



2024 Annual Report to Parliament

VIA Rail Canada Inc.

Administration of the
Access to Information Act



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1. INTRODUCTION

According to the *Federal Accountability Act* effective September 1, 2007, VIA Rail Canada Inc. ("VIA Rail" or the "Corporation") is subject to the legal requirements of the *Access to Information Act* ("ATIA").

The *ATIA* provides a right of access to records under the control of VIA Rail in accordance with the following principles: 1) government information should be available to the public, 2) necessary exceptions to the right of access should be specific and limited, and 3) decisions on the disclosure of government information may be reviewed independently by the courts.

This annual report is tabled in Parliament according to section 94 of the *ATIA* and covers the period from April 1, 2024 to March 31, 2025.

2. INSTITUTION

VIA Rail operates Canada's national passenger rail service on behalf of the Government of Canada. An independent Crown corporation established in 1977, VIA Rail provides a safe, cost-effective and environmentally responsible service from coast to coast in both official languages. The Corporation operates close to 420 train departures weekly on a 12,500-kilometer network, connecting over 400 Canadian communities. With 3,711 active employees, VIA Rail carried 4.4 million passengers in 2024.

VIA Rail's Services

Inter-city Travel (The Corridor)

In the densely populated Corridor between Québec City and Windsor, VIA Rail's trains provide travel between the downtown cores of major urban centres, as well as between suburban centres and communities. These trains carry more than 95% of the Corporation's total ridership.

Long-distance Travel and Tourism

In Western and Eastern Canada, VIA Rail's trains provide intercity services connecting communities while supporting Canada's tourism industry by attracting travelers from around the world. The *Canadian*, VIA Rail's western transcontinental train, provides service between Vancouver and Toronto. In Eastern Canada, the *Ocean* runs between Montreal and Halifax.

Mandatory Services

VIA Rail also provides a passenger service in several rural and remote regions of Canada. Mandated by the Government of Canada to meet essential transportation needs, these trains serve many communities where alternative, year-round transportation is limited or unavailable.

3. ACCESS TO INFORMATION AND PRIVACY ("ATIP") UNIT

VIA Rail’s ATIP unit was created in 2007. ATIP falls under the responsibility of VIA Rail’s ATIP Coordinator, who also acts as Legal Counsel.

The ATIP Coordinator is responsible for interpreting and applying the statutory and policy requirements as they relate to the public’s right of access to VIA Rail’s records under the *ATIA* and to personal information under the *Privacy Act*. In more complex cases, the ATIP Coordinator makes recommendations to the President & Chief Executive Officer on the disclosure of information. The ATIP Coordinator’s area of responsibility includes administering the process by which access to information and personal information requests are received and responded to, in compliance with the applicable statutory and policy requirements.

The organizational structure of VIA Rail’s ATIP unit as of March 31, 2025 was as follows:



4. DELEGATION ORDER

Pursuant to section 95 of the *ATIA*, VIA Rail’s President & Chief Executive Officer has delegated the totality of his functions as they relate to the administration of the *ATIA* within VIA Rail to the Corporation’s ATIP Coordinator.

The Delegation Order is attached as Appendix 1.

VIA Rail was not party to any service agreements under section 96 of the ATIA during the reporting period.

5. PERFORMANCE 2024-2025

The complete Statistical Report for 2024 is attached as Appendix 2.

The complete Supplemental Statistical Report for 2024 is attached as Appendix 3.

Requests:

VIA Rail processed a total of forty-nine (49) access to information requests between April 1, 2024 and March 31, 2025. These forty-nine (49) requests consist of forty-six (46) requests received during the present reporting period and three (3) requests that were carried over from previous reporting periods.

Forty-one (41) requests out of these forty-nine (49) requests were closed during the reporting period.

The response percentage to these requests is therefore 84%.

Eight (8) requests are being carried forward into the next reporting period.

Between April 1, 2024, and March 31, 2025, VIA Rail received one (1) consultation request from a Government of Canada's institution and one (1) consultation request from another organization.

Types of Requests:

Of the forty-six (46) access to information requests received during the reporting period, 50% percent were from the public, 20% from businesses (private sector), 17% from organizations, 11% from the media and 2% from academia.

