



VIA RAIL'S 2021 ANNUAL PUBLIC MEETING QUESTIONS AND ANSWERS MAY 27, 2021

This document contains answers to the most frequently asked questions received as part of VIA Rail Canada's 2021 Annual Public Meeting.

We would like to thank the public for their participation and interest in VIA Rail.

Please note that questions of the same nature have been grouped together and that the grammar and syntax of the questions received have been corrected.

The 2021 Annual Public Meeting video is available to watch, in English and in French, on VIA Rail's YouTube channel and Facebook Page.

We also invite you to consult VIA Rail's 2020 annual report, available in our [Media Centre](#).

TOPICS

- [High Frequency Rail \(HFR\)](#)
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HIGH FREQUENCY RAIL (HFR)

Q1. When will we hear whether the HFR project as a whole will proceed?

VIA Rail has been working on its High Frequency Rail project – its flagship project – for several years now and the announcements made in the last federal budget confirmed the Government of Canada's firm support for the Corporation's HFR project, as Minister Freeland stated: "Our government fully supports the HFR project and we are ready to continue to invest."

As such, the funds announced last April thus bring VIA Rail one step closer to making HFR a reality and we look forward to continuing to work closely with the federal government to deliver our High Frequency Rail project.

Q2. What specific projects and work will the funding of \$491.2M in the recent federal budget be used for with regards to HFR?

During the last federal budget, the Government of Canada announced \$491.2 million over six years, starting in 2021-22, for infrastructure investments that will help reduce bottlenecks and improve fluidity and connectivity. As mentioned in the budget, it will allow VIA Rail to take an important step towards High Frequency Rail in the corridor.



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This announcement, coupled with the arrival of our new fleet starting in 2022, thus brings us one step closer to transforming passenger rail service in Canada and to making HFR a reality.

VIA Rail is taking the necessary time to review this decision and as stated by the President of the Treasury Board, The Honourable Jean-Yves Duclos "The green light has been given to VIA Rail, who will need to do some work over the next weeks and months to come back to the Canadian government and then to all of us to provide more details on what they are going to do exactly with this substantial initial amount of money and their plan for the future."

The Corporation is committed to continuing to work closely with governments, Indigenous communities, businesses, citizens and experts to create a more connected, prosperous, mobile and sustainable Canada.

Q3. How will the procurement for this work be pursued?

VIA Rail has experience in managing large-scale procurement processes for projects representing significant amounts of money, and as it was the case for the Fleet Replacement Program, VIA Rail will conduct fair, open and transparent RFP processes that are in line with industry best practices.

The announcements made in the last federal budget, coupled with the arrival of our new fleet starting in 2022 in the Québec City-Windsor corridor, bring VIA Rail one step closer to transforming passenger rail service in Canada and to making HFR a reality.

Q4. What is the overall timeline and major milestones projected for this work (for the funds announced at the last federal budget)?

The announcements made in the last federal budget confirmed the Government of Canada's firm support for VIA Rail's High Frequency Rail project. While we are still taking the necessary time to review this decision, it is clear that we are finally approaching the day that actual construction work will begin on this large scale, growth-generating and environmentally friendly endeavour and as mentioned by the Minister of Transport, the Honourable Omar Alghabra: "It's going to roll out as quickly as possible."

Q5. While the HFR proposal reduces VIA Rai's dependence on other railroads, some shared use of other railroads' corridors will continue, particularly in the approaches to Toronto and Montréal. What steps has VIA Rail taken to ensure that its trains will receive appropriate priority and expediting as a tenant, to ensure reliability and best possible trip times? Does VIA Rail have sufficient legal and contractual protection to assure satisfactory performance?

Some of the funds announced [on June 25, 2019](#), were provided to fund technical work to ensure the interoperability and integration of High Frequency Rail with operating tracks used by local and regional transit providers in Montréal and Toronto. VIA Rail's High Frequency Rail project is a large scale and growth generating endeavour that will transform how Canadians live and travel in the most densely populated region of Canada. As such, as our mission is to put passengers first, we will work with our partners to make sure that the best solution is found in order to always better serve communities.

Q6. What is the overall timeline and major milestones projected for HFR?

