

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

Human Resources and Skills Development Canada  
2011-2012

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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 the fiscal year 2011-2012.

## ***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.

## **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.

## **How HRSDC is Organized to Fulfill its *Access to Information Act* Responsibilities**

A delicate balance must be struck 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 in order to determine if any information should be withheld.

## **Access to Information and Privacy Division**

HRSDC's Access to Information and Privacy 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 45 employees and report to the Corporate Secretary. 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 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 Codes) to officials of HRSDC across its portfolios. 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 clearly 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 only, 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

fosters a no-surprise environment for stakeholders within HRSDC and its portfolios, enabling officials in the ATIP Division to appropriately administer the legislation with very few delays.

## **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.

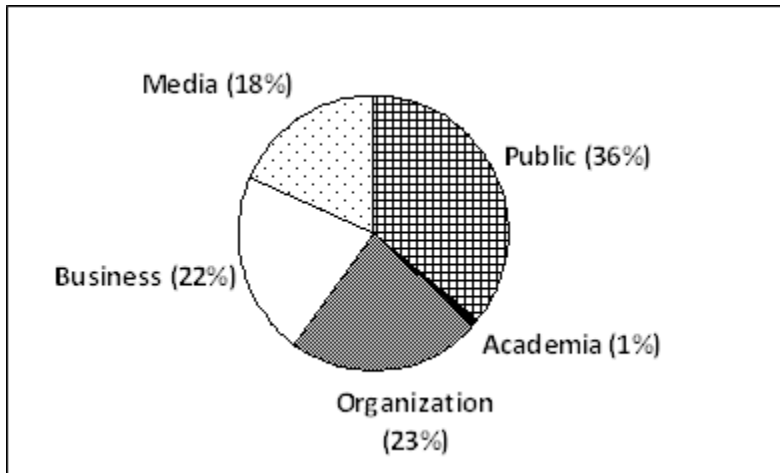
## **Interpretation of the Statistical Report**

The following is a summary of the information contained in the Statistical Report on the *Access to Information Act* for 2011-2012, which is attached as Annex B. Beginning in 2011-2012, government institutions subject to the *Access to Information Act* are now required to provide more detailed and in-depth statistics than in previous years. As a result, the standard “Statistical Report on the *Access to Information Act*” form has grown in length from one page to seven pages.

	2009-2010	2010-2011	2011-2012
Formal Requests received under the <i>Access to Information Act</i>	400	492	579
Requests completed/processed during the year	422	475	531
Number of pages processed	107,039	106,518	120,109
Requests completed within:			
• 30 calendar days	249	293	276
• 31 - 60 calendar days	100	104	171

<ul style="list-style-type: none"> <li>61 or more calendar days</li> </ul>	73	78	82
Proportion of requests that were responded to within legislated timeframes according to Information Commissioner's standards	91%	96%	97%
Complaints to the Information Commissioner of Canada	17	24	24

The Department received 579 requests during the reporting period and completed 531 requests. Both figures are slightly higher in comparison to previous years.



**Figure 1 - Requests received by source**

The most common source of requests was the general public (36%), followed by organizations (23%), which is the category that includes political parties, closely followed by businesses (22%), and the media (18%). Academics (1%) accounted for a very small proportion of the requests submitted to HRSDC in 2011-

2012.

In 73 cases, requests arising from businesses, or from organizations acting on behalf of business, were for records regarding their own applications under HRSDC's Temporary Foreign Worker Program. Other common requests were for information regarding contracts and contract deliverables, statistics on the Department's various programs, briefing notes, research, and studies on issues of interest to HRSDC.

Of the requests in which records were provided to the applicant, 42% were disclosed in full, while 58% of cases saw a partial disclosure of information, with information protected according to exemption and exclusion provisions permitted under the *Access to Information Act*.

Just over half of requests received (52%) were processed within 30 days, and 84% were processed within the first 60 days.

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 very limited and specific, as specified by 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 20, to protect third party confidential information held in government records; section 21, which is used to protect the integrity of the government's decision-making process; and 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 23, which is the exemption provision used to withhold information that is subject to solicitor client privilege, and 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, were also frequently invoked during the 2011-2012 reporting period.