Completion Time:

VIA Rail's average completion time for requests closed during this reporting period is thirty-three (33) days (excluding requests that were either transferred or abandoned), compared with the legislative requirement of thirty (30) days. The median completion time is twenty-nine (29) days (excluding requests which were thereafter abandoned). Twenty-six (26) requests out of forty-one (41) requests closed during the reporting period, i.e. a percentage of 63%, were responded to within the established timeline.

| | | 2022-2023 | 2023-2024 | 2024-2025 |
|--|--------------------|-----------|-----------|-----------|
| Number of requests by completion time | 1 to 15 days | 5 | 4 | 11 |
| | 16 to 30 days | 19 | 13 | 15 |
| | 31 to 60 days | 6 | 12 | 10 |
| | 61 to 120 days | 1 | 5 | 5 |
| | 121 to 180 days | 0 | 0 | 0 |
| | 181 to 365 days | 1 | 0 | 0 |
| | More than 365 days | 6 | 2 | 0 |

Disposition of Requests

During this reporting period, seventeen (17) requests were 'All Disclosed', sixteen (16) requests were 'Disclosed in Part', four (4) requests were closed as 'No Record exist', two (2) requests were 'All exempted', one (1) request was 'Transferred' and one (1) request was 'Abandoned'.

Extensions

During this reporting period, an extension was taken for two (2) requests due to interference with operations/workload, according to sections 9(1)(a) of the ATIA. Also, an extension was taken for one (1) request due to an internal consultation, according to sections 9(1)(b) of the ATIA. Three (3) extensions were taken for requests due to third party notice, according to 9(1)(c).

Six (6) of these requests required an extension between 1-30 days and one (1) request between 31-60 days.

Exemptions Applied

The main exemptions of the ATIA applied by VIA Rail during this reporting period are the following:

- Section 17: Safety of individuals;
- Section 18: Economic interests of Canada;
- Section 18.1: Economic interest of VIA Rail;
- Section 19: Personal information;
- Section 20: Third party information;
- Section 21: Advice, etc.,
- Section 23: Solicitors, advocates and notaries and,
- Section 26: Refusal of access if information is to be published.

| | | 2022-2023 | 2023-2024 | 2024-2025 |
|---|---------------|-----------|-----------|-----------|
| Number of requests by exemptions | s.16(1)a)(ii) | 0 | 0 | 0 |
| | s. 16(1)b) | 0 | 1 | 0 |
| | s. 16(1)c) | 0 | 1 | 0 |
| | s. 16(2)a) | 0 | 0 | 0 |
| | s. 16(2)b) | 1 | 0 | 0 |
| | s. 16(2)c) | 0 | 0 | 0 |
| | s. 17 | 1 | 2 | 3 |
| | s. 18a) | 0 | 2 | 1 |
| | s. 18b) | 0 | 2 | 1 |
| | s. 18d) | 0 | 2 | 1 |
| | s. 18.1(1)d) | 4 | 2 | 3 |
| | s. 19(1) | 2 | 13 | 14 |
| | s. 20(1)a) | 0 | 0 | 0 |
| | s. 20(1)b) | 1 | 2 | 7 |
| | s. 20(1)b.1) | 0 | 0 | 0 |
| | s. 20(1)c) | 2 | 0 | 2 |
| | s. 20 (1)d) | 11 | 0 | 2 |
| | s. 21(1)a) | 0 | 2 | 0 |
| | s. 21(1)b) | 0 | 1 | 1 |
| | s. 21(1)c) | 0 | 0 | 0 |
| | s.23 | 0 | 2 | 2 |
| | s. 26 | 0 | 0 | 1 |

Informal Requests:

One-hundred-and-twenty-eight (128) informal requests were received during the reporting period.

Fees:

No fees were collected regarding requests closed during this reporting period. Indeed, VIA Rail waived a total of \$230.

Costs:

The total costs associated with administering the ATIP Unit for Access to Information during this reporting period were \$45,150.

Human resources:

As for human resources, it has been estimated that 0.447 FTE (Full-Time Equivalent) was dedicated to access to information activities.

6. TRAINING AND AWARENESS

No training or awareness activities were provided to VIA Rail employees during the reporting period.

7. POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES

No changes were made to VIA Rail's access to information governance framework during the reporting period.

8. PROACTIVE DISCLOSURE

VIA Rail periodically publishes access to information request summaries on its website as well as on the Open Government website.

