



Now and Tomorrow
Excellence in Everything We Do

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

Human Resources and Skills Development Canada
2012–2013

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Introduction

Section 72 of the *Access to Information Act* requires the head of every federal government institution to submit an annual report to Parliament on the administration of the Act following the close of each fiscal year. This report describes how Human Resources and Skills Development Canada (HRSDC) fulfilled its *Access to Information Act* responsibilities during fiscal year 2012–2013.

About Human Resources and Skills Development Canada

HRSDC's mission is to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives and to improve Canadians' quality of life.

To do this, we:

- develop policies that make Canada a society in which all can use their talents, skills and resources to participate in learning, work and their community;
- create programs and support initiatives that help Canadians move through life's transitions—from families with children to seniors, from school to work, from one job to another, from unemployment to employment, from the workforce to retirement;
- create better outcomes for Canadians through service excellence with Service Canada and other partners; and
- engage our employees, establish a healthy work environment, nurture a culture of teamwork and build our leadership capacity.

About the *Access to Information Act*

The *Access to Information Act* gives individuals and organizations present in Canada the right to access information held in federal government records, subject to a few limited and specific exceptions and exclusions.

Access to Information at HRSDC

In processing requests for information under the *Access to Information Act*, HRSDC must strike a delicate balance when weighing the public's right to know with the institution's legitimate, yet limited obligation to withhold specific information in an effort to protect larger interests of society. The Department contains a wealth of personal information pertaining to individuals in our records, and unless very specific conditions set out in the Act allow for its release, such information must be severed from disclosure. HRSDC subjects all requested records to a thorough review to determine if any information should be withheld.

Access to Information Delegations

Section 73 of the *Access to Information Act* empowers the head of the institution to delegate any of the powers, duties or functions assigned to him or her by the Act to employees of the institution.

In February 2009, the Honourable Diane Finley, Minister of Human Resources and Skills Development, approved a Delegation Order for the *Access to Information Act*, delegating the authority for access to information to key positions within the senior management team, as well as to departmental officials who have the knowledge and expertise to exercise the powers, duties or functions of the Minister under the legislation.

The Delegation Order is attached as Annex A.

Access to Information and Privacy Division

HRSDC's Access to Information and Privacy (ATIP) Division leads in administering access to information and privacy legislation for the HRSDC portfolio. A Director and Associate Director lead the Division's staff of approximately 40 employees and report to the Corporate Secretary, who has a dual role as the Chief Privacy Officer for the Department. They are supported by three managers who are responsible for the following units:

- The **Operations Unit** processes requests under the *Access to Information Act* and the *Privacy Act*. This includes performing a line-by-line review of records requested under this legislation. The Operations Unit is also the main point of contact with the Office of the Privacy Commissioner of Canada and the Office of the Information Commissioner of Canada for complaint resolution.
- The **Privacy Policy Management Unit** provides policy advice and guidance on handling personal information (including the interpretation of the Department's Privacy Code) to officials of HRSDC across its portfolio. It provides advice on preparing Privacy Impact

Assessments and assists program officials with drafting information-sharing agreements to ensure respect for privacy legislation and departmental policies. This Unit responds to legal instruments in which the Department is asked to share personal information (e.g. subpoenas, court orders, search warrants) and liaises with the Office of the Privacy Commissioner on issues such as privacy breaches.

- The **Planning and Liaison Unit** develops products and tools, including standards and guidance to the Department on privacy issues. It leads on departmental access to information and privacy reporting to Parliament and central agencies, including business planning and preparation of annual reports. The Unit prepares and delivers privacy training and awareness sessions throughout the Department.

Branch and Regional Access to Information Activities

While the ATIP Director, with support from the Division's ATIP officers, has overall authority for the administration of the *Access to Information Act*, branches and regions also play a key role. For example, Assistant Deputy Ministers and Executive Heads of Service Management are responsible for the search and retrieval of relevant records within their respective branches and regions, for the formulation of recommendations regarding their disclosure and for the coordination of access to information training and awareness sessions for their employees and managers. Each is equipped with a fully trained ATI liaison officer who fulfills these responsibilities on behalf of their Executive Head, who is ultimately accountable to ensure that these tasks are accomplished, while always respecting the associated timeframes.