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 20 Section 69 exclusions were invoked on 11 requests during the reporting period.

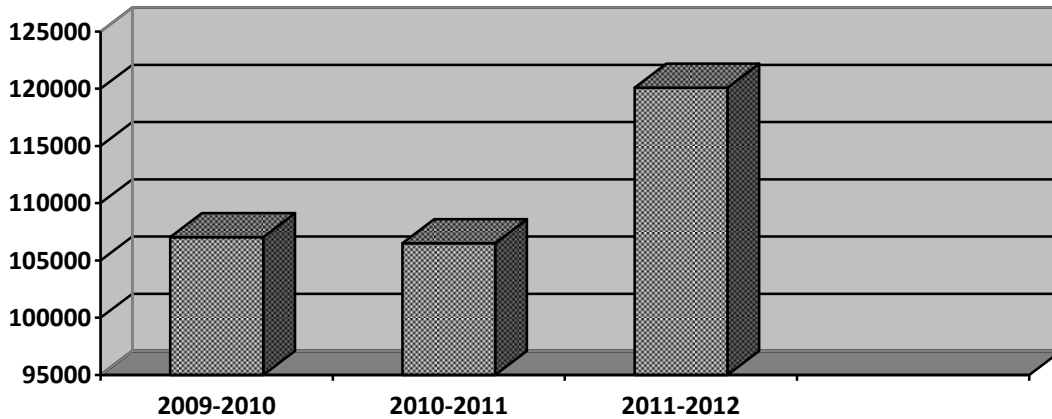
HRSDC's 2011-2012 application of the exemption and exclusion provisions described above is in-line with previous years' statistics.

The Department provided records in paper format in 314 cases and electronically (on CD) for 117 requests. When requests contain a large number of pages for release, records are usually provided electronically.

A total of 120,109 pages were reviewed (processed) by staff during the reporting period, with 95,062 of them disclosed (in full or in part) to requesters. The remaining 25,047 pages were withheld pursuant to one or more of the *Act's* exemption or exclusion provisions.



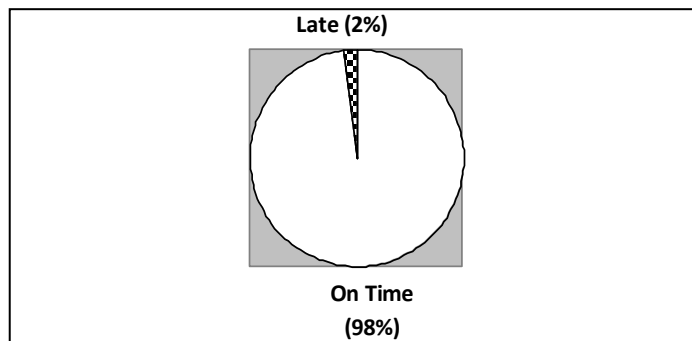
**Figure 2 - Workload (pages processed) over the past three years**



While most requests (78%) corresponded to a review of 500 pages or less, 20 requests required a review of more than 1,000 pages, with four requests comprised of more than 5,000 pages. These 20 requests resulted in the release of 42,629 pages, or 45% of the pages that were disclosed during the reporting period.

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 62 requests. Legal advice was sought on the processing of 16 *Privacy Act* requests that were completed in 2011-2012. Finally, 135 requests fell into the category “Other”, corresponding to the requests in which regional records were sought.



**Figure 3 - Proportion of responses provided on time**

The Department was unable to meet its deadline for 10 requests, representing less than 2% of requests processed. The most common reason for missing the deadline was external consultations

(60%), with workload and internal consultations accounting for the remaining requests. The Department was late by 30 days or less in five of the 10 cases. Five requests were late by 30 to 180 days.

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

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 2011-2012, the Department claimed an extension on 143 requests, with the majority of extensions due to volume.

The Department collected \$3,913 in fees, as permitted by the *Act* and its *Regulations*, and waived \$20,627. 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. Likewise, when a release package is comprised of 125 pages or less, reproduction fees are not charged, in accordance with guidance from the Treasury Board of Canada Secretariat.

HRSDC responded to 164 