9. COMPLAINTS

Three (3) complaints reported from previous reporting periods were closed between April 1, 2024, and March 31, 2025.

OIC File # 5821-03971

This complaint was filed with the Office of the Information Commissioner of Canada ("OIC") in December 2021 and was closed in September 2024. The complainant alleged that VIA Rail failed to conduct a reasonable search of records in response to their access to information request. The request was for reports of the presence of asbestos on the passenger rail equipment that was used on the routes from Toronto to Vancouver, and Winnipeg to Churchill from 1985 to 2014. The OIC concluded that VIA Rail conducted a reasonable search for records in response to the access request and therefore determined that the complaint was not well founded.

OIC File # 5822-04712

This complaint was filed with the OIC in November 2022 and was closed in July 2024. The complainant alleged that VIA Rail has improperly applied exemptions under subsection 19(1) (personal information) and 18.1(1) (confidential financial, commercial, scientific or technical information of VIA Rail) in response to an access request, so as to unjustifiably deny access to records or portion thereof. The request was for records pertaining to VIA Rail parking, the operations of the VIA Rail Vancouver station, and general policies and

procedures at VIA Rail. In April 2024, VIA Rail disclosed additional information to the requestor, i.e. parking fee information and an insurance document which it had withheld under subsections 19(1) and 18.1(1) when it responded to the access request. VIA Rail continued to withhold information under section 19(1) in emails pertaining to parking complaints and 18.1(1) to withhold some information within the insurance document. The complainant informed the OIC that they were satisfied with the supplementary disclosure. The OIC determined that the complaint was well founded to a certain extent.

OIC File # 5823-03685

This complaint was filed with the OIC in January 2024 and was closed in June 2024. The complainant alleged that VIA Rail has i) improperly applied exemptions under subsection 19(1) (personal information) in response to an access request, so as to unjustifiably deny access to records or portion thereof, ii) has not conducted a reasonable search for records and iii) has improperly provided duplicate records in response to the access request. The request was for emails and text messages exchanges between various employees and specific departments of VIA Rail regarding the complainant from January 1, 2020 to October 23, 2023. During the investigation, the complainant agreed to cease investigating their first allegation. The OIC then determined that i) VIA Rail conducted a reasonable search for records in response to the access request and ii) that the issuance of identical pages among the response documents was not an error on the part of VIA Rail but rather a transparency measure; that the complaint was therefore not well founded.

On-going File

One (1) complaint (OIC file #5824-03161) was received during the reporting period. The complainant alleges that VIA Rail improperly applied sections 23 and 26 to withhold information regarding the Train 622 Incident of August 31, 2024. This complaint is being carried forward to the next reporting period.

10. MONITORING COMPLIANCE

VIA Rail analyzes each request as soon as they are received in order to determine the time required to process such request, which is established based on discussions held with appropriate information holders, the necessity for consultations with third parties, etc.

Since 2017, requests are processed with the additional assistance of a computer software that allows the ATIP Analyst to process these requests more effectively. In addition, a file consolidates all relevant information regarding the status of each active request. This file is being monitored on a weekly basis by the ATIP Coordinator.

Appendix 1

Delegation of Authority



**DÉLÉGATION D'AUTORITÉ
LOI SUR L'ACCÈS À L'INFORMATION ET LOI SUR LA
PROTECTION DES RENSEIGNEMENTS PERSONNELS**

**DELEGATION OF AUTHORITY
ACCESS TO INFORMATION ACT AND PRIVACY ACT**

Le 31 mars 2025

March 31, 2025

Je, soussigné, Président et chef de la direction, conformément à l'article 95 de la *Loi sur l'accès à l'information* et à l'article 73 de la *Loi sur la protection des renseignements personnels*, délègue par la présente les agents et les employés de VIA Rail occupant les postes identifiés dans l'annexe ci-jointe à assumer au nom de président et chef de la direction les pouvoirs de signature ainsi que les attributions, fonctions et pouvoirs qui y sont spécifiés.

I, the undersigned, President and Chief Executive Officer, pursuant to Section 95 of the *Access to Information Act* and Section 73 of the *Privacy Act*, hereby delegate officers and employees of VIA Rail occupying positions identified within the attached appendix to exercise signing authorities or perform any of the President and Chief Executive Officer's powers, duties or functions specified therein.

