



WEST COAST EXPRESS

Passenger Advisory

April 12, 2007

To Our Valued Customers,

Please accept our sincere apology for the cancellations in service that occurred on Thursday, April 12, 2007.

Trains 4 & 5 were cancelled due to a computer server failure within the Canadian Pacific Railway Traffic Control Center in Calgary (RTC). The communication interruption affected much of the railway's network. Only trains that had not received their printed operating authorities and acknowledged those authorities were affected. Each train that WCE operates must have a set of written orders for each trip it makes. Without those orders, safety regulations do not permit the operation of the train. Trains 4 and 5 had not received their authorities to operate between Mission and Vancouver when the communication system failed.

Although this problem was completely beyond our ability to control, we sincerely regret the inconvenience experienced by our customers, and would like to offer the following service recovery for trains 4 & 5. If you are a regular pass holder, please drop by Customer Service at Waterfront before April 20th, 2007 to have your weekly or 28-Day pass extended by one day. If you had a one-way or return ticket for April 12th, please see the host at your station for a replacement. Please do not hesitate to contact West Coast Express at 604 488-8906 if you have questions.

Thank you for your patience and understanding,

Sincerely,

West Coast Express

www.westcoastexpress.com