HRSDC's Commitment to Respect Timeframes

Except for specific circumstances in which an extension can be claimed, the *Access to Information Act* provides 30 calendar days for responding to requests. Given these strict timeframes, and the Department's commitment to respect the spirit and the letter of the legislation, the following processes and responsibilities are established at HRSDC:

- **Retrieval of Relevant Records and Formulation of Recommendations:** Targeted branches and regions (offices of primary interest) are allotted eight working days to retrieve complete and accurate records in response to requests and provide them, along with recommendations, to the ATIP Division.
- **Line-by-line Review of the Responsive Records:** The Operations Section of the ATIP Division is provided with eight working days to do a thorough line-by-line review of the records and to invoke the limited and specific exemption and exclusion provisions that are applicable.

- **Seen and Noted Signatures, and copies for information:** If requested, the Executive Head of the targeted branch or region is provided a copy of the release package and is given four working days to provide his or her signature indicating that he or she is aware that the records are being released (i.e. for seen and noted purposes). At the same time that the records are provided to the office of primary interest, copies of the package are provided to departmental communications officials. Employees from the Deputy Minister's Office and the Minister's Office are also given a copy of the package for information purposes, when requested. Some files may require the preparation of media lines. The ATIP Division's involvement in communications activities is limited to informing officials of new requests and upcoming releases, and sharing copies of records. The preparation of communications products is undertaken by communications and branch officials and does not impact the timely processing of access to information requests.

The three steps described above account for a total of 20 working days.

HRSDC's ATIP Division has a long-standing history of keeping its partners informed throughout the process when responding to access to information requests. This collaborative approach supports a no-surprise environment for stakeholders within HRSDC and its portfolio, enabling officials in the ATIP Division to appropriately administer the legislation with few delays.

Activities and Accomplishments in 2012–2013

Progress Following the Information Commissioner’s Report Card

In spring 2012, the Information Commissioner tabled a special report to Parliament entitled “Measuring up: Improvements and ongoing concerns in access to information, 2008–2009 to 2010–2011.” The report is found on the Office of the Information Commissioner’s (OIC) website at the following address:

http://www.oic-ci.gc.ca/eng/rp-pr_spe-rep_rap-spe_rep-car_fic-ren.aspx

HRSDC was one of 18 institutions selected for the exercise and received an “A” rating corresponding to “outstanding” performance. In her report, the Commissioner indicated that “Human Resources and Skills Development Canada (HRSDC) turned in a strong performance in 2010–2011” and made three recommendations. The recommendations, as well as the actions taken by the Department in response to the recommendations, are summarized in the following table:

Recommendations	Comments / Action Taken
<p>1. The Office of the Information Commissioner recommends that Human Resources and Skills Development Canada regularly review the processes and turnaround times related to the approvals required by the inclusion of non-access officials in the delegation order, to ensure they are not causing any delays in the release of records.</p>	<p>Through its quarterly Access to Information Management Reports, HRSDC regularly reviews turnaround times to respond to <i>Access to Information Act</i> requests. The report was updated in 2012–2013 to include colour coding whereby areas experiencing challenges to meet objectives are more visually apparent.</p> <p>It should be noted HRSDC’s process does not involve obtaining approvals from non-Access officials cited on the delegation order.</p> <p>Including senior management on the delegation order serves the Access to Information and Privacy Division, since having a voice at the senior management table means that ATI-related issues that need to be expedited can promptly be discussed at a senior level and resolved efficiently.</p>

<p>2. The Office of the Information Commissioner recommends that Human Resources and Skills Development Canada review its use of extensions to ensure that they are reasonable.</p>	<p>In 2012–2013, HRSDC reviewed its use of extensions against the guidance provided on the OIC’s website and determined that extensions claimed are in accordance with the established criteria.</p>
<p>3. The Office of the Information Commissioner recommends that Human Resources and Skills Development Canada report on its progress implementing these recommendations in its annual report to Parliament on access to information operations.</p>	<p>This portion of the report reflects the progress that has been made in response to the OIC’s recommendations.</p>

Access to Information Awareness and Training Strategy

In 2012–2013, HRSDC developed an online course designed to provide basic introductory information related to privacy and access to information. This training tool was produced by Service Canada College @ HRSDC pedagogical experts in collaboration with subject matter experts from the ATIP Division. To identify best practices, existing departmental training materials were reviewed and other departments involved in access to information training and awareness were consulted.

The online mandatory training module will be required training for all employees across the Department in 2013 and will be required to be retaken on an annual basis. New employees joining the Department will be also required to complete this course. This is the first training of its kind available at HRSDC and will support a culture of access to information awareness within the Department.