Signée à Montréal, ce 31 mars 2025

Signed in Montreal this March 31, 2025



Mario Pélouin
Président et chef de la direction
President and Chief Executive Officer

VIA Rail Canada Inc.
Delegation of Authority
Under the Access to Information Act

| Subject | Access to Information Act Section | Position / Title | | |
|--|-----------------------------------|------------------|------------------|--------------|
| | | General Counsel | ATIP Coordinator | ATIP Analyst |
| Notice where access requested | 7 | ● | ● | ● |
| Transfer of request | 8(1) | ● | ● | ● |
| Extension of Time Limits | 9(1) | ● | ● | ● |
| Notice of extension to Information Commissioner | 9(2) | ● | ● | ● |
| Notice where access is refused | 10(1) & (2) | ● | ● | ● |
| Payment of fees from a machine readable record | 11(3) | ● | ● | ● |
| Deposit | 11(4) | ● | ● | ● |
| Notice of fee payment | 11(5) | ● | ● | ● |
| Waiver or refund of fees | 11(6) | ● | ● | ● |
| Translation | 12(2) | ● | ● | ● |
| Access to record in alternate format | 12(3) | ● | ● | ● |
| Refuse access - Information obtained in confidence from another government | 13(1) | ● | ● | ● |
| Grant access – information obtained in confidence from another government when disclosure authorized | 13(2) | ● | ● | ● |
| Refuse access - federal-provincial affairs | 14 | ● | ● | ● |
| Refuse access - international affairs, defense | 15(1) | ● | ● | ● |
| Refuse access - law enforcement and investigation | 16(1) | ● | ● | ● |
| Refuse access - security information | 16(2) | ● | ● | ● |
| Refuse access - policing services for provinces or municipalities | 16(3) | ● | ● | ● |
| National Security and Intelligence Committee | 16.6 | ● | ● | ● |
| Refuse access – safety of individuals | 17 | ● | ● | ● |
| Refuse access - economic interests of Canada and of VIA Rail | 18 / 18.1 | ● | ● | ● |
| Refuse access – personal information | 19(1) | ● | ● | ● |
| Disclose personal information | 19(2) | ● | ● | ● |
| Refuse access - third party information | 20(1) | ● | ● | ● |
| Disclose testing methods | 20(2) & (3) | ● | ● | ● |
| Disclose third party information – if supplier consents | 20(5) | ● | ● | ● |

| | | | | |
|--|----------|---|---|---|
| Disclose in public interest | 20(6) | ● | ● | ● |
| Refuse access - advice etc. | 21 | ● | ● | ● |
| Testing procedure - tests and audits | 22 | ● | ● | ● |
| Refuse access - solicitor-client privilege | 23 | ● | ● | ● |
| Patent or Trademark privilege | 23.1 | ● | ● | ● |
| Refuse access – Statutory prohibitions against disclosure | 24(1) | ● | ● | ● |
| Disclose information - Severability | 25 | ● | ● | ● |
| Refuse access - information to be published | 26 | ● | ● | ● |
| Notice to third parties | 27(1) | ● | ● | ● |
| Extension of time limit | 27(4) | ● | ● | ● |
| Representation of third party and decision | 28(1) | ● | ● | ● |
| Representation to be made in writing | 28(2) | ● | ● | ● |
| Disclosure of record | 28(4) | ● | ● | ● |
| Action to take in response to the notice of intention to investigate | 32 | ● | ● | ● |
| Notice to third party | 33 | ● | ● | ● |
| Right to make representations | 35(2) | ● | ● | ● |
| Findings and recommendations of the Information Commissioner | 37(1)(b) | ● | ● | ● |
| Access given to complainant | 37(4) | ● | ● | ● |
| Notice to third parties of court action | 43(1) | ● | ● | ● |
| Notice to person who requested record | 44(2) | ● | ● | ● |
| Special rules for hearings | 52(2) | ● | ● | ● |
| Ex parte representations | 52(3) | ● | ● | ● |
| Excluded information – Confidences of the Queen's Privacy Council for Canada | 69 | ● | ● | ● |