As demonstrated by the various shows of support made in the last couple of months, VIA Rail's High Frequency Rail project is widely supported because it offers a smart and sustainable solution that will answer to the changing needs of an increasingly mobile population. As such, just like all Canadians we would like to deliver and complete this project as soon as possible. The funds announced during the last federal budget, coupled with the arrival of our new fleet starting in 2022, brings us one step closer to making HFR a reality.

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VIA Rail will thus continue to work closely with the federal government in delivering HFR and in ensuring its speedy delivery and success.

Q7. Will service to Cobourg, Belleville and Kingston be affected by High Frequency Rail? What alternative is planned for these communities if the HFR route becomes the main connection to Ottawa and beyond?

VIA Rail will continue to operate all its existing routes. As part of the HFR reconfiguration, residents along the Toronto-Kingston-Montréal-Drummondville-Québec City corridor would see improved scheduling and service tailored to their community's needs. In addition, HFR would give VIA Rail the flexibility to enhance the capacity of the entire network and transform Drummondville and Kingston into regional transportation hubs for trains serving the Montréal-Québec City and Montréal-Toronto routes. Establishing a regional hub in Kingston and Drummondville will improve services through better scheduling adapted to the needs of the surrounding communities, hence contributing to the reduction of greenhouse gases and road congestion, and to increased productivity.

SERVICE RESUMPTION

Q1. When will the *Ocean* start operating again?

The *Ocean* is a pillar of VIA Rail's service offering providing essential intercity travel as well as attracting tourists from around the world.

VIA Rail remains committed to serving communities in Eastern Canada, and to a full recovery of this route when conditions will allow it. Regarding the resumption date, VIA Rail will continue to monitor the evolution of the situation and work on a safe resumption plan for its long-distance route, which will take into account health and sanitary developments of the different provinces where it operates. This plan will be shared once finalized.

Q2. Is there any idea when the *Ocean* will resume and if local services will be a temporary option before provincial borders open up? For example, Matapédia-Montréal and Campbellton-Moncton extending to Halifax once the Atlantic bubble reopens?

If COVID-19 once again becomes a problem in Québec, would you be willing to make a temporary Halifax-Edmundston line until it is safe to open it back to Québec?

VIA Rail remains committed to serving communities in Eastern Canada, and to a full recovery of the *Ocean* when conditions will allow it. At the moment, it would not be possible to offer partial service in the Maritimes since our maintenance facility for the *Ocean*, where all major equipment inspections and repairs occur, is located in Montréal.

Q3. What are VIA Rail's plans for the resumption of the full schedule for the *Canadian*?

At what stage in the waning of the pandemic will the *Canadian* return to its full schedule or at least the complete run from Toronto to Vancouver? Is there a current understanding of that safety point or will the experts inform you as they know?

VIA Rail resumed the Toronto to Winnipeg portion of the *Canadian* on May 17, and as a result, now offers one full round-trip per week between Vancouver and Toronto. Our teams are continuously evaluating VIA Rail's overall service offering in the context of the pandemic and the schedule of the *Canadian* will depend on the evolution of the global health crisis.

We remain committed to a full recovery of our long-distance service in Western Canada and we will continue to work closely with public health authorities as well as the federal and provincial governments to ensure this occurs when conditions permit.

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Q4. When will Sleeper Plus passengers on the *Canadian* be allowed to use the dome and lounge of the Park car?

Since the beginning of the pandemic, the health and safety of our employees and our passengers have been our top priority. As such, VIA Rail has put in place various measures, including adapting onboard services, in response to the pandemic and in order to minimize the spread of COVID-19. As a result, the Park and Skyline cars are currently not available in order to limit the interactions on board the train and ensure the safest travel experience for all.

Collaborating with public health authorities and the federal and provincial governments, VIA Rail will continue to closely monitor the developments related to the COVID-19 pandemic and to evaluate and adjust its overall service offering according to the evolution of the situation. Updates regarding the services offered on board the *Canadian* can be found on our [website](#).

THE OCEAN

Q1. What is the prognosis for the *Ocean*? Without the ability to turn the train in Halifax, what will be the consist?

As announced in 2020, VIA Rail will be using a new hybrid train consist made up of Renaissance and HEP equipment which will be composed of different car types and of two locomotives equipped with features allowing for back-to-back operations, thus negating the need to turn the trains in Halifax. In addition, with this hybrid train consist, VIA Rail will continue to offer Economy class and Sleeper Plus class and the selected coach cars will be equipped with seats that can be turned in order to be aligned with the direction of travel and ensure optimal comfort for passengers.

