister of Transport. The Governor in Council selection process is an open, transparent and merit-based process that enables all Canadians to contribute to the democratic institutions of Canada. For more information, please see the information available at: <https://www.canada.ca/en/privy-council/programs/appointments/governor-council-appointments/general-information/appointments.html>

Currently, our diverse and high-caliber Board of Directors consists of 11 individuals, including the Chair of the Board of Directors, the President and Chief Executive Officer and nine independent

non-executive directors, each representing in their own way the attitudes and needs of the communities we serve.

2. What is the salary of the CEO of VIA Rail?

The exact salary of the President and CEO is personal information. However, we do publish the salary scale of the President and CEO along with the Officers through the “Executive Compensation” chart which can be found in the Governance and Accountability section of our Annual Report. In 2017, the salary scale of the President was from \$257,900\$ - 303,400.

3. With the new law passing concerning legalized marijuana, what measures are being taken to assure engineers and staff are not influenced by substance abuse or fatigue?

At VIA Rail, we are committed to ensuring the safety, health and physical well-being of our passengers and employees. This is why VIA Rail adopts a zero tolerance approach, i.e., the prohibition of intoxication through any drug and / or alcohol when at the workplace.

Last January, a multidisciplinary working group was created to better understand the impact of the legalization of marijuana on the workplace and to prepare the organization for the legalization of such a substance. As a first step, VIA Rail's Alcohol, Drug and Medication Policy has been revised to reflect this new reality.

Second, a training program was developed to train all managers about their roles and responsibilities in this environment of zero tolerance, prior to the legalization planned for next fall. Finally, a communication plan will be rolled out over the summer to communicate the changes to our alcohol, drugs and medication policy to all employees, as well as to educate them about the effects and risks associated with the consumption of these substances.

HUMAN RESOURCES

1. Who does the hiring of all those incredible on-board and station employees?

VIA Rail’s recruitment team supports managers in selecting people who are passionate about serving our clients. A training program is also in place to give our employees all the knowledge and tools they need to maintain an unparalleled service that meets the expectations of our passengers.

2. What is the average salary of all non-management employees?

The hourly wage for unionized employees can range from \$22.03 – \$60.50 depending on the position held and experience of the employee.

ON TIME PERFORMANCE

1. I travel on the *Canadian* twice a year, and I notice the last year has seen extensive delays in service. While I appreciate VIA rents rail from CN, and delays are to be expected, I believe the current delays are unacceptable. What is VIA doing to reduce the delays to ensure an 84-hr trip?

Why can't Train number 1 leave Toronto on time?

What plans do you have to improve the timelines and punctuality of long distance trains?

What is being done to improve passenger rail service between Wainwright and Edmonton (that is, in terms of schedule, frequency, and reliability)?

What is being done to resolve the horrific schedule fails on your Canadian run?

What steps is VIA going to take to improve performance? Is stationing a train set and crew in Toronto a possibility?

What is being attempted or done to create better partnerships with host railways, such as CN, so that “The Canadian” does not run late as much as it does and so that perhaps it would run with greater frequency?

How will VIA Rail get the Canadian Train #1 #2 back on Schedule?

Why can the Transcontinental not be run closer the scheduled times in western Canada? Who should be held accountable for allowing this poor service?

Is there any chance of VIA improving arrival times from Toronto to Jasper?

Is there any way to increase the reliability of on-time schedules – especially from Toronto to the west?

VIA Rail has been consistently late arriving and departing Winnipeg en route to Vancouver also late arriving into Vancouver. This has been blamed on having to pull over for CN freight. When can we expect to return to “on time” service?

I frequently take VIA trains in the southern Ontario corridor and they are very reliable and punctual. When I take the Canadian, however, it is chronically late and seems to have gotten worse in its reliability over the past five years. How do you intend to address this situation?

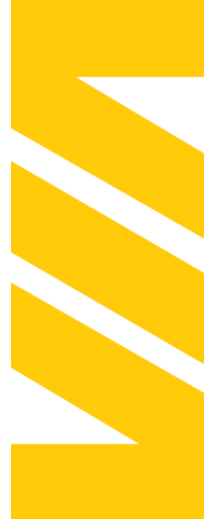
When are you going to do something about the enormous delays that are becoming outrageous?

Why are passenger trains always so delayed on the prairies.... especially into Northern Ontario? Is this due to lower usage? Or mainly due to having no dedicated track, and freight takes precedence?

Given that “The Canadian” is chronically late (and yes, I know it’s out of VIA’s control), why don’t you re-write the schedule to acknowledge reality?

Has VIA considered options for the cross Canada train to improve arrival and departure times?

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

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We are presently in discussions with the host railway to revise the schedules of the *Canadian* in order to better reflect the operation constraints in the western part of Canada. We are confident that the new schedule, which will be in effect as of July 26, 2018, will improve the performance. The updated schedule was also guided by the desire to ensure that the trains pass the Rocky Mountains during the day to allow travellers to appreciate the beauty of the landscape as well as by the benefit of stopping in larger cities (except for Saskatoon, unfortunately) between the hours of 6AM – 11PM.