Additional Guidance for Staff Responsible for Assembling Records

In response to recurring questions from program experts regarding the scoping of records and on the formulation of recommendations regarding the *Access to Information Act*’s exemption and exclusion provisions, the Access to Information and Privacy Division developed and shared additional guidance on these topics with program areas. Recognizing that not all employees are tasked with requests on a regular basis, the guidance is brief and provides key pointers to assist those responsible for gathering records to fulfill their responsibilities.

Performance Reporting for 2012–2013

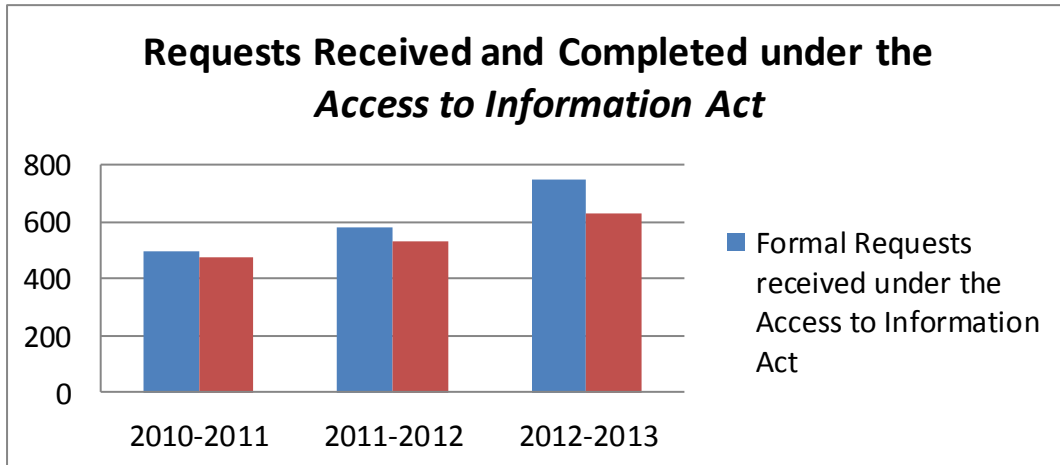
Requests for Information under the *Access to Information Act*

The following is a summary of the information contained in the Statistical Report on the *Access to Information Act* for 2012–2013, which is attached as Annex B.

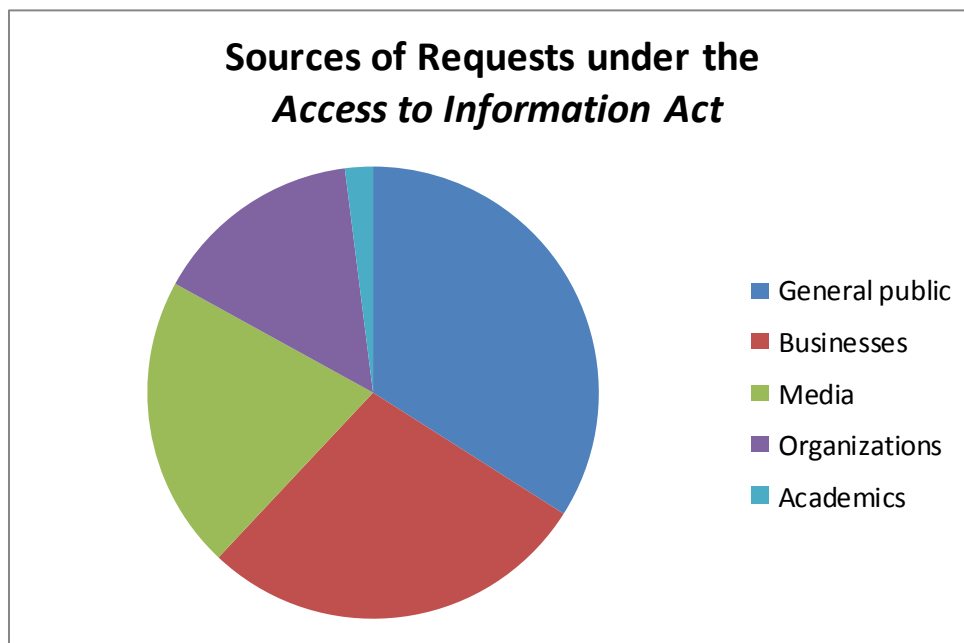
	2010–2011	2011–2012	2012–2013
Formal requests received under the <i>Access to Information Act</i>	492	579	746
Requests completed/processed during the year	475	531	630
Number of pages processed	106,518	120,109	112,087
Requests completed within:			
• 30 calendar days	293	276	314
• 31 to 60 calendar days	104	171	195
• 61 or more calendar days	78	82	121
Proportion of requests that were responded to within legislated timeframes according to Information Commissioner's standards	96%	97%	92%
Complaints to the Information Commissioner of Canada	24	24	20

Requests

The Department received 746 requests during the reporting period and completed 630 requests. Both figures are higher in comparison to previous years.



