

2021 2022



Annual Report to Parliament
on the Administration of
the Access to Information Act



Shared Services
Canada

Services partagés
Canada

Canada

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Introduction

The [Access to Information Act](#) (the Act) gives Canadian citizens, permanent residents and all individuals and corporations present in Canada the right of access to records under the control of a government institution subject to the Act. This increases the accountability and transparency of federal institutions and supports an open and democratic society.

Shared Services Canada (SSC) is pleased to submit to Parliament its eleventh Annual Report on the Administration of the Act. This report is prepared and tabled in Parliament in accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*. It covers the period from April 1, 2021, to March 31, 2022.

Institutional Mandate

SSC was created in 2011 to transform how the Government of Canada managed and secured its information technology (IT) infrastructure.

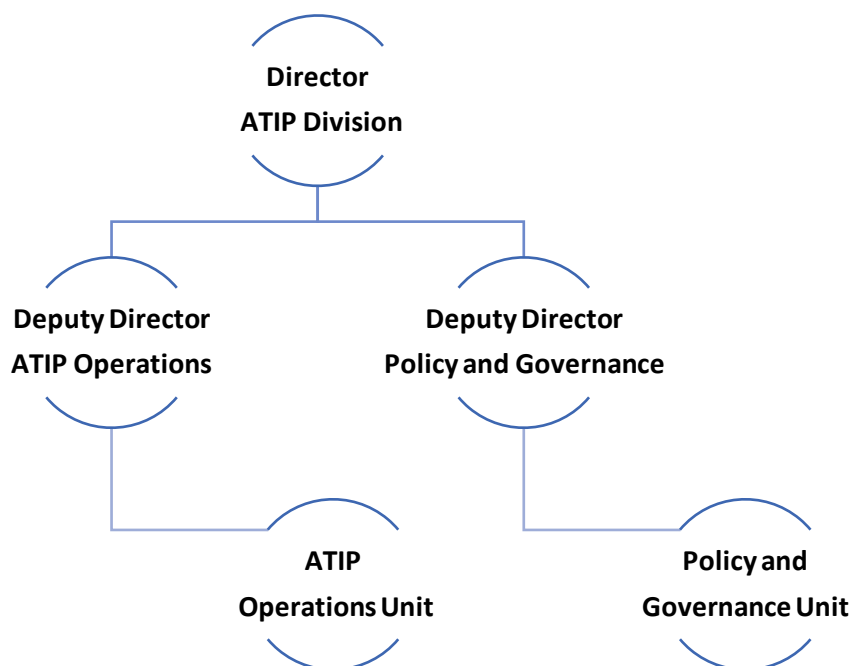
SSC supports the Government of Canada's digital vision to expand and improve the scope of digital service capacity, accelerate the pace of digital modernization and strengthen the ongoing support for digital tools, systems and networks government wide.

In carrying out its mandate, SSC is supporting the [Digital Operations Strategic Plan: 2018-2022](#) and the [Government of Canada Cloud Adoption Strategy](#), as well as working in partnership with public- and private-sector stakeholders, implementing enterprise-wide approaches for managing IT infrastructure services and employing effective and efficient business management processes.

Delegated Authority

The Minister of Public Services and Procurement is responsible for handling requests submitted under the *Access to Information Act*. Pursuant to section 95(1) of the Act, the Minister has delegated full powers, duties and functions to members of the Department's senior management, including the Director and the Deputy Directors of the Access to Information and Privacy (ATIP) division, hereafter referred to as the ATIP division (refer to Annex A).

ATIP Division Structure



The ATIP division is part of the Corporate Secretariat, which is overseen by the Director General, Corporate Secretary and Chief Privacy Officer, situated in the Strategy and Engagement Branch (SEB).

The division administers the *Access to Information Act* and the *Privacy Act*, led by a Director who acts as the ATIP Coordinator for the Department. Two units carry out the work under two Deputy Directors, each leading either Operations or Policy and Governance. While an average of 24 person-years were dedicated to the ATIP program, 17 person-years were dedicated to the administration of the *Access to Information Act*. These person-years include full-time equivalents, casual employees and students.

The Operations Unit is responsible for processing requests under the *Access to Information Act* and the *Privacy Act*. This includes, but is not limited to the following:

- Liaising with subject-matter experts within SSC.
- Performing line-by-line reviews of records requested and conducting external consultations as required to balance the public's right of access and the government's need to safeguard certain information in limited and specific cases.
- Providing briefings to senior management as required on matters relating to requests and institutional performance.
- Acting as the main point of contact with the Office of the Information Commissioner (OIC) and the Office of the Privacy Commissioner (OPC) with respect to the resolution of complaints related to requests under both Acts.