Appendix 2

Statistical Report

**Statistical Report on the Access to Information Act**Name of institution: VIA Rail Canada Inc.Reporting period: 2024-04-01 to 2025-03-31**Section 1: Requests Under the Access to Information Act****1.1 Number of requests**

| | | Number of Requests |
|---|---|--------------------|
| Received during reporting period | | 46 |
| Outstanding from previous reporting periods | | 3 |
| • Outstanding from previous reporting period | 1 | |
| • Outstanding from more than one reporting period | 2 | |
| Total | | 49 |
| Closed during reporting period | | 41 |
| Carried over to next reporting period | | 8 |
| • Carried over within legislated timeline | 6 | |
| • Carried over beyond legislated timeline | 2 | |

1.2 Sources of requests

| Source | Number of Requests |
|---------------------------|--------------------|
| Media | 5 |
| Academia | 1 |
| Business (private sector) | 9 |
| Organization | 8 |
| Public | 23 |
| Decline to Identify | 0 |
| Total | 46 |

1.3 Channels of requests

| Source | Number of Requests |
|--------------|--------------------|
| Online | 0 |
| E-mail | 39 |
| Mail | 7 |
| In person | 0 |
| Phone | 0 |
| Fax | 0 |
| Total | 46 |

Section 2: Informal Requests**2.1 Number of informal requests**

| | | Number of Requests |
|---|---|--------------------|
| Received during reporting period | | 128 |
| Outstanding from previous reporting periods | | 2 |
| • Outstanding from previous reporting period | 2 | |
| • Outstanding from more than one reporting period | 0 | |

| | |
|---------------------------------------|------------|
| Total | 130 |
| Closed during reporting period | 106 |
| Carried over to next reporting period | 24 |

2.2 Channels of informal requests

| Source | Number of Requests |
|--------------|--------------------|
| Online | 126 |
| E-mail | 2 |
| Mail | 0 |
| In person | 0 |
| Phone | 0 |
| Fax | 0 |
| Total | 128 |

2.3 Completion time of informal requests

| Completion Time | | | | | | | |
|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|------------|
| 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | Total |
| 104 | 1 | 1 | 0 | 0 | 0 | 0 | 106 |

2.4 Pages released informally

| Less Than 100 Pages Released | | 100-500 Pages Released | | 501-1000 Pages Released | | 1001-5000 Pages Released | | More Than 5000 Pages Released | |
|------------------------------|----------------|------------------------|----------------|-------------------------|----------------|--------------------------|----------------|-------------------------------|----------------|
| Number of Requests | Pages Released | Number of Requests | Pages Released | Number of Requests | Pages Released | Number of Requests | Pages Released | Number of Requests | Pages Released |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

2.5 Pages re-released informally

| Less Than 100 Pages Re-released | | 100-500 Pages Re-released | | 501-1000 Pages Re-released | | 1001-5000 Pages Re-released | | More Than 5000 Pages Re-released | |
|---------------------------------|-------------------|---------------------------|-------------------|----------------------------|-------------------|-----------------------------|-------------------|----------------------------------|-------------------|
| Number of Requests | Pages Re-released | Number of Requests | Pages Re-released | Number of Requests | Pages Re-released | Number of Requests | Pages Re-released | Number of Requests | Pages Re-released |
| 82 | 5206 | 24 | 4434 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

| | Number of Requests |
|--|--------------------|
| Outstanding from previous reporting period | 0 |
| Sent during reporting period | 0 |
| Total | 0 |
| Approved by the Information Commissioner during reporting period | 0 |
| Declined by the Information Commissioner during reporting period | 0 |
| Withdrawn during reporting period | 0 |
| Carried over to next reporting period | 0 |

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

| Disposition of Requests | Completion Time | | | | | | | Total |
|---|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|-----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| All disclosed | 6 | 5 | 5 | 1 | 0 | 0 | 0 | 17 |
| Disclosed in part | 1 | 7 | 5 | 3 | 0 | 0 | 0 | 16 |
| All exempted | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No records exist | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 4 |
| Request transferred | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Request abandoned | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 11 | 15 | 10 | 5 | 0 | 0 | 0 | 41 |