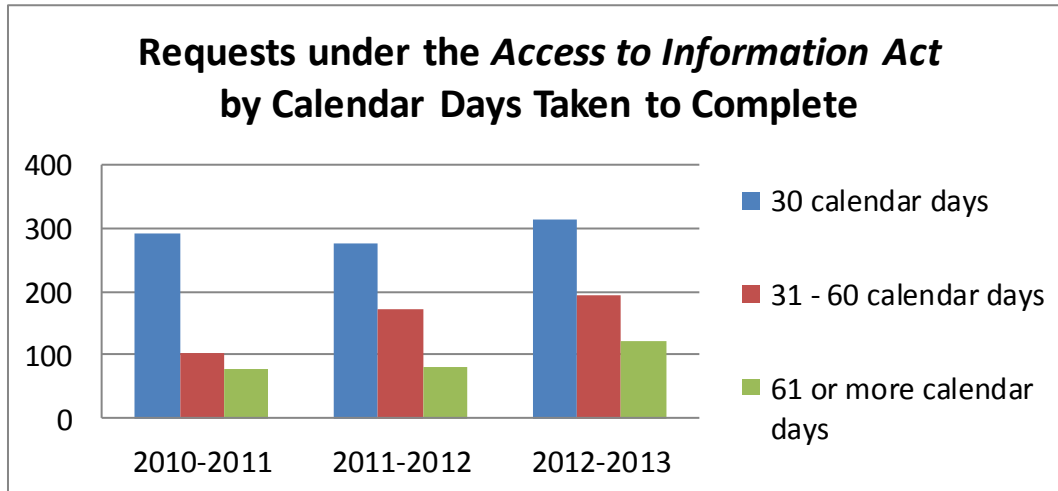
The most common source of requests was the general public (34%), followed by businesses (28%), the media (21%) and organizations (15%), which is the category that includes political parties. Academics accounted for 2% of the requests submitted to HRSDC in 2012–2013.



Typical requests included those for statistics on the Department’s various programs; briefing notes, research and studies on issues of interest to the HRSDC portfolio; requests from employers or their representative for records regarding their own applications under the Temporary Foreign Worker Program; requests for information on contracts, including deliverables; as well as requests for documents regarding issues that were reported in the news media.

Of the requests in which records were provided to the applicant, 47% were disclosed in full, while in 53% of cases, at least some of the information was withheld in accordance with the exemption and exclusion provisions permitted under the *Access to Information Act*.

Half of requests received (50%) were processed within 30 days, and 81% were processed within the first 60 days.



Exemptions and Exclusions

Exemptions and exclusions are the only grounds to withhold information found in records that are requested under the *Access to Information Act*. Their application is limited and specific, as stipulated in the Act. On the requests where an exemption was invoked, the most frequently applied provision was subsection 19(1), which seeks to protect personal information pertaining to individuals other than the requester.

Other frequently used exemptions include section 21, which is used to protect the integrity of the Government’s decision-making process including advice, recommendations, deliberations, plans and positions relating to ongoing negotiations; section 20 to protect third-party confidential information held in government records; subsection 24(1), which is used to withhold information for which disclosure is prohibited by other federal laws, for example, the *Income Tax Act*; section 16, which permits institutions to withhold information that would be injurious to lawful investigations or information that would enable the commission of an offence; section 23, which is the exemption provision used to withhold information that is subject to solicitor-client privilege; and section 14, which serves to withhold information that would be injurious to federal-provincial relations/negotiation if released. Other exemptions were invoked in 10 cases or less.

The Act indicates that certain types of materials are excluded from its application, specifically, records that are already available to the public (section 68) and Cabinet Confidences (section 69). A total of 64 section 69 exclusions were invoked on 28 requests during the reporting period.

While HRSDC's 2012–2013 application of the exemption provisions described above is in line with previous years' statistics, there was a more than three-fold increase in the application of section 69 exclusions, owing to an elevated number of requests for records which contained references to Cabinet Confidences.

The Department provided records in paper format in 366 cases and electronically (on CD) for 131 requests. When requests contain a large number of pages for release, records are usually provided electronically.

Pages Processed

A total of 112,087 pages were reviewed (processed) by staff during the reporting period, with 97,127 pages disclosed (in full or in part) to requesters. The remaining 14,960 pages were either withheld pursuant to one or more of the Act's exemption or exclusion provisions, or were not disclosed because the applicant had abandoned the request.