The Policy and Governance Unit is responsible for, but not limited to the following:

- Providing policy advice and guidance to SSC's senior management team on access to information (ATI) and the protection of personal information.
- Developing ATIP policy instruments and tools.
- Assisting program officials in conducting privacy impact assessments and drafting personal information-sharing agreements.
- Preparing and delivering training and awareness sessions throughout SSC.
- Coordinating SSC's annual reporting requirements.
- Publishing an updated version of SSC's [Info Source chapter](#).
- Acting as the main point of contact with the OIC and OPC with respect to various audits, reviews, systemic investigations and privacy breaches.

The ATIP division's administration of the Acts is facilitated at the branch and the directorate level of SSC. The administration of the Act would not be possible without the large number of SSC employees across the department who identify and review information to respond to requests.

SSC was not party to any service agreements under section 96 of the *Access to Information Act* during the reporting period.

Highlights of the 2021–2022 Statistical Report

The Statistical Report (Annex B) on the administration of the *Access to Information Act* provides a summary of ATI requests and consultations processed during the 2021–2022 reporting period.

Requests Received

SSC processed 406 ATI requests, which represents a 113 percent increase from the previous year. This significant increase had a large impact on the SSC operational employees who have to identify and review documents related to requests.

A total of 118 active ATI requests will be carried over to the next reporting period:

- 107 requests received in the 2021-2022 reporting period are within the legislated timeline and one request is beyond the legislated timeline.
- Six active requests received in 2020-2021 are within the legislated timeline and three requests are beyond the legislated timeline.
- One active request received in 2018-2019 is beyond the legislated timeline as of March 31, 2022.

Three specific areas within SSC have been the subject of 65 percent of all requests during the reporting period:



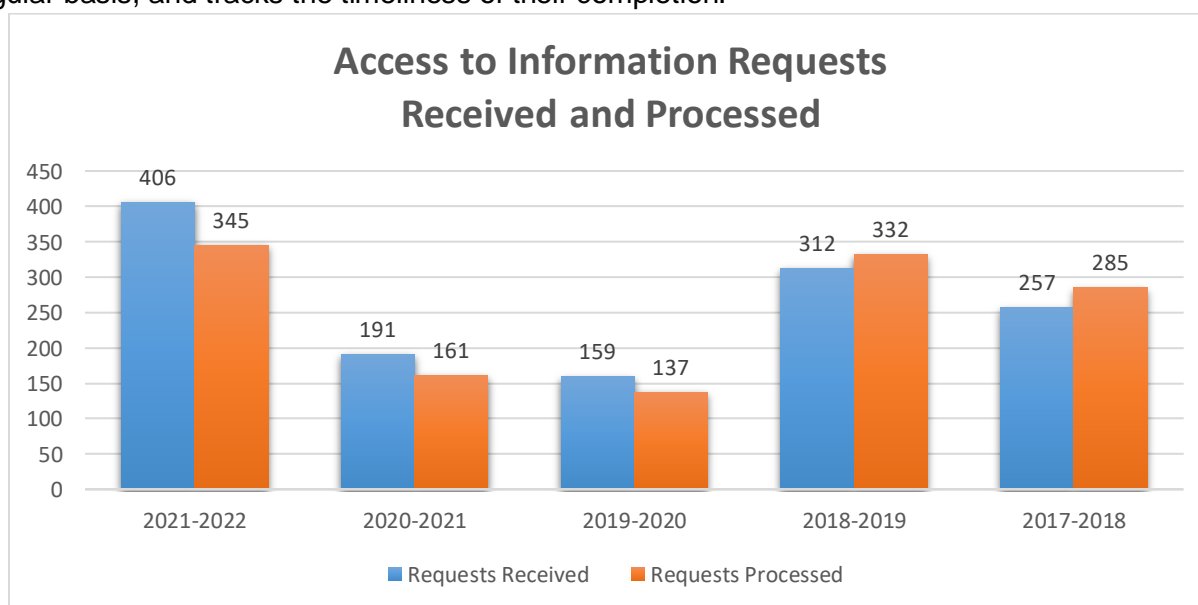
- Networks and Security Services Branch (20 percent) is responsible for the planning, design and operations of the Government of Canada IT network infrastructure and the management of cyber and IT security services that protect government data and technology assets.
- The Enterprise IT Procurement directorate (over 30 percent) enables SSC to follow a strategic sourcing and procurement plan through the centralization of contract administration, and the acquisition of IT and other goods and services.
- The Strategy and Engagement Branch (15 percent) supports SSC in the delivery of digital services to the public service by aligning policy, planning and communications to reflect SSC's new enterprise approach to departmental business.

The Access to Information and Privacy Division was also the subject of numerous access to information requests. During the reporting period, 46 requests from a single requester were aimed at specific employees of the SSC ATIP Operations Unit. The number of requests represent 11 percent of all requests received by SSC. The requests are voluminous, increasing the burden on day to day operations, and their ongoing, targeted nature have impacted the mental health of staff members in the Operations Unit.