4.2 Exemptions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|---------------|--------------------|------------|--------------------|------------|--------------------|----------|--------------------|
| 13(1)(a) | 0 | 16(2) | 0 | 18(a) | 1 | 20.1 | 0 |
| 13(1)(b) | 0 | 16(2)(a) | 0 | 18(b) | 1 | 20.2 | 0 |
| 13(1)(c) | 0 | 16(2)(b) | 0 | 18(c) | 0 | 20.4 | 0 |
| 13(1)(d) | 0 | 16(2)(c) | 0 | 18(d) | 1 | 21(1)(a) | 0 |
| 13(1)(e) | 0 | 16(3) | 0 | 18.1(1)(a) | 0 | 21(1)(b) | 1 |
| 14 | 0 | 16.1(1)(a) | 0 | 18.1(1)(b) | 0 | 21(1)(c) | 0 |
| 14(a) | 0 | 16.1(1)(b) | 0 | 18.1(1)(c) | 0 | 21(1)(d) | 0 |
| 14(b) | 0 | 16.1(1)(c) | 0 | 18.1(1)(d) | 3 | 22 | 0 |
| 15(1) | 0 | 16.1(1)(d) | 0 | 19(1) | 14 | 22.1(1) | 0 |
| 15(1) - I.A.* | 0 | 16.2(1) | 1 | 20(1)(a) | 0 | 23 | 2 |
| 15(1) - Def.* | 0 | 16.3 | 0 | 20(1)(b) | 7 | 23.1 | 0 |
| 15(1) - S.A.* | 0 | 16.4(1)(a) | 0 | 20(1)(b.1) | 0 | 24(1) | 0 |
| 16(1)(a)(i) | 0 | 16.4(1)(b) | 0 | 20(1)(c) | 2 | 26 | 1 |
| 16(1)(a)(ii) | 0 | 16.5 | 0 | 20(1)(d) | 2 | | |
| 16(1)(a)(iii) | 0 | 16.6 | 0 | | | | |
| 16(1)(b) | 0 | 17 | 3 | | | | |
| 16(1)(c) | 0 | | | | | | |
| 16(1)(d) | 0 | | | | | | |

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|---------|--------------------|----------|--------------------|-----------------|--------------------|
| 68(a) | 0 | 69(1) | 0 | 69(1)(g) re (a) | 0 |
| 68(b) | 0 | 69(1)(a) | 0 | 69(1)(g) re (b) | 0 |
| 68(c) | 0 | 69(1)(b) | 0 | 69(1)(g) re (c) | 0 |
| 68.1 | 0 | 69(1)(c) | 0 | 69(1)(g) re (d) | 0 |
| 68.2(a) | 0 | 69(1)(d) | 0 | 69(1)(g) re (e) | 0 |
| 68.2(b) | 0 | 69(1)(e) | 0 | 69(1)(g) re (f) | 0 |
| | | 69(1)(f) | 0 | 69.1(1) | 0 |

4.4 Format of information released

| Paper | Electronic | | | | Other |
|-------|------------|----------|-------|-------|-------|
| | E-record | Data set | Video | Audio | |
| 0 | 31 | 0 | 0 | 2 | 0 |

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 4076 | 4076 | 34 |

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

| Disposition | Less Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|---|-------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed |
| All disclosed | 8 | 93 | 7 | 1141 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 6 | 95 | 8 | 1424 | 2 | 1323 | 0 | 0 | 0 | 0 |
| All exempted | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 17 | 188 | 15 | 2565 | 2 | 1323 | 0 | 0 | 0 | 0 |

4.5.3 Relevant minutes processed and disclosed for audio formats

| Number of Minutes Processed | Number of Minutes Disclosed | Number of Requests |
|-----------------------------|-----------------------------|--------------------|
| 52 | 52 | 2 |

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

| Disposition | Less Than 60 Minutes Processed | | 60 - 120 Minutes Processed | | More than 120 Minutes Processed | |
|-------------------|--------------------------------|-------------------|----------------------------|-------------------|---------------------------------|-------------------|
| | Number of Requests | Minutes Processed | Number of Requests | Minutes Processed | Number of Requests | Minutes Processed |
| All disclosed | 2 | 52 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | |
|---|----------|-----------|----------|----------|----------|----------|
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 52 | 0 | 0 | 0 | 0 |

4.5.5 Relevant minutes processed and disclosed for video formats

| Number of Minutes Processed | Number of Minutes Disclosed | Number of Requests |
|-----------------------------|-----------------------------|--------------------|
| 0 | 0 | 0 |