While most requests (77%) corresponded to a review of 500 pages or less, 32 requests (5%) required a review of more than 1,000 pages each, one of which consisted of more than 5,000 pages. These 32 requests resulted in the release of 53,738 pages, or 55% of the pages that were disclosed during the reporting period.

Other Complexities

In addition to information regarding the number of pages processed, the statistical report contains information regarding "Other Complexities," namely the number of requests where consultations are required, where fees were assessed, where legal advice was sought or "Other." The category "Other," according to the Treasury Board Secretariat, "comprises high profile subject matter, requests where records are in a region or other country, and requests where the records are in a language other than English or French."

Consultations were required on 89 requests. Legal advice was sought on the processing of nine of the requests that were completed in 2012–2013. Fees were assessed on 42 requests. Finally, 118 requests fell into the category "Other," corresponding to the requests in which regional records were sought.

Performance

The Department was unable to meet its deadline for 49 requests, representing less than 8% of the requests that were processed. The most common reason for missing the deadline was external consultations (57%), with workload and internal consultations accounting for the remaining requests. Throughout the year, as an increasing number of requests required lengthy consultations, the ATIP Division began contacting requesters to determine whether they were willing to exclude records that require these types of consultations, thereby reducing the time taken to process the requests. This course of action was beneficial to the applicant, to the Department and to other institutions responsible for responding to consultations. The Department was late by 30 days or less in 17 of the 49 cases. The remaining 32 requests were late by 30 to 365 days. According to the rating scale developed by the Office of the Information Commissioner, the Department performed with above-average compliance in 2012–2013.

Extensions

An extension beyond the initial 30 days is permitted if responding to the request would require a search through a large volume of records and responding within the first 30 days would unreasonably interfere with operations, or if external consultations (with another institution, organization or business) are required. In 2012–2013, the Department claimed an extension on 142 requests, with the majority of extensions due to volume.

Translation of Records

No requests for translation were received during the 2011–2012 fiscal year.

Fees

The Department collected \$3,175 in fees, as permitted by the Act and its Regulations, and waived \$20,234 in fees. Most of the waived fees correspond to reproduction fees, which are no longer chargeable to the client given the increased use of electronic media for release of records. When requesters are provided with the records on CD, reproduction fees are waived. When a release package comprises 125 pages or less, reproduction fees are not charged, in accordance with guidance from the Treasury Board Secretariat.

Consultations Received by HRSDC

HRSDC responded to 192 consultations, corresponding to a review of 5,842 pages, from other federal institutions. In 97% of the consultations, the Department was able to respond within 30 days, with most consultations receiving a response in 15 days or less. Almost 80% of these consultations resulted in a recommendation to disclose the records entirely, with the Department counselling the consulting institution to disclose in part just over 15% of the time.

In the remaining cases, the consulting institution was either asked to consult with another institution, to exempt the records in their entirety or take a different course of action (“Other”).

Consultations on Cabinet Confidences were sent to the Privy Council Office for 28 of the requests that were closed in 2012–2013.

Financial Considerations

The Department spent \$674,000 on salaries associated with administering the *Access to Information Act*, with non-salary costs amounting to \$11,000.

Approximately 10 dedicated resources at National Headquarters were involved in administering the *Access to Information Act* during 2012–2013.

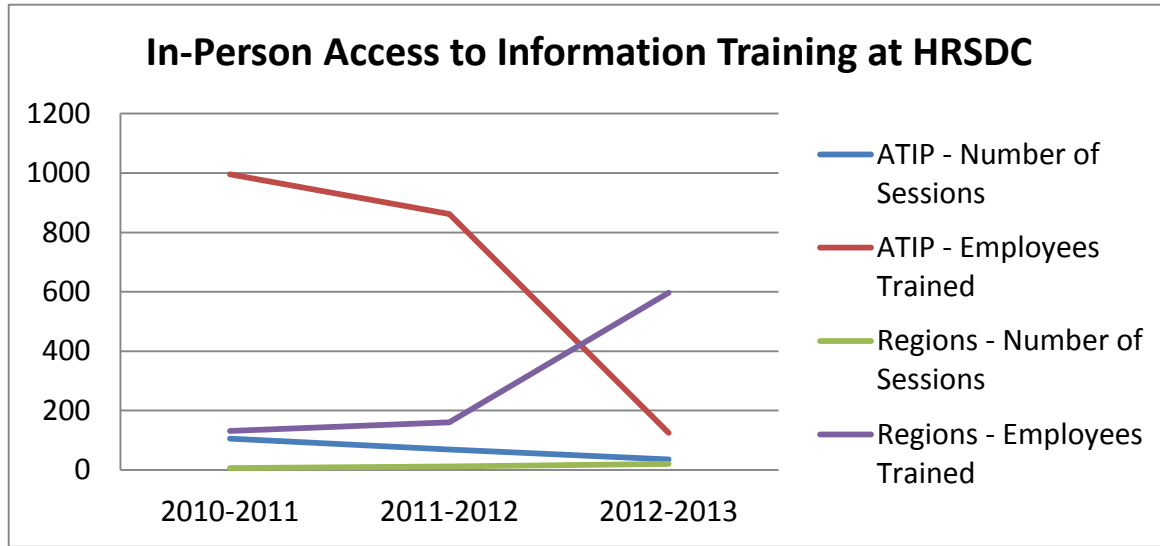
Request Summaries Posted to HRSDC Website