Q2. When the *Ocean* resumes, it will be a new bidirectional consist due to the loss of the turning loop in Halifax. Presumably, this will mean the Park car will no longer be able to run on the train. What is VIA Rail's plan to replace the amenities provided by the Park car, in order to keep the service offering attractive to Sleeper Plus class passengers?

VIA Rail's 2020 Corporate Plan says the *Ocean* will be "comprised of both HEP1 and Renaissance cars". Will this include a dome car? If so, will it be open to all or reserved for Sleeper Plus passengers only? Whether or not there is a dome car, what sort of lounge space will be provided?

In the current context where VIA Rail offers essential services, dome cars have limited use for the *Ocean* service and will not be available in order to limit interactions on board the train and ensure the safest travel experience for all. VIA Rail will continue to monitor the evolution of the pandemic closely and will, when conditions permit, review and adjust its service offering.

Q3. In light of the priority government has set for green initiatives, what plan does VIA Rail have to increase service in Atlantic Canada?

Is there any likelihood of the frequency of the *Ocean* being increased, once service is restored?

Our goal has always been to provide, to the best of our abilities, a service that can respond to the needs of our passengers and we understand that Atlantic Canada would like to see more frequent trains in the region. Remaining committed to serving communities in Eastern Canada, we are working hard to restore, when conditions will allow it, the three weekly round-



trip frequencies that we had prior to COVID-19. Once restored, we will review as usual, any changes in demand that may lead to increases in service.

SERVICE RESTORATION AND EXPANSION

- Q1. In light of the government of Québec's recent announcement concerning rail in the Gaspé region of Québec what are VIA Rail's plans, if any, in respect of restoring service in this region?**

When will passenger rail service resume between New Carlisle and Montréal?

When do you intend to resume service from Matapédia to Gaspé?

The tracks in the Gaspésie region belong to the Government of Québec, and the infrastructure is currently undergoing a rehabilitation program in order to eventually permit a return to passenger service. As such, VIA Rail intends to resume service to the Gaspé region once the tracks are deemed safe for the operation of passenger trains and that infrastructure enables the service all the way to Gaspé with competitive trip times.

- Q2. Will there be a Diner car on the Montréal to Port Daniel route?**

Will VIA Rail offer a complete food service, or least a sandwich/soup/beverage service, on the Montréal-Gaspé route?

VIA Rail intends to resume service to the Gaspé region once the tracks are deemed safe for the operation of passenger trains and that infrastructure enables the service all the way to Gaspé with competitive trip times.

Details of the service, including schedules and onboard services, will be determined once the infrastructure works have been fully completed.

- Q3. What steps if any, has VIA Rail taken to return train service to Thunder Bay from Toronto?**

Is there any possibility that the route from Toronto to Winnipeg, along the North Shore via Thunder Bay, will be restored?

When is VIA Rail going to re-establish regular daily train service between Toronto and Winnipeg that includes Thunder Bay?

We recognize that travel options are more limited in some regions of the country and understand the negative impact this situation has on communities. While we are always interested in exploring new routes, VIA Rail is not currently planning to resume service between Toronto and Thunder Bay, which was suspended more than thirty years ago.

We remain committed to serving communities across Canada, and at the moment, our focus is the full recovery of our services throughout our network when conditions will allow it.

- Q4. Will there be even more trains per week to compensate for Greyhound shutting down all its services across Canada?**

With Greyhound pulling out of Canada, is VIA Rail planning to fill this void with new routes?

Guided by a vision to be a smarter way to move people, VIA Rail continuously monitors capacity and service levels, in order to adjust when appropriate. We aim to leverage all opportunities that can benefit our passengers across Canada. Following the announcement made by Greyhound, a detailed analysis will be required to properly assess the impact on passenger demand.



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As you can imagine, such an exercise is complex and needs to take into account a number of variables, namely the COVID-19 restrictions in place in various provinces to prevent the spread of the virus, and to further reduce health risks to our passengers and employees.

With that in mind, you can understand that we are unable to comment at this time.

Q5. How will VIA Rail include passenger service for Northern Communities in its strategy? Will VIA Rail acknowledge that a rail line is needed in Northern Ontario?