- 2. There is a problem for the passenger trains - non-respect of the schedules (because of the freight trains) could you not circulate your passenger trains outside the days and the hours of traffic of the other freight trains?**

VIA Rail operates mostly on third-party-owned tracks and works with its freight and regional passenger railway partners to adjust the schedules on a regular basis in order to best meet the needs of all parties and minimize passenger inconveniences.

- 3. During my recent return trips between Montreal and Ottawa, why did we have to wait, sometimes up to a half hour to let another train pass?**

VIA Rail operates mostly on third-party-owned tracks and may need to pull into a siding to allow another train to pass, on occasion.

- 4. Will there ever come a day when trains will consistently arrive on time at their destination?**

VIA Rail operates mostly on third-party-owned tracks. We are in ongoing discussions with our freight and regional passenger railway partners in order to improve the on time performance.

- 5. Why is the Montreal-Toronto train never on time?**

Although we do experience delays, in 2017, the on time performance of the trains between Montreal – Toronto was about 60%, meaning that about 6 out of 10 trains were on time. We agree that it is not ideal, and there are several factors that may cause delays including the weather, freight train traffic and signal or mechanical problems. The Montreal-Toronto corridor is the busiest in the country, which creates ongoing challenges. VIA Rail operates mostly on third-party-owned tracks, and we are in constant discussion with the host railways to improve our on time performance.

- 6. Why are the schedules for the Jonquière-Senneterre/Montréal routes never respected?**

There are several factors that may cause delays including the weather, freight train traffic, and signal or mechanical problems. As well, VIA Rail operates mostly on third-party-owned tracks, which are shared between passenger and freight trains. We work closely with host railways to improve the performance of the train.

- 7. We take the train on a regular basis and it is extremely rare that the train either leaves or arrive on time. Based on our experiences, it is probably less than 5% on time. What is the management going to do to improve this metrics?**

We acknowledge and apologize for the inconvenience that delayed trains may cause our passengers. In 2017, the on time performance of our trains was about 73%, meaning that more than 7 out of 10 trains were on time. However, we understand that there is work to be done to further improve our performance. VIA Rail operates mostly on third-party-owned tracks and we are in ongoing discussions with our freight and regional passenger railway partners in order to improve the on time performance.

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.

- 8.**
9. Why do you persist in reducing (deteriorating) your services outside of the Corridor?

Thank you for your question. In fact, the last time we made changes to our services outside of the Corridor was in 2012, therefore it is unclear which services you are referring to. To better respond to your question, more information is needed, and we encourage you to contact customer_relations@viarail.ca so that we can properly address your concerns.

- 10. Within how many hours does VIA Rail commit to meeting its scheduled arrival and departure times stated and printed on tickets for trips from Edmonton, Alberta to Vancouver, British Columbia?**

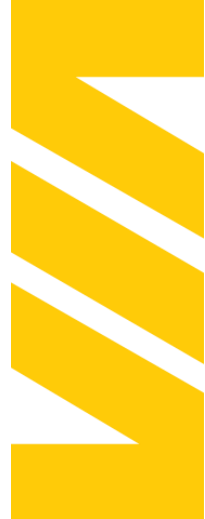
The leeway given for trains in the west (on the *Canadian*), is one hour before the train is considered late. Any delay under an hour is still considered on time for a trip of this length. Our systems are regularly updated by our train status information system as well as manually by our Operations Control Centre when the trains are en route.

- 11. What is VIA RAILS' plan to deal with passenger/freight scheduling delays? Why is Rocky Mountaineer not affected by these delays when they are using the same track.....Vancouver to Kamloops?**

The Rocky Mountaineer resets its schedule every day. VIA Rail trains do not do this. For our westbound Trains (#1) that depart from Toronto, the major delays usually occur between Winnipeg and Jasper, with no opportunity to "reset the clock". In fact, the transit time by VIA Rail trains between Vancouver and Kamloops are very similar to the Rocky Mountaineer.

- 12. Does VIA Rail have any plans to address the on-time performance of the Canadian – besides putting the blame on CN's indifference and leaving it at that? Does the fact that it's a non-corridor train mean it's not important?**

All of our passengers and trains are very important to us. It is true that the scheduling and operation of our trains in the west is different and complex. We are presently in discussions with the host railway in order to revise the schedules of the *Canadian* to better reflect the operation constraints in the western part of Canada. We are confident that the new schedule, which will be

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in effect as of July 26, 2018, will improve the performance. The updated schedule was also guided by the desire to ensure that the trains pass the Rocky Mountains during the day to allow travellers to appreciate the beauty of the landscape as well as by the benefit of stopping in larger cities (except for Saskatoon, unfortunately) between the hours of 6AM – 11PM.