Since January 2012, HRSDC has been posting on the departmental website the summaries of its completed *Access to Information Act* requests on a monthly basis, in accordance with the Treasury Board Secretariat’s directives. In 2012–2013, 154 release packages were provided informally to requesters upon request.

Access to Information Training and Awareness Activities

In 2012–2013, the ATIP Division provided 36 in-person training sessions on access to information and privacy issues and awareness to 125 employees across the Department. These sessions were provided to employees and senior management at National Headquarters.

In addition to the sessions that were offered by the ATIP Division, the regional officials responsible for privacy in the regions also provided information sessions to their colleagues. Regional officials provided 21 sessions to 597 employees during 2012–2013.



Overall, provision of in-person access to information training has declined over the past three fiscal years as the Department transitions to an online, self-directed integrated learning model, not only for access to information but privacy, security, IT security, information management and values and ethics (see page 6).

Complaints and Investigations

The Department was notified of 20 complaints received by the OIC during 2012–2013. In 11 of these cases, complainants alleged that HRSDC improperly invoked the Act’s exemption provisions or denied access. Four complaints were lodged as a result of fee assessment that was prepared in order to respond to the requests. Two complainants believed that the Department had improperly claimed an extension, and three complaints fell into the category of miscellaneous, which is used in cases such as when the applicant believes that additional records should exist.

HRSDC received findings on 16 complaints in 2012–2013. The OIC discontinued its investigation in five cases. It ruled that four of the complaints were settled in the course of the investigation. Seven complaints were determined to be well-founded; six of which were resolved without any further actions required by the Department. In one instance, the Information Commissioner provided recommendations on charging fees for searching through electronic records, which the Department did not accept completely. In this particular case, the Information Commissioner made an application to the Court regarding HRSDC’s and the Government of Canada’s position. The matter is currently before the Court.

Annex A: Delegation Order

DEPARTMENT OF HUMAN RESOURCES AND SKILLS DEVELOPMENT

DELEGATION ORDER

ACCESS TO INFORMATION ACT

I, Diane Finley, Minister of Human Resources and Skills Development, pursuant to Section 73 of the *Access to Information Act*, hereby designate the officer or employee of the Department of Human Resources and Skills Development whose position or title is set out in the attached Schedule, or the officers or employees occupying, on an acting basis or otherwise, those positions, to exercise the powers, duties or functions of the head of the institution under the Act that are set in the Schedule in relation to that officer or employee.

This delegation order supersedes any previous order executed pursuant to section 73 of the Act.

Dated at Ottawa, Ontario,

this 20th day of February 2008

Diane Finley

The Honourable Diane Finley
Minister of Human Resources and Skills Development

Access to Information Act – Delegation of Authority
Department of Human Resources and Skills Development

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Responsibility of government institutions	4(2.1)	X	X	X	X	X	X	X	
Notice where access requested	7(a)	X	X	X	X	X	X	X	X
Giving access to record	7(b)	X	X	X	X	X	X	X	
Transfer of request to another government inst.	8(1)	X	X	X	X	X	X	X	X
Extension of time limits	9	X	X	X	X	X	X	X	
Payment of additional fees	11(2)	X	X	X	X	X	X	X	X
Payment of fees for EDP record	11(3)	X	X	X	X	X	X	X	X
Deposit	11(4)	X	X	X	X	X	X	X	X
Notice of fee payment	11(5)	X	X	X	X	X	X	X	X
Waiver of refund of fees	11(6)	X	X	X	X	X	X	X	

