



Waterloo Central Railway

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

Ontario Shortline License No. 0013, Shortlines Railway Act

June 21, 2020

To Our Valued Guests, Passengers & Partners:

As we all face the continuing 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. While we closely monitor the daily federal, provincial and regional reports on the evolving impact of COVID-19 there is a substantial difference between being legally able to open under Stage 2 in Ontario and being able to do so safely taking into consideration the previously mentioned concerns.

While Stage 2 in Ontario will permit us to open, a thorough review by an internal Waterloo Central working group has determined that our best efforts to maintain satisfactory levels of social distancing and sanitization could not eliminate underlying health risks for our passengers and volunteers. To that end, we will not be offering our regular passenger services during the months of July and August.

We will continue to closely monitor the local and national situation revolving around COVID-19 and will reexamine this decision at the end of the summer season.

When we do commence operations again, several procedures to address the health and safety considerations will be undertaken:

- 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 percent of the available seating.
- Social distancing protocols will be observed at each station and platform for passengers who are both boarding and detraining.
- Monitoring passengers for any obvious signs of illness which would cause concern.
- Advanced assigned seating required, and no cash payments will be accepted on the train for ticket sales until further notice.
- Enhanced daily cleaning protocols based on the direction of public health agencies and Transport Canada paying special attention to frequently touched surfaces such as handrails, doors, etc. on an on-going basis throughout each train day.
- 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.

We hope you continue to follow us on social media as we are working on several items to pique your interest documenting our ongoing restoration projects.

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 black ink that reads "Peter McGough".

Peter McGough,
General Manager,
Waterloo Central Railway