13. Do the passenger trains between Vancouver and Winnipeg always run late?

Over the past few years we have been experiencing performance challenges with the *Canadian* train. However, we are presently in discussions with the host railway in order to revise the schedules of the *Canadian* to better reflect the operation constraints in the western part of Canada. We are confident that the new schedule, which will be in effect as of July 26, 2018, will improve the performance. The updated schedule was also guided by the desire to ensure that the trains pass the Rocky Mountains during the day to allow travellers to appreciate the beauty of the landscape as well as by the benefit of stopping in larger cities (except for Saskatoon, unfortunately) between the hours of 6AM – 11PM.

14. What has been the record over the past year for cross Canada trains being late? Has there been any progress made in getting VIA better access to the rails?

In 2017, the on time performance of the *Canadian* was 7.8%. We are presently in discussions with the host railway to revise the schedules of the *Canadian* in order to better reflect the operation constraints in the western part of Canada. We are confident that the new schedule, which will be in effect as of July 26, 2018, will improve the performance. The updated schedule was also guided by the desire to ensure that the trains pass the Rocky Mountains during the day to allow travellers to appreciate the beauty of the landscape as well as by the benefit of stopping in larger cities (except for Saskatoon, unfortunately) between the hours of 6AM – 11PM.

15. When are you going to find a solution to the unreasonable and absurd delays of both arrivals and departures of the passenger trains?

In order to properly address your specific question, more information is needed. We encourage you to get in touch with us at customer_relations@viarail.ca. If your questions is regarding the *Canadian* train, please refer to question number 1 of this section.

16. How can we ensure trains run on time? Do you track delays? Can coordination with freight transportation be improved?

At VIA Rail we do keep records of the performance of our trains. With each season comes new operational challenges. Winter of course is by far the worst due to cold weather speed restrictions, snow and ice. Spring thaw creates speed restrictions as well and summer is the time when all major work programs are in full force to improve and maintain the quality of the infrastructure. Again speed restrictions are in effect during these work programs, and we experience heat restrictions when it is very warm. In autumn, we experience the end of the work programs as well as the beginning of the cold weather effects. We prepare our trains and train our employees accordingly, with the goal of reducing seasonal delays. Yes, coordination with freight transportation can be improved, and we are working with all the host railways to ensure maximum fluidity with the freight trains.

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SECURITY

1. **With all the terrorists, what precautions can train travellers be assured of by VIA Rail?**

What is VIA Rail doing to ensure security is upheld? Currently there are no baggage scanning or passenger checks?

VIA Rail's security measures vary from one location to another to prevent, detect, respond, and recover from security incidents. They are risk-based, intelligence-driven, reviewed continuously, and modified whenever needed. These measures include, but are not limited to: access control; centralized video surveillance; random use of portable screening technology; visible and covert security staff and police patrols; canine units; intelligence-sharing; partnership interoperability; security risk assessments; emergency preparedness plans; security awareness programs; enhanced employee training; and security exercises among others. Most of our security activities occur "behind the scenes" and are not disclosed for security reasons.

2. **I have a question about Safety for the passengers. On a recent trip from Windsor to London, two passengers boarded the train in Chatham who were clearly on a substance that made them agitated and angry. I looked across the aisle at another passenger and she too was alarmed by his behavior. Please advise what is the guideline for the protection of passengers? Do you have a security person walking the train to be alert to situations like this?**

On board train attendants are trained to treat unruly behaviour on the trains and to de-escalate difficult situations. They are occasionally augmented by a security presence on board, either from VIA Rail security or police constables randomly deployed at strategic locations on VIA Rail's network to provide a customer-focused and visible reassuring presence.

Those resources establish and maintain critical relationships while strengthening coordination and integration between partner agencies (e.g. emergency responders, host railways, transit agencies, law enforcement officials, municipalities, etc.) to improve the safety and security of passengers, employees, and infrastructure. Their coordinated effort involves activities such as intelligence-driven patrols, canine sweeps, and increased security presence on board trains, stations and right-of-way. Some of their actions may be visible while others may be behind the scenes.

3. **Why don't you have security checks going into stations and as well, purse and luggage inspection?**

Considering VIA Rail's passenger volumes, open-access rail environment, multiple points of entry and integration of passenger rail within the urban environment and commercial public facilities, our stations cannot be closed off like an airport. VIA Rail's security measures, modelled from many world-renowned passenger railways, vary from one location to another to prevent, detect, respond, and recover from security incidents. This includes random passenger and baggage checks using canine teams as well as visible and non-visible screening technologies to screen large crowds seamlessly without impeding traffic flow.

VIA Rail's security measures are risk-based, intelligence-driven, reviewed continuously, and modified whenever needed. These measures include, but are not limited to: access control; centralized video surveillance; random use of portable screening technology; visible and covert

security staff and police patrols; canine units; intelligence-sharing; partnership interoperability; security risk assessments; emergency preparedness plans; security awareness programs; enhanced employee training; and security exercises among others. Most of our security activities occur “behind the scenes” and are not disclosed for security reasons.