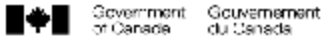
Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Language of access	12(2)(b)	X	X	X	X	X	X	X	X
Access to alternate format	12(3)(b)	X	X	X	X	X	X	X	X
Refuse access – Obtained in confidence	13	X	X	X	X	X	X	X	
Refuse access – Federal-provincial affairs	14	X	X	X	X	X	X	X	
Refuse access – International affairs and defence	15	X	X	X	X	X	X	X	
Refuse access – Law enforcement, investigations	16	X	X	X	X	X	X	X	
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	X	X	X	X	X	X	X	
Refuse access – Safety of individuals	17	X	X	X	X	X	X	X	
Refuse access – Economic Interests of Canada	18	X	X	X	X	X	X	X	
Refuse access – Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	18.1	X	X	X	X	X	X	X	
Refuse access – Personal information	19	X	X	X	X	X	X	X	

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Refuse access – Third party information	20	X	X	X	X	X	X	X	
Refuse access – Operations of Government	21	X	X	X	X	X	X	X	
Refuse access – Testing procedures, tests, audits	22	X	X	X	X	X	X	X	
Refuse access – Audit working papers and draft audit reports	22.1	X	X	X	X	X	X	X	
Refuse access – Solicitor-client privilege	23	X	X	X	X	X	X	X	
Refuse access – Statutory prohibitions	24	X	X	X	X	X	X	X	
Severability	25	X	X	X	X	X	X	X	
Information to be published	26	X	X	X	X	X	X	X	
Third party notification	27(1)	X	X	X	X	X	X	X	
Third party notification – Extension of time limit	27(4)	X	X	X	X	X	X	X	
Third party notification – Notice of decision	28(1)(b)	X	X	X	X	X	X	X	

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
Third party notification – Representations in writing	28(2)	X	X	X	X	X	X	X	
Third party notification – Disclosure of record	28(4)	X	X	X	X	X	X	X	
Where the Information Commissioner recommends disclosure	29(1)	X	X	X	X	X	X	X	
Advising Information Commissioner of third party involvement	33	X	X	X	X	X	X	X	
Right to make representations	35(2)(b)	X	X	X	X	X	X	X	
Access to be given to complainant	37(4)	X	X	X	X	X	X	X	
Notice to third party (application to Federal Court)	43(1)	X	X	X	X	X	X	X	X
Notice to applicant (application to Federal Court by third party)	44(2)	X	X	X	X	X	X	X	X
Special rules for hearings	52(2)(b)	X	X	X	X	X	X	X	
<i>Ex parte</i> representations (Federal Court)	52(3)	X	X	X	X	X	X	X	
Facilities for inspection of manuals	71(1)	X	X	X	X	X	X	X	
Annual report to Parliament	72	X	X	X	X	X	X	X	

Description	Section	Deputy Minister HRSD	Deputy Minister Labour	Deputy Head Service Canada	ADMs of PPCA and Labour	Corporate Secretary HRSD	Director ATIP	Manager ATIP Operations	ATIP Officers
REGULATIONS									
Transfer of request	6(1)	X	X	X	X	X	X	X	X
Search and preparation of fees	7(2)	X	X	X	X	X	X	X	X
Production and programming fees	7(3)	X	X	X	X	X	X	X	X
Providing access to records	8	X	X	X	X	X	X	X	
Limitations in respect of format	8.1	X	X	X	X	X	X	X	

Annex B: Statistical Report on the *Access to Information Act*



Statistical Report on the *Access to Information Act*

Name of institution: Human Resources and Skills Development Canada

Reporting period: 01/04/2012 to 31/03/2013

PART 1 – Requests under the *Access to Information Act*

1.1 Number of Requests

	Number of Requests
Received during reporting period	748
Outstanding from previous reporting period	112
Total	858
Closed during reporting period	630
Carried over to next reporting period	228

1.2 Sources of requests

Source	Number of Requests
Media	154
Academia	16
Business (Private Sector)	212
Organization	112
Public	252
Total	748

PART 2 – Requests closed during the reporting period

2.1 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	18	118	90	5	1	0	0	232
Disclosed in part	6	84	72	53	25	19	6	265
All exempted	0	0	2	1	0	0	0	3
All excluded	0	0	0	0	1	3	1	5
No records exist	5	49	27	0	0	0	0	81
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	15	18	4	6	0	0	0	43
Treated informally	0	0	0	0	0	0	0	0
Total	45	269	195	65	27	22	7	630