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

| Disposition | Less Than 60 Minutes Processed | | 60 - 120 Minutes Processed | | More than 120 Minutes Processed | |
|---|--------------------------------|-------------------|----------------------------|-------------------|---------------------------------|-------------------|
| | Number of Requests | Minutes Processed | Number of Requests | Minutes Processed | Number of Requests | Minutes Processed |
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 |

4.5.7 Other complexities

| Disposition | Consultation Required | Legal Advice Sought | Other | Total |
|---|-----------------------|---------------------|----------|----------|
| All disclosed | 0 | 0 | 2 | 2 |
| Disclosed in part | 3 | 0 | 0 | 3 |
| All exempted | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 |
| Total | 3 | 0 | 2 | 5 |

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

| | |
|---|-------------|
| Number of requests closed within legislated timelines | 26 |
| Percentage of requests closed within legislated timelines (%) | 63.41463415 |

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

| Number of requests closed past the legislated timelines | Principal Reason | | | |
|---|--|-----------------------|-----------------------|-------|
| | Interference with operations/ Workload | External Consultation | Internal Consultation | Other |
| 15 | 4 | 3 | 2 | 6 |

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

| Number of days past legislated timelines | Number of requests past legislated timeline where no extension was taken | Number of requests past legislated timeline where an extension was taken | Total |
|--|--|--|-----------|
| 1 to 15 days | 6 | 2 | 8 |
| 16 to 30 days | 0 | 2 | 2 |
| 31 to 60 days | 2 | 1 | 3 |
| 61 to 120 days | 0 | 2 | 2 |
| 121 to 180 days | 0 | 0 | 0 |
| 181 to 365 days | 0 | 0 | 0 |
| More than 365 days | 0 | 0 | 0 |
| Total | 8 | 7 | 15 |

4.8 Requests for translation

| Translation Requests | Accepted | Refused | Total |
|----------------------|----------|----------|----------|
| English to French | 0 | 0 | 0 |
| French to English | 0 | 0 | 0 |
| Total | 0 | 0 | 0 |

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

| Disposition of Requests Where an Extension Was Taken | 9(1)(a) Interference With Operations/ Workload | 9(1)(b) Consultation | | 9(1)(c) Third-Party Notice |
|---|--|-------------------------|-------|-------------------------------|
| | | Section 69 | Other | |
| All disclosed | 2 | 0 | 0 | 0 |
| Disclosed in part | 1 | 1 | 0 | 3 |
| All exempted | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 |
| No records exist | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 |

| | | | | | | | | |
|---------------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| Exclude entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

| Recommendation | Number of Days Required to Complete Consultation Requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| Disclose entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclose in part | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Exempt entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Exclude entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

| Number of Days | Fewer Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

8.2 Requests with Privy Council Office

| Number of Days | Fewer Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 9: Investigations and Reports of finding

9.1 Investigations

| Section 32 Notice of intention to investigate | Subsection 30(5) Ceased to investigate | Section 35 Formal Representations |
|---|--|-----------------------------------|
| 1 | 0 | 1 |

9.2 Investigations and Reports of finding

| Section 37(1) Initial Reports | | | Section 37(2) Final Reports | | |
|-------------------------------|---|--|-----------------------------|---|--|
| Received | Containing recommendations issued by the Information Commissioner | Containing an intent to issue an order by the Information Commissioner | Received | Containing recommendations issued by the Information Commissioner | Containing orders issued by the Information Commissioner |
| 0 | 0 | 0 | 3 | 0 | 0 |

Section 10: Court Action**10.1 Court actions on complaints**

| Section 41 | | | | |
|-----------------|-----------------|-----------------|--------------------------|-------|
| Complainant (1) | Institution (2) | Third Party (3) | Privacy Commissioner (4) | Total |
| 0 | 0 | 0 | 0 | 0 |

10.2 Court actions on third party notifications under paragraph 28(1)(b)

| Section 44 - under paragraph 28(1)(b) |
|---------------------------------------|
| 0 |

Section 11: Resources Related to the Access to Information Act**11.1 Allocated Costs**

| Expenditures | | Amount |
|-----------------------------------|----------|-----------------|
| Salaries | | \$33,650 |
| Overtime | | \$0 |
| Goods and Services | | \$11,500 |
| • Professional services contracts | \$11,500 | |
| • Other | \$0 | |
| Total | | \$45,150 |

11.2 Human Resources

| Resources | Person Years Dedicated to Access to Information Activities |
|----------------------------------|--|
| Full-time employees | 0.347 |
| Part-time and casual employees | 0.000 |
| Regional staff | 0.000 |
| Consultants and agency personnel | 0.100 |

| | |
|--------------|--------------|
| Students | 0.000 |
| Total | 0.447 |

Note: Enter values to three decimal places.