We recognize that travel options are more limited in some regions of the country and understand the negative impact this situation has on Canadian communities. While we are always interested in exploring new routes, at this time, we are focusing on restoring the levels of service offered before the pandemic when conditions will allow it. Once restored, we will then be able to focus on reviewing new service opportunities.

Q6. Given Missanabie Cree First Nation's work to restart passenger rail service on the former ACR line between Sault Ste. Marie and Hearst, Ontario, would VIA Rail consider making connections between that Indigenous-led service and VIA Rail's existing White River-Sudbury and Canadian trains at Franz and Oba, respectively?

Committed to intermodality and to contributing to creating an integrated transportation system, VIA Rail is always interested in finding better ways to connect communities. The request has been shared with the appropriate department.

COVID-19

Q1. What onboard changes has VIA Rail made since the pandemic of 2020-2021?

The health and safety of our employees and passengers have always been our top priority. Since the beginning of the pandemic, we have implemented various measures throughout the passenger journey, so that our customers can travel safely and with confidence. As such:

- We have implemented stricter cleaning protocols in our stations and on board our trains.
- Our employees clean and disinfect common spaces while trains are in operation.
- All hard surfaces in our cars, including vestibules, washrooms, tray tables, armrests, doors, walls, windows, and counters, are cleaned thoroughly and regularly.
- We use cleaning products that have been approved by Health Canada and effectively eliminate the COVID-19 virus.
- Our employees conduct a health check before passengers are permitted to board our trains. This mainly involves asking simple health questions and looking for visible signs of illness prior to boarding.
- All passengers are required to wear a mask or face covering at all times. (The mask may be temporarily removed for eating or drinking.)
- We have limited the number of seats that we sell on most of our trains to help us keep some distance between passengers, to the extent possible. However, if you're travelling on one of our busier trains, it's possible that you'll be seated next to someone. If once onboard you wish to change your seat, please talk to one of our employees who will do their best to accommodate your request.

For more information on the measures implemented by VIA Rail in response to COVID-19, we invite you to visit our [website](#).

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- Q2. Could you please explain to the average passenger how the air circulation system works that generate a steady stream of air at arm rest level, at the bottom of the windows? Is this air from outside the train pumped into the car? Are there ducts for stale air to escape to outside the train from each car? I would like to be assured that we are not breathing recycled air, and if so, how is it purified? Filters?**

As for all public transport vehicles, train cars are equipped with heating, ventilation and air-conditioning (HVAC) systems to circulate, exchange and filter air inside the passenger compartment while maintaining temperature and humidity comfort levels. Air from the interior of the train is extracted through air ducts and a portion is removed and replaced with fresh air from the exterior. The inside and outside air mixture is filtered and circulated back inside the cabin. In the context of the current pandemic and to ensure we capture as many particles or droplets that could contain traces of the COVID-19 virus, the totality of our cars in service have been fitted with upgraded MERV filters. This is in accordance with the recommendations from the American Society of Heating, Refrigerating and Air-Conditioning Engineers.

It is, however, important to note that upgrading our filtration systems is only one measure amongst many others that we have implemented to reduce the risk of transmission of the virus. Indeed, VIA Rail has since the beginning of the pandemic put in place various measures so that our passengers can travel safely and with confidence. These include, amongst others, strict protocols of sanitary measures on board our trains, in our stations, maintenance centres and call centres, a mask policy and pre-boarding health checks.

For more information on the measures implemented by VIA Rail in response to COVID-19, we invite you to visit our [website](#).

- Q3. When the pandemic eases, will full-service return on Business Class, such as full bar service and station lounges (i.e., London) which are presently closed?**

Full service will resume when it is deemed safe to do so as our top priority is the health and safety of our passengers and employees.

THE CANADIAN

- Q1. What is the prognosis for the Canadian?**

Is there any question about the future viability of this iconic train?

The *Canadian* is a pillar of VIA Rail's service offering, providing intercity travel as well as attracting tourists from around the world. The Corporation continues to explore transportation options for passengers, based on market demand.

VIA Rail remains committed to serving communities in Western Canada, and our focus at the moment is to fully resume the *Canadian* when conditions will allow it.