The annual report demonstrates a 287 percent increase in the number of pages processed at 506,973 pages. The near quadrupling of the pages processed from the previous reporting period is partially due to two voluminous legacy files which were closed during the 2021-2022 reporting period, with a total page count of approximately 350,000 pages.

It is important to note that SSC achieved a compliance rate of 97.5 percent which is identical to the previous reporting period but with a significant increase in pages processed. SSC is well above the community average.

SSC carried forward 57 requests from 2020–2021 for a total of 463 requests for the reporting period. The ATIP division continues to ensure it monitors its turnaround times in processing requests on a regular basis, and tracks the timeliness of their completion.



Informal Requests

SSC posts summaries of completed ATI requests pertaining to corporate records on the [Open Government Portal](#). During the reporting period, the Department received and processed 135 informal requests for previously released documents. This represents a slight (3-percent) decrease from the previous reporting period.

Internal Consultations

Branches within SSC will send documents to the ATIP Division to be reviewed in the spirit of the Act. These documents are typically complex in nature and can vary from labour relations documents, audit reports, documents to be proactively disclosed, to consultations related to internal vaccinations policies. During the 2021-2022 reporting period, SSC received 24 internal consultations and reviewed a total of approximately 3,250 pages.

Impact of COVID-19

The ATIP division continued working a full-time basis during the pandemic. Some of our accomplishments during the pandemic included the following:

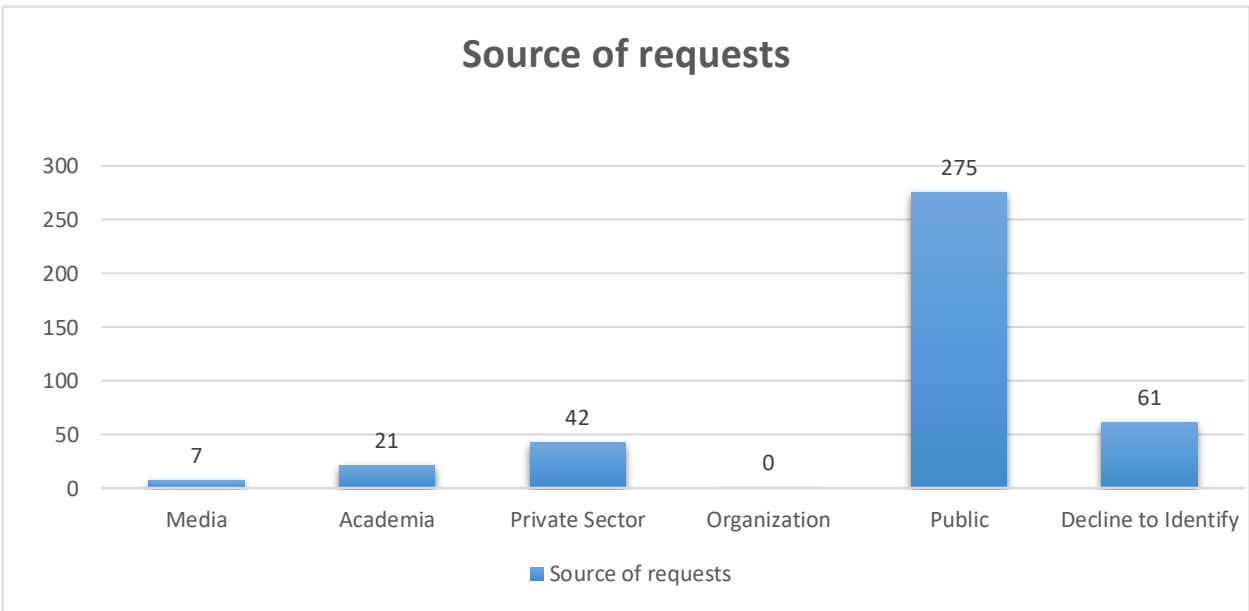
- Remained operational throughout the second year of the pandemic with the exception of the processing of Secret and Top Secret records. The office encountered no late files due to this constraint.
- Adapted and improved on all processes to continue to respond to requests from the Canadian public.
- Continued to provide extensive privacy advice to SSC senior leaders in relation to COVID-19.
- Continued to participate in various collaborative working groups to address the current COVID-19 realities.

The ATIP division was able to achieve these accomplishments while facing many challenges. Listed below are some of the major challenges faced by the Division, and what was done to overcome them:

- Due to supply chain issues, newly onboarded employees faced delays in receiving IT equipment.
- SSC ATIP continued to use ePost to provide requesters with their response packages to their requests. However some requesters (ex: those with limited access to internet) are less accustomed to electronic services and still need to use more traditional ways to obtain their response package, which takes more time for employees to finalize.
- Secret and Top Secret records must flow through the secure network that is only accessible at certain areas in the office, therefore, processing records above Protected B is still challenging. SSC is working on upgrading its infrastructure to manipulate records more easily with a Secret security classification.