Appendix 3

Supplemental Statistical Report

Supplemental Statistical Report on the Access to Information Act and the Privacy Act

Name of institution: VIA Rail Canada Inc.

Reporting period: 2024-04-01 to 2025-03-31

Section 1: Requests Carried Over and Active Complaints Under the Access to Information Act

1.1 Requests carried over to next reporting period, broken down by reporting period received

| Reporting Period Requests Carried Over Were Received | Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2025 | Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2025 | Total |
|--|--|--|----------|
| Received in 2024-25 | 3 | 3 | 6 |
| Received in 2023-24 | 0 | 0 | 0 |
| Received in 2022-23 | 0 | 0 | 0 |
| Received in 2021-22 | 0 | 2 | 2 |
| Received in 2020-21 | 0 | 0 | 0 |
| Received in 2019-20 | 0 | 0 | 0 |
| Received in 2018-19 | 0 | 0 | 0 |
| Received in 2017-18 | 0 | 0 | 0 |
| Received in 2016-17 | 0 | 0 | 0 |
| Received in 2015-16 or earlier | 0 | 0 | 0 |
| Total | 3 | 5 | 8 |

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2024-25 Statistical Report on the Access to Information Act

1.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

| Reporting Period Active Complaints Were Received by Institution | Number of Active Complaints |
|---|-----------------------------|
| Received in 2024-25 | 1 |
| Received in 2023-24 | 0 |
| Received in 2022-23 | 0 |
| Received in 2021-22 | 0 |
| Received in 2020-21 | 0 |
| Received in 2019-20 | 0 |
| Received in 2018-19 | 0 |
| Received in 2017-18 | 0 |
| Received in 2016-17 | 0 |
| Received in 2015-16 or earlier | 0 |
| Total | 1 |

Section 2: Requests Carried Over and Active Complaints Under the Privacy Act

2.1 Requests carried over to next reporting period, broken down by reporting period received

| Reporting Period Requests Carried Over Were Received | Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2025 | Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2025 | Total |
|--|--|--|-------|
| Received in 2024-25 | 3 | 0 | 3 |
| Received in 2023-24 | 0 | 0 | 0 |
| Received in 2022-23 | 0 | 0 | 0 |
| Received in 2021-22 | 0 | 0 | 0 |
| Received in 2020-21 | 0 | 0 | 0 |
| Received in 2019-20 | 0 | 0 | 0 |
| Received in 2018-19 | 0 | 0 | 0 |

| | | | |
|--------------------------------|----------|----------|----------|
| Received in 2017-18 | 0 | 0 | 0 |
| Received in 2016-17 | 0 | 0 | 0 |
| Received in 2015-16 or earlier | 0 | 0 | 0 |
| Total | 3 | 0 | 3 |

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2024-25 Statistical Report on the *Privacy Act*

2.2 Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received

| Reporting Period Active Complaints Were Received by Institution | Number of Active Complaints |
|---|-----------------------------|
| Received in 2024-25 | 0 |
| Received in 2023-24 | 0 |
| Received in 2022-23 | 0 |
| Received in 2021-22 | 0 |
| Received in 2020-21 | 0 |
| Received in 2019-20 | 0 |
| Received in 2018-19 | 0 |
| Received in 2017-18 | 0 |
| Received in 2016-17 | 0 |
| Received in 2015-16 or earlier | 0 |
| Total | 0 |

Section 3: Social Insurance Number

| | |
|--|----|
| Has your institution begun a new collection or a new consistent use of the SIN in 2024-25? | No |
|--|----|

Section 4: Universal Access under the Privacy Act

| | |
|--|---|
| How many requests were received from foreign nationals outside of Canada in 2024-25? | 0 |
|--|---|

Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2024-25 Statistical Report on the *Privacy Act*

Canada