



# VIA Rail's 2025 Annual Public Meeting

## Questions and answers

This document contains answers to the most frequently asked questions received as part of VIA Rail Canada's 2025 Annual Public Meeting for the year ending December 31<sup>st</sup>, 2024.

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 audio recording of VIA Rail's 2025 Annual Public Meeting is available to listen to, in English and in French, on VIA Rail's YouTube channel.

We also invite you to consult VIA Rail's 2024 annual report, available in our [Media Centre](#).

### **Q. What specific plans does VIA Rail have to restore local stops, reinstate key routes and adjust schedules in the Corridor?**


While we continuously evaluate our service offering and maintain ongoing discussions with infrastructure owners, we do not anticipate being able to add frequencies or stops beyond our current services.

VIA Rail owns 3% of the rail infrastructure on which it operates, with the remainder belonging mainly to railway companies. Our ability to add or adjust services in the Québec City-Windsor corridor depends on several factors, including negotiations with the rail infrastructure owners, equipment availability and passenger demand.

### **Q. What infrastructure upgrade is VIA Rail planning or implementing on its own infrastructure to enhance service reliability across its network?**

VIA Rail takes pride in the strong performance and reliability achieved on the sections of track we own and maintain, where we apply rigorous maintenance standards and invest continuously in modernization. These efforts ensure that our infrastructure consistently delivers safe, accessible, and reliable service for our passengers.

That said, because VIA Rail owns 3% of the infrastructure on which we operate, the rest being under the control of other railway companies, meaningful improvements to overall service reliability across the network depend largely on factors outside our ownership. This is why collaboration with infrastructure owners remains essential to enhancing the passenger rail experience nationwide.



VIA Rail is committed to maintaining our own assets to the highest possible standard while fostering the partnerships needed to support greater reliability and accessibility for Canadians.

**Q. How is VIA Rail approaching the preservation of its legacy equipment for historical and cultural purposes?**

VIA Rail is currently in the process of developing a plan that will address the preservation of VIA Rail's legacy equipment for historical and cultural purposes. This initiative reflects our commitment to honoring the rich heritage of passenger rail in Canada and ensuring that future generations can appreciate the evolution of rail travel.

We look forward to sharing more details as the plan progresses.

**Q. Does VIA Rail have any concrete short-term plans to restore or improve the experience on *The Ocean*?**

In 2024, the Government of Canada made a historic commitment to support VIA Rail in renewing its pan-Canadian long-distance, regional, and remote fleet, a pivotal milestone in the Corporation's modernization plan.

This transformative project will deliver modern, accessible, and sustainable trains to passengers across the country, from Halifax to Vancouver and to the remote and northern communities that rely on rail service, greatly improving the passenger experience on those routes.

While specific short-term improvements to *The Ocean*'s frequency and travel times may be constrained by infrastructure and equipment availability, this commitment marks a major step forward in VIA Rail's long-term vision to elevate rail travel across Canada.


**Q. Will VIA Rail improve its reservation system to restore or introduce new features?**

In 2024 VIA Rail launched a new mobile customer app to build on the success of its new reservation system introduced in 2023. This app provides passengers with a convenient and efficient way to manage their reservations and access their VIA Preference accounts.

Looking ahead to 2025, VIA Rail remains committed to expanding its digital offerings. We continue to enhance our services on a quarterly and annual basis to better meet the needs of our passengers. This includes ongoing improvements driven by customer feedback.

**Q. With the creation of Alto, what is VIA Rail's place in the transportation landscape now and in the future?**

ALTO and VIA Rail are strategically linked organizations, and delivering the best possible outcomes for Canadian taxpayers depends on close coordination and strong alignment between the two.



The success of any future high-speed rail network in Canada will be built on the strength and vitality of the current passenger rail system, as today's VIA Rail passengers will become tomorrow's ALTO customers.

With its unmatched expertise as Canada's national passenger rail service, VIA Rail is fully committed to elevating the existing system while supporting ALTO's long-term success.

**Q. What is the latest status on VIA Rail's plan to accommodate standard bicycles onboard the Québec City-Windsor corridor train?**

VIA Rail fully understands how important it is for many of our passengers to be able to transport their bicycles on our trains. That is why VIA Rail committed at its 2024 Annual General Meeting to gradually reintroduce this service starting in the spring of 2025.

However, in 2025, new operational constraints forced us to postpone this reintroduction on the Québec City–Windsor corridor. This is not a change of course, but rather an adjustment to the implementation timeline.