Source of Requests

The general public is the largest source of ATI requests, accounting for 67 percent of all requests received. The media represented 2 percent of the requests received, whereas those from the private sector and sources that declined to identify themselves accounted for 11 percent, and 15 percent of the requests received respectively. Requests from organizations and academic sources comprised 5 percent.



Decline to Act

Section 6.1 of Bill C-58—which received Royal Assent June 17, 2019—states that the head of a government institution may call upon the Information Commissioner of Canada (OIC) to investigate a request deemed vexatious, made in bad faith, or an abuse of the right of access. The Information Commissioner of Canada’s approval is needed to refuse the request for access to records.

During the reporting period, SSC submitted 21 applications under s.6.1 which were all denied by the OIC.

Disposition of Requests Completed

During the reporting period, SSC released records in full in 23 percent of files.

For 134 requests (38.8 percent), the Department invoked exemptions. Requests for which the responsive records were entirely exempted or excluded occurred in 5 instances (1.4 percent). Of the remaining 126 requests (36.5 percent), either no records existed, the request was abandoned by the requester, or the request was transferred.

Extensions

Section 9 of the *Access to Information Act* allows the statutory time limits to be extended if consultations are required, or if the request is for a large volume of records, and processing within the original timeframe would unreasonably interfere with the operations of the Department.

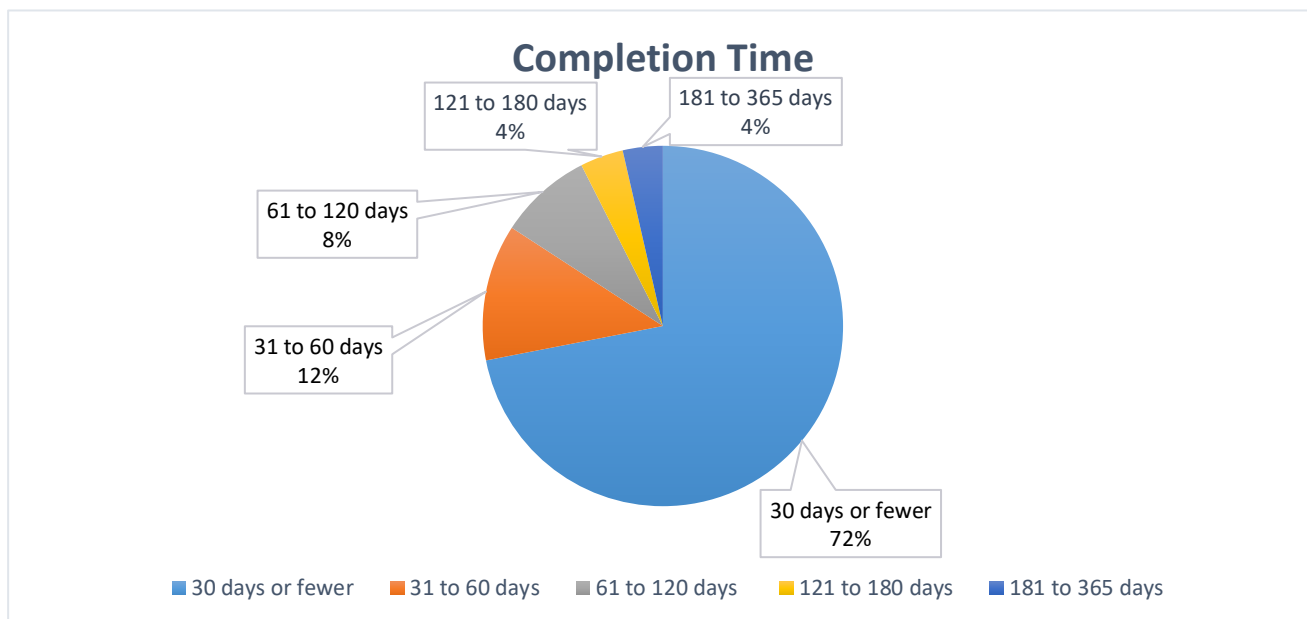
Extensions were necessary in 19 cases (5.5 percent) when SSC consulted with its departmental Legal Services Unit and other government departments prior to responding to the requester. The Department also invoked 25 extensions (7.2 percent) to conduct third-party notifications. In addition, extensions were taken in 55 instances (15.94 percent) to reduce the risk of interference with daily operations, owing to a large volume of records. Some areas within SSC that are responsible for maintaining the IT infrastructure for the Government of Canada were more heavily impacted by surges of requests. These areas had to maintain daily operations while responding to a growing number of complex requests and subsequently required longer extensions to respond.

Despite the 113 percent increase in requests from the previous reporting period, SSC managed to reduce its use of extensions by 11.6 percent.