- Q2. Is there a plan for Western Canada? The equipment being used is decades old.**

As part of its Heritage Program, VIA Rail has been working on the modernization and refurbishment of 71 train cars in the Corporation's HEP fleet that will, amongst others, improve the travel experience of our passengers through comfort and interior design upgrades. Employing a "reuse-recycle-repurpose" approach, the renovated cars will operate on the Corporation's long-distance and regional routes. In addition, as part of its mission to provide sustainable, efficient and effective passenger rail service from coast to coast, VIA Rail will explore the replacement of its long-distance and regional fleet and submit a proposal to the shareholder for consideration.

Q3. I'm wondering if VIA Rail has plans for additional services or routes in Western Canada?

Will there ever be a study done for a Calgary-Edmonton corridor?

Has any consideration been given to, or at the very least a feasibility study on VIA Rail operating a summer only passenger route from Vancouver to Calgary and on to Regina?

We recognize that travel options are more limited in some regions of the country and understand the negative impact this situation has on the communities in Western Canada. While we are always interested in exploring new routes, at this time, we unfortunately do not have the resources (i.e., equipment, infrastructure, tracks, stations) required to expand our services.

VIA Rail remains committed to serving communities in Western Canada, and our focus at the moment is to fully resume the *Canadian* when conditions will allow it.

As part of the Corporation's longer-term planning horizon, VIA Rail continues to work with communities and governments to evaluate service expansion.

DISCOUNTS, RAIL PASSES AND PROMOTIONS

Q1. Do you think you can reduce the cost of train travel so that it is more affordable?

Can VIA Rail offer advantageous prices?

Will efforts be made to ensure that all VIA Rail services are affordable?

VIA Rail is committed to offering an accessible and affordable passenger rail service to Canadians. Indeed, while some offers (such as Discount Tuesdays and Black Friday) have been temporarily suspended because of the pandemic, under normal circumstances passengers who plan their trips in advance can save with a variety of year-round promotions. In addition, as it has been the case for several years now, ticket prices can be as low as \$20.

For the latest information on deals and discounts, please visit our [website](#).

Q2. Do you have plans to reintroduce the Student Pass this year?

As part of its commitment to offer an accessible and affordable service to Canadians, VIA Rail offers a number of rail passes for different groups. However, in light of the pandemic, our passes and products were suspended and are currently being reviewed and we will share more information as soon as it becomes available.

Q3. What incentives will be put in place to encourage seniors to travel with VIA Rail (additional promos and discounts)?

Can you offer more discounts to seniors?

VIA Rail offers a number of reduced and promotional rates and convenient and affordable travel passes for different groups and communities, including military members and their families, students, seniors and more. As such, all year long, seniors can save 10% on the Economy Plus fares and on Sleeper Plus and Touring fares. In addition, this discount may be combinable with other promotions and special fares that provide a discount off of VIA Rail's lowest available fares.

For more information and updates on discounts, we invite you to visit our [website](#).

SUSTAINABILITY

Q1. What is VIA Rail doing to reduce its carbon footprint?

How is VIA Rail going to meet climate change targets by 2030 to reduce CO₂ emissions by 40-45%?

Although the Corporation's trains are not electric, VIA Rail has made significant progress to reduce its GHG emissions over the past years, reducing them by more than 20% compared to its 2005 baseline. In addition, committed to contributing to national targets, the Corporation has set its own and looks to reduce its GHG emissions by 30% by 2030, compared to 2005.

VIA Rail is thus determined to reduce the environmental impacts of its operations. For example, the locomotive engines of the new Corridor fleet will meet EPA - Tier 4 emission standards which will result in an 85%-95% reduction in particulate matter (PM) and Nitrogen Oxide (NOx) emissions and hence significantly contribute to improving air quality. In addition, the new engines will also allow for a 10% reduction in CO₂ emissions compared to previous standards, which represents a substantial contribution to reducing greenhouse effects.

Driven by its desire to act today for a better tomorrow, VIA Rail developed in 2020 a comprehensive sustainability plan that will be implemented in the coming years and that will enable the Corporation to further integrate environmental, social and governance considerations into all its activities.

Q2. Is VIA Rail actively looking at electric or hydrogen-powered trains to lower CO₂ emissions?

VIA Rail is not discussing the use of hydrogen systems for its current and future fleets. However, the new Corridor fleet will be able to convert to dual mode (diesel/electric) operation, as electrification is an option for VIA Rail's High Frequency Rail project.

MODERNIZATION PROJECTS

Q1. What effect, if any, will the pandemic have on the delivery of the new train sets and what is the timetable for deployment of the new equipment?

