

1999 *annual report*



PEOPLE MOVING PEOPLE





The face of VIA Rail Canada

Corporate Overview

VIA Rail is Canada's national passenger rail service, created by the federal government in 1977. We serve all regions of Canada from the Atlantic to the Pacific coasts, and from the Great Lakes to Hudson Bay.

Our mission is to provide Canadian travellers with high-quality, low-cost transportation that is safe, attractive, and reliable, offering the best possible value for the government, taxpayers, and our customers.

Our vision is to be the best passenger transportation company in Canada.

We fulfill our mission - and we are achieving our vision - by reducing and controlling costs; by maximizing revenues; by providing exceptional service to our customers; and by building on the market strengths of passenger rail as one of the safest, most efficient and most reliable modes of transportation available.

VIA received \$170 million in government funding in 1999, \$271 million less than in 1990. However, we operate the same network today as in 1990 - running more trains, carrying more passengers, and delivering a higher quality of service than ever before.

In recognition of this success, VIA was named the "Best Canadian Transportation Experience" by the *Globe and Mail* in 1999.

VIA's operations contribute about \$1.8 billion annually to Canada's gross domestic product.

VIA's Services

VIA operates more than 460 trains weekly on 14,000 kilometers of track, connecting over 450 Canadian communities. With some 2,900 employees, VIA trains carried almost 3.8 million passengers over more than 931 million miles in 1999.

In Western Canada, VIA's legendary transcontinental service caters mainly to domestic and foreign tourism markets. The *Canadian*[™], a train running thrice-weekly between Toronto and Vancouver, was named one of the top five "Great Journeys of the World" by *National Geographic*, and one of the "Best Rail Experiences of the World" by the *International Railway Traveler*.

In the Quebec City-Windsor Corridor, VIA's trains provide intercity passengers with fast, convenient, comfortable and affordable service, downtown-to-downtown between Canada's largest business centres. *VIA 1* service offers first-class amenities, as well as a roomy, hassle-free environment allowing business travellers to work or relax.

In Atlantic Canada, the *Ocean*[™] runs six times a week between Montreal and Halifax, offering first class amenities with its friendly *Easterly*[™] service. The *Chaleur*[™] makes three trips each week from Montreal through the Gaspé Peninsula.

In rural and remote areas, VIA operates services designated by the government to meet regional transportation needs.