Completion Time

The *Access to Information Act* sets timelines for responding to ATI requests. It also allows for extensions in cases where responding to the request requires the review of a large volume of information or extensive consultations with other government institutions or other third parties.

SSC responded to 241 requests (69.8 percent) within 30 days or fewer and a further 41 requests (11.8 percent) within 31 to 60 days. The Department completed 28 requests (8.1 percent) within 61 to 120 days, 13 requests (3.7 percent) within 121 to 180 days, 12 requests (3.4 percent) were processed within 181 to 365 days and 10 request required more than 365 days (2.89 percent).



Exemptions

Whenever SSC invoked exempting provisions, the principle of severability, as described in section 25 of the Act, was applied in order to release as much information as possible. Only 4 requests were exempted in their entirety.

While the majority of the operations at SSC, and subsequent records created within the department, revolve around operations of government, it is important to note that the ATIP division tries to limit the use of section 21 of the Act.

The ATIP division has opted to highlight the three subsections of the Act, as they are the most relied upon. They are as follows:

- Paragraph 16(2)(c) concerns security and the vulnerability of buildings, structures or systems (86 instances or 21 percent).
- Subsection 19(1) protects personal information (103 instances or 25 percent).
- Paragraph 20(1)(c) protects Information that could lead to financial loss or gain of a third party (83 instances or 20 percent).

Paragraph 16(2)(c) is a discretionary exemption, whereas subsection 19(1) and paragraph 20(1)(c) are mandatory exemptions.

Exclusions

The *Access to Information Act* does not apply to information that is already publicly available, such as government publications and material in libraries and museums (section 68). It also excludes material such as Cabinet Confidences (section 69). During 2021–2022, SSC excluded records based on section 68 on 5 occasions, and section 69 on 34 occasions.

Consultations

This reporting period, SSC received 84 consultations from other government institutions. The Department didn't carry any consultations forward at the end of the reporting period.

Complaints, Audits and Investigations

During the reporting period, SSC received no report of finding from previous complaints. 54 complaints were received for this reporting period. There were six active complaints outstanding from the 2020-21 reporting period and one from 2018-19. SSC identified that 80% of the complaints received during the reporting period were filed by one individual.

During this reporting period, complaint investigations affected 51 files under the *Access to Information Act*.

No audits involving SSC were completed by the OIC under the Act.

Key Issues and Action Taken on Complaints

The ATIP division continues to work diligently in resolving complaints. From the onset of receiving a request, the division works with the requesters to fully understand the request in order to reduce the processing time and ensure the relevancy of the records provided. In addition, the Department has taken diverse actions with the goal of keeping the number of complaints received at a minimum. For instance, the division revises its procedures on a regular basis to improve performance and also to reduce the response time for requests with the goal of decreasing complaints. Ongoing training is provided to ATIP analysts on the complaints process and the handling of complaints received from the OIC. The division established a streamlined process for handling complaints where the Deputy Director, Operations Unit, is responsible for providing representations to the OIC. The Director and Deputy Director, Operations Unit continue to work closely with the OIC in resolving complaints. Monthly meetings between OIC and SSC ATIP management occur to monitor and manage ongoing complaints.

Monitoring Compliance

The division has implemented various internal procedures to ensure ATI requests are processed in a timely and efficient manner. For example, meetings are held between ATIP management and analysts on a regular basis to monitor workloads and progress on ATI requests. These meetings provide greater accountability and clarity for the team.

The ATIP division provides reports to the Communications team and the President's Office and meets on a weekly basis to discuss upcoming files. ATIP has a five-business-day service standard for records retrieval and tracks branch performance. In addition, the division holds a monthly meeting with branch liaison officers to identify any common issues and concerns to help improve retrieval and recommendations. This reporting period, four late files were reported. Consultations with Legal Services/Other Government Departments and a large volume of pages processed were the main reasons for these late files.

Fees

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*. The \$5.00 application fee is the only fee charged for an ATI request

During the reporting period, SSC collected \$1,740 and waived \$290 in application fees. In accordance with the *Interim Directive on the Administration of the Access to Information Act*, issued on May 5, 2016, SSC waived all fees prescribed by the Act and regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the regulations.

Costs

For this reporting period, the ATIP division spent a total of \$1,417,472 for the administration of the *Access to Information Act*, of which \$1,325,520 was spent on salaries and \$91,952 was spent on goods and services.

These costs do not reflect the total cost to administer the *Access to Information Act* at SSC. Outside of the ATIP Division staff, a large number of SSC employees are responsible for identifying and reviewing documents to meet the information requested to support the administration of the Act.

Training and Awareness Activities

The ATIP division is dedicated to fostering a culture of ATIP excellence across SSC. As a result, the division continues to develop and deliver training and awareness activities aimed at more openness and transparency throughout the Department.



