



# Waterloo Central Railway

50 Isabella Street, Post Office Box 546  
St. Jacobs, Ontario N0B 2N0

*Ontario Shortline License No. 0013, Shortlines Railway Act*

May 1, 2020

To Our Valued Guests & Passengers:

As we all face the impacts of COVID-19, the concern for the health and safety of you and your family, our crews, volunteers and staff are our number one priority.

We are closely monitoring the daily federal, provincial and regional reports on the evolving impact of COVID-19 using the information provided by the Public Health Agency of Canada, the Ontario Ministry of Health, Public Health Ontario and the Region of Waterloo Public Health & Emergency Services.

At this time, we are not cancelling any of our trains just postponing the start date for this year's operations to a time when we can be sure it is safe for you as our guests and passengers to travel with us. At this point we have postponed all trains for April and May and will re-evaluate our plans in mid-May when the Province of Ontario Declaration of Emergency is reviewed by the Province.

When we do commence operations for this year, several procedures to address the new normal will be undertaken:

- We are limiting the number of passengers per coach to numbers below the recommendations for public gatherings taking into consideration social distancing with each coach being reduced by up to 50 per cent of the available seating.
- Social distancing protocols will be observed at each station and platform for passengers who are both boarding and detraining.
- Our staff will monitor passengers for any obvious signs of illness which would cause concern.
- No cash payments will be accepted on the train for ticket sales until further notice.
- We are adhering to the established enhanced cleaning protocols based on the direction of public health agencies and Transport Canada.
- We are paying special attention and cleaning frequently touched surfaces such as handrails, doors, etc. on an on-going basis throughout each train day.
- All coaches will be thoroughly cleaned in the prescribed manner prior to each train day.
- We are taking special steps to ensure we closely monitor the parts of our operation not normally seen such as the Restoration & Maintenance Facility to ensure no cross contamination that would affect our passengers.

This notice will be updated on our web site and social media to reflect any changes as they occur. We sincerely hope you and your families remain safe and healthy.

Yours truly,

A handwritten signature in cursive script that reads "Peter McGough".

Peter McGough,  
General Manager,  
Waterloo Central Railway