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	0	16(2)(a)	0	18(a)	7	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	8	20.2	0
13(1)(c)	8	16(2)(c)	42	18(c)	0	20.4	0
13(1)(d)	1	16(3)	0	18(d)	9	21(1)(a)	56
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	70
14(a)	31	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	20
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	10
15(1) - I.A.*	7	16.1(1)(d)	0	18.1(1)(d)	0	22	4
15(1) - Def.*	0	16.2(1)	0	19(1)	208	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	1	23	34
16(1)(a)(i)	1	16.4(1)(a)	0	20(1)(b)	52	24(1)	53
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	1
16(1)(a)(iii)	0	16.5	0	20(1)(c)	37		
16(1)(b)	2	17	1	20(1)(d)	18		
16(1)(c)	5						
16(1)(d)	0						

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

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	5	89(1)(a)	12	89(1)(g) re (a)	4
68(b)	0	89(1)(b)	0	89(1)(g) re (b)	0
68(c)	0	89(1)(c)	0	89(1)(g) re (c)	7
68.1	0	89(1)(d)	0	89(1)(g) re (d)	0
68.2(a)	0	89(1)(e)	23	89(1)(g) re (e)	15
68.2(b)	0	89(1)(f)	0	89(1)(g) re (f)	3
				89.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	209	23	0
Disclosed in part	157	108	0
Total	366	131	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	8,323	8,323	232
Disclosed in part	100,602	88,804	265
All exempted	174	0	3
All excluded	532	0	5
Request abandoned	2,456	0	43

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 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
All disclosed	214	2,581	14	2,814	4	2,948	0	0	0	0
Disclosed in part	132	3,944	78	16,705	24	14,417	30	47,640	1	6,098
All exempted	2	0	1	0	0	0	0	0	0	0
All excluded	3	0	2	0	0	0	0	0	0	0
Abandoned	40	0	2	0	0	0	1	0	0	0
Total	391	6505	97	19519	28	17385	31	47640	1	6098

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	6	6	2	26	40
Disclosed in part	76	9	6	85	176
All exempted	1	0	1	0	2
All excluded	5	0	0	0	5
Abandoned	1	27	0	7	35
Total	89	42	9	118	258

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
49	15	28	3	3

2.6.2 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	8	4	12
16 to 30 days	0	5	5
31 to 60 days	0	9	9
61 to 120 days	0	8	8
121 to 180 days	1	6	7
181 to 365 days	1	7	8
More than 365 days	0	0	0
Total	10	39	49

2.7 Requests for translation

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

PART 3 – Extensions

3.1 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	12	0	2	0
Disclosed in part	74	23	17	4
All exempted	1	0	1	0
All excluded	0	5	0	0
No records exist	2	0	0	0
Request abandoned	1	0	0	0
Total	90	28	20	4

3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	39	0	2	0
31 to 60 days	13	0	5	1
61 to 120 days	19	11	3	3
121 to 180 days	17	16	9	0
181 to 365 days	2	1	1	0
365 days or more	0	0	0	0
Total	90	28	20	4

PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	552	\$2,760	78	\$390
Search	6	\$415	1	\$450
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	498	\$19,394
Total	558	\$3,175	575	\$20,234

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	194	5,961	0	0
Outstanding from the previous reporting period	8	185	1	14
Total	202	6146	1	14
Closed during the reporting period	192	5,842	1	14
Pending at the end of the reporting period	10	304	0	0

5.2 Recommendations and completion time for consultations received from other government 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	than 365 days	
Disclose entirely	131	16	3	0	0	0	0	150
Disclose in part	20	10	1	0	0	0	0	31
Exempt entirely	4	1	0	0	0	0	0	5
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	1	1	1	0	0	0	4
Other	2	0	0	0	0	0	0	2
Total	158	28	5	1	0	0	0	192

5.3 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	than 365 days	
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
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	1	0	0	0	0	0	0	1

PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	3	0
16 to 30	0	0
31 to 60	3	1
61 to 120	5	3
121 to 180	4	4
181 to 365	13	13
More than 365	0	0
Total	28	21

PART 7 – Resources related to the Access to Information Act

7.1 Costs

Expenditures		Amount
Salaries		\$674,000
Overtime		\$0
Goods and Services		\$11,000
- Professional services contracts	\$2,000	
- Other	\$9,000	
Total		\$685,000

7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	0.00	10.00	10.00
Part-time and casual employees	0.00	0.00	0.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.01	0.01
Students	0.00	0.00	0.00
Total	0.00	10.01	10.01

Appendix A

Previously-released ATI packages released informally in 2012-2013

Institution	Number of informal releases of previously-released ATI packages in 2012-2013
Human Resources and Skills Development Canada	154