Mandatory Training

In order to ensure that all SSC employees, regardless of their position or level, are made aware of their responsibilities related to ATIP and that they gain an in-depth understanding of the related best practices and principles, SSC launched, in collaboration with the Canada School of Public Service, the online Access to Information and Privacy Fundamentals course (I015) on July 14, 2016. While this course is optional for all federal Public Service employees through the Canada School of Public Service website, its completion has been made mandatory for all SSC employees. For this reporting period, 1,069 SSC employees successfully completed the course. This represents a 13 percent increase from the previous reporting period where 945 SSC employees completed the course.

ATIP 101 Internal Training

In order to maintain our training and awareness practices, the ATIP division continued to adapt their training from in-person to online. The trainers successfully delivered 10 internal training and awareness sessions to approximately 269 participants, which included SSC executives, managers and employees at all levels. The number of participants who received training this reporting period increased by 8-percent. In the previous reporting period, 247 SSC employees participated in training.

Tasking Request Training

The ATIP Policy and Governance Unit developed a Tasking Request training previous reporting period which focuses on how to respond to a request by an office of primary interest. The purpose of this training is to educate all SSC employees on their roles and responsibilities related to ATIP requests. The trainers successfully delivered 4 internal training and awareness sessions to approximately 18 participants during the reporting period.

Biweekly Learning Sessions

The SSC ATIP Division takes innovation very seriously and a key focal point in which the Division focuses on is the personal development of its employees. The ATIP Division has established biweekly learning sessions where a variety of topics are discussed. Examples of the topics included but is not limited to: reviewing Sections 23 and 69 of the ATIA, career development and mental health.

Right to Know Week

In 2021, Right to Know week took place from September 27 to October 3. Right to Know day has been celebrated for the past 18 years around the world. It is intended to raise awareness of an individual's right to access government information, to promote freedom of information as an essential feature of democracy and good governance. The ATIP division delivered two Ask Me Anything virtual sessions for 49 employees, developed communiqués for SSC's intranet page, published content on social media by senior leaders and promoted ATIP training through SSC's internal communication network.



Policies, Guidelines, Procedures and Initiatives

To maintain a high standard of excellence and to continuously improve client services under the *Access to Information Act*, SSC's ATIP division undertook several projects:

- The Operations Unit has piloted new processes for data entry, deduplication and uploading records using Robotic Processing Automation (RPA). The RPA Bots are designed and developed to automate manual and repetitive tasks in records management and processing. Their purpose is to alleviate the staff of these high workloads and allow them to focus on work that is more complex.

Testing is continuing into the next reporting period. During a TBS Innovation Fair held on March 3, 2022, SSC ATIP had the opportunity to present a demonstration of the Bots' capabilities to other ATIP departments in the Government of Canada, reinforcing the value that these tools can bring to the community at large. If successful, these tools may be used by the broader community and will ultimately serve as a model to future adopters within the Government of Canada.

- The ATIP division is currently in collaboration with the Enterprise IT Procurement directorate to implement procedures that would facilitate Proactive Disclosures of SSC contracts. The purpose of this initiative is to promote transparency by making contracts more readily available to the general public.
- The ATIP division continued to work in collaboration with TBS toward being an early adopter for the TBS-led next-generation ATIP Request Processing Software Solution. This next-generation software will propel the division forward in order to better address current and future ATIP challenges.

Annex A—Delegation Order

Shared Services Canada Access to Information Act and Privacy Act Delegation Order

The Minister Public Services and Procurement, pursuant to subsection 95(1) of the *Access to Information Act* and subsection 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Shared Services Canada, under the provisions of the acts and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule		
Position	<i>Access to Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
President	Full authority	Full authority
Executive Vice President	Full authority	Full authority
Assistant Deputy Minister, Strategic Engagement Branch	Full authority	Full authority
Corporate Secretary and Chief Privacy Officer	Full authority	Full authority
Director, Access to Information and Privacy Protection Division	Full authority	Full authority
Deputy Directors, Operations and Policy & Governance, Access to Information and Privacy Protection Division	Full authority	Full authority

Dated, at Ottawa this __11th__ day of
__February__, 2022.

Services partagés Canada Arrêté de délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels

En vertu du paragraphe 95(1) de la *Loi sur l'accès à l'information* et du paragraphe 73(1) de la *Loi sur la protection des renseignements personnels*, la Ministre des Services publics et de l'Approvisionnement délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de Services partagés Canada, investie par les dispositions des lois ou de leurs règlements mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté de délégation antérieur.

Annexe		
Poste	<i>Loi sur l'accès à l'information et Règlement</i>	<i>Loi sur la protection des renseignements personnels et Règlement</i>
Président	Autorité absolue	Autorité absolue
Première vice-présidente	Autorité absolue	Autorité absolue
Sous-ministre adjointe, Direction générale de l'engagement stratégique	Autorité absolue	Autorité absolue
Secrétaire ministérielle et chef de la protection des renseignements personnels	Autorité absolue	Autorité absolue
Directeur, Division de l'accès à l'information et de la protection de la vie privée	Autorité absolue	Autorité absolue
Directeurs adjoints, Opérations et Politique et gouvernance, Direction de l'accès à l'information et protection des renseignements personnels	Autorité absolue	Autorité absolue

Daté, à Ottawa, ce __11e__ jour de
__février__, 2022.