Despite 2020 being filled with challenges, the Corridor Fleet Replacement Program is progressing well, and the testing phase will begin by the end of 2021. The first train set is expected to be commissioned into revenue service in 2022.

Q2. In the Q&A from the 2017 APM, VIA Rail said, "We will consider quiet cars in the design of our new Corridor fleet." Now that the new fleet has been designed and is under construction, will your trains have quiet cars?

The new Corridor fleet will transform the travel experience of our passengers and result in a more comfortable, sustainable and accessible service, and an improved ecological footprint thanks to advanced energy-efficient technology. Amongst the features offered, there will be in each of the 32 train sets one car with a quiet zone, with half of the space in that car dedicated to said zone.

Q3. What are VIA Rail's plans to ensure ongoing operation of cross-country services, given the age of the agency's current rolling stock?

What is VIA Rail's long-term plan for equipping the long-distance and remote service trains?

As part of its Heritage Program, VIA Rail has been working on the modernization and refurbishment of 71 train cars in the Corporation's HEP fleet that will, amongst others,

improve the travel experience of our passengers through comfort and interior design upgrades. Employing a "reuse-recycle-repurpose" approach, the renovated cars will operate on the Corporation's long-distance and regional routes. In addition, as part of its mission to provide sustainable, efficient and effective passenger rail service from coast to coast, VIA Rail will explore the replacement of its Long-Distance and Regional fleet and submit a proposal to the shareholder for consideration.

Q4. When is VIA Rail planning to complete the rehabilitation of the stainless-steel long-distance fleet?

Your 2018 annual report lists four components in the Heritage Fleet Refurbishment Program, HEP1 coaches at Bombardier, HEP1 coaches at CAD Rail, HEP2 coaches and business class at MMC, and dining cars at Rail GD. For each of the components, how many cars have been completed and returned to service? For each component, when is the projected completion date for the last car?

In 2020, VIA Rail made progress on its Heritage program and in May 2021, an important milestone was reached with the completion of the refurbishment of all the cars that were at the Montréal Maintenance Centre. However, due to various factors including COVID-19, and as it can be the case for many substantial projects, there have been delays in the initial completion date envisioned for the Heritage Program, which is now scheduled to be completed in 2024. It is nevertheless important to note that these delays will not have any impact on our services.

ACCESSIBILITY

Q1. What is VIA Rail's plan to make the trains and stations more accessible for those with wheelchairs and walkers from checking in to off boarding?

Striving to be Canada's most accessible national and intercity mode of transportation, VIA Rail has pursued its efforts to improve the travel experience for its passengers with disabilities. As such, and despite the pandemic, 2020 marked a turning point for accessibility at VIA Rail.

Indeed, in 2020 the Corporation introduced its first Universal Accessibility Policy which reinforces its commitment to removing barriers and to avoiding creating new ones across all our stations, trains and digital platforms for people with disabilities, their support persons and their service animals. Furthermore, the Corporation completed 18 projects, as part of the Canadian Transportation Agency's (CTA) Accessible Transportation for Persons with Disabilities Regulations, which came into effect in June 2020. Services offered by VIA Rail include, amongst others:

1. Curbside assistance from the station entrance to the platform, available in select stations, which includes wheelchair assistance, guiding assistance, and assistance carrying baggage;
2. Customers with disabilities or functional limitations unable to make reservations on our website have the option to make them by telephone 24 hours a day;
3. Menus and safety cards are available on board in braille and large print upon request;
4. Onboard audio announcements are available in visual format upon request;
5. Service animal relief areas are provided in 80 of our stations.

In addition, VIA Rail has also developed a three-year accessibility plan that seeks to improve the customer journey from the arrival at the station to the destination. As such, it includes a project that will focus on enhancing accessibility in 45 stations across our network by,



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amongst others, upgrading accessible parking and adding curb cuts and ramps with podotactiles.

Finally, as part of our Fleet Replacement Program, our new trains will provide a more accessible travel experience to our passengers and will include, amongst others:

- onboard wheelchair lifts for each wheelchair accessible car;
- fully accessible washrooms;
- at-seat emergency and attendant call button;
- braille seat numbering.

For more information on the accessible and inclusive travel experience offered by VIA Rail, we invite you to visit our [website](#).