Original signed by

The Honourable Filomena Tassi / L'honorable Filomena Tassi
Minister of Public Services and Procurement and Head of Shared Services Canada/
Ministre des Services publics et de l'Approvisionnement et Responsable de Services partagés Canada



Annex B—Statistical Report



Government
of Canada

Gouvernement
du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Shared Services Canada

Reporting period: 2021-04-01 to 2022-03-31

Section 1: Requests under the *Access to Information Act*

1.1 Number of Requests

		Number of requests
Received during the reporting period		406
Outstanding from the previous reporting period		57
• Outstanding from previous reporting period	54	
• Outstanding from more than one reporting period	3	
Total		463
Closed during the reporting period		345
Carried over to the next reporting period		118
• Carried over within legislated timeline	113	
• Carried over beyond legislated timeline	5	

1.2 Sources of Requests

Sources	Number of requests
Media	7
Academia	21
Business (private sector)	42
Organization	0
Public	275
Decline to identify	61
Total	406

1.3 Channels of Requests

Sources	Number of requests
Online	406
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	406



Section 2: Informal Requests

2.1 Number of Informal Requests

		Number of requests
Received during the reporting period		134
Outstanding from the previous reporting period		1
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	0	
Total		135
Closed during the reporting period		135
Carried over to the next reporting period		0

2.2 Channels of Informal Requests

Sources	Number of requests
Online	122
E-mail	12
Mail	0
In person	0
Phone	0
Fax	0
Total	134

2.3 Completion Time of Informal Requests

Completion Time							
1 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
122	13	0	0	0	0	0	135

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
63	1426	20	6680	8	6680	4	5418	0	0

2.5 Pages Re-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
22	419	9	2921	9	5111	0	0	0	0



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

	Number of requests
Outstanding from the previous reporting period	0
Sent during the reporting period	21
Total	21
Approved by the Information Commissioner during the reporting period	0
Declined by the Information Commissioner during the reporting period	21
Withdrawn during reporting period	0
Carried over to the next reporting period	0

Section 4: Requests closed during the reporting period

4.1 Disposition and Completion Time

Disposition of requests	Completion time							Total
	1 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	11	63	6	0	0	0	0	80
Disclosed in part	4	47	27	26	13	11	6	134
All exempted	0	0	4	0	0	0	0	4
All excluded	0	0	0	1	0	0	0	1
No records exist	72	21	1	0	0	0	0	94
Request transferred	4	0	0	0	0	0	0	4
Request abandoned	16	3	3	1	0	1	4	28
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	107	134	41	28	13	12	10	345

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)	86	18(a)	1	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	14	20.2	0
13(1)(c)	0	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	86	18(d)	0	21(1)(a)	11
13(1)(e)	0	16(3)	0	18.1(1)(a)	1	21(1)(b)	17
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	10
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	8
14(b)	0	16.1(1)(c)	2	18.1(1)(d)	0	22	1
15(1)	2	16.1(1)(d)	0	19(1)	103	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	2	23	16
15(1) - Def.*	1	16.3	0	20(1)(b)	46	23.1	0
15(1) - S.A.*	12	16.4(1)(a)	0	20(1)(b.1)	1	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	83	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	6		
16(1)(a)(iii)	0	17	2				
16(1)(b)	0						
16(1)(c)	14						
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)	5	69(1)	0	69(1)(g) re (a)	17
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)	3
68.1	0	69(1)(c)	0	69(1)(g) re (d)	4
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	10
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 formats
	E-record	Data set	Video	Audio	
0	214	0	0	0	0

4.5 Complexity

4.5.1 Relevant Pages Processed and Disclosed for Paper and e-Record Formats

Number of pages processed	Number of pages disclosed	Number of requests
506,973	85,503	247



4.5.2 Relevant Pages Processed per Request Disposition for Paper and e-Record Formats by Size of Requests

Disposition	100 pages or less processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 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
All disclosed	75	682	4	620	1	556	0	0	0	0
Disclosed in part	78	2708	27	6326	14	9430	10	21049	5	393020
All exempted	3	231	0	0	1	574	0	0	0	0
All excluded	1	55	0	0	0	0	0	0	0	0
Request abandoned	23	48	0	0	0	0	0	0	5	71674
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	180	3724	31	6946	16	10560	10	21049	10	464694

4.5.3 Relevant Minutes Processed and Disclosed for Audio Formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0.000	0.000	0

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

Disposition	Less than 60 minutes processed		61 – 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	0.000	0	0.000	0	0.000
Disclosed in part	0	0.000	0	0.000	0	0.000
All exempted	0	0.000	0	0.000	0	0.000
All excluded	0	0.000	0	0.000	0	0.000
Request abandoned	0	0.000	0	0.000	0	0.000
Neither confirmed nor denied	0	0.000	0	0.000	0	0.000
Decline to act with the approval of the Information Commissioner	0	0.000	0	0.000	0	0.000
Total	0	0.000	0	0.000	0	0.000

4.5.5 Relevant Minutes Processed and Disclosed for Video Formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0.000	0.000	0

4.5.6 Relevant Minutes Processed per Request Disposition for Video Formats by Size of Requests

Disposition	Less than 60 minutes processed		61 – 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	0.000	0	0.000	0	0.000
Disclosed in part	0	0.000	0	0.000	0	0.000
All exempted	0	0.000	0	0.000	0	0.000
All excluded	0	0.000	0	0.000	0	0.000
Request abandoned	0	0.000	0	0.000	0	0.000
Neither confirmed nor denied	0	0.000	0	0.000	0	0.000
Decline to act with the approval of the Information Commissioner	0	0.000	0	0.000	0	0.000
Total	0	0.000	0	0.000	0	0.000

4.5.7 Other Complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	1	0	0	0	1
Disclosed in part	60	0	0	0	60
All exempted	0	0	0	0	0
All excluded	1	0	0	0	1
Request abandoned	3	0	0	0	3
Neither confirmed nor denied	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0
Total	65	0	0	0	65

4.6 Closed Requests

4.6.1 Number of Requests Closed Within Legislated Timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	337
Percentage (%) of requests closed within legislated timelines	97.6

4.7 Deemed Refusals

4.7.1 Reasons for Not Meeting Statutory Deadline

Number of requests closed past the statutory deadline	Principal reason			
	Workload	External consultation	Internal consultation	Other
8	7	1	0	0

4.7.2 Number of Days Past Deadline

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

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	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
All disclosed	2		0	1
Disclosed in part	45	1	43	21
All exempted	0	0	4	0
All excluded	1	0	0	0
No records exist	6	0	5	2
Request abandoned	1	0	1	1
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	55	1	54	25

5.2 Length of Extensions

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
30 days or less	10	0	12	2
31 to 60 days	12	0	11	9
61 to 120 days	14	1	13	10
121 to 180 days	2	0	7	2
181 to 365 days	7	0	7	2
365 days or more	10	0	4	0
Total	55	1	54	25

Section 6: Fees

Fee type	Fee collected		Fee waived or refunded		Fees refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	348	\$1740	58	\$290	0	\$0
Other fees	0	\$0	0	\$0	0	\$0
Total	348	\$1740	58	\$290	0	\$0

Section 7: Consultations received from other institutions and organizations

7.1 Consultations Received from Other Government of Canada Institutions and Organizations

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	84	5800	3	291
Outstanding from the previous reporting period	7	2040	0	0
Total	91	7840	3	291
Closed during the reporting period	91	7840	2	47
Carried over within negotiated timelines	0	0	1	244
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and Completion Time for Consultations Received from Other Government of Canada Institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 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	
Disclosed entirely	57	8	2	0	0	0	0	67
Disclosed in part	12	7	1	1	1	0	0	22
Exempted entirely	0	0	0	0	0	0	0	0
Excluded entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	1	0	0	0	0	2
Total	70	15	4	1	1	0	0	91

7.3 Recommendations and Completion Time for Consultations Received from Other Organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 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	
Disclosed entirely	1	0	0	0	0	0	0	1
Disclosed in part	1	0	0	0	0	0	0	1
Exempted entirely	0	0	0	0	0	0	0	0
Excluded 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	2	0	0	0	0	0	0	2

Section 8: Completion time for consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	100 Pages or Less Processed		101-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 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	3	77	0	0	0	0	0	0	0	0
16 to 30	1	1	0	0	0	0	0	0	0	0
31 to 60	7	84	0	0	0	0	0	0	0	0
61 to 120	5	216	1	105	0	0	0	0	0	0
121 to 180	0	0	1	149	0	0	1	1025	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	16	378	2	254	0	0	1	1025	0	0

8.2 Requests with the Privy Council Office

Number of Days	100 Pages or Less Processed		101-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 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
54	2	44

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 orders issued by the Information Commissioner	Received	Containing Recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	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 Costs

Expenditure	Amount
Salaries	\$1,320,699
Overtime	\$4,821
Goods and services	\$91,952
• Professional services contracts	\$0
• Other	\$91,952
Total	\$1,417,472

10.2 Human Resources

Resources	Person-years dedicated to Access to Information activities
Full-time employees	13.667
Part-time and casual employees	2.167
Regional staff	0.000
Consultants and agency personnel	0.000
Students	1.146
Total	16.979

Note: Enter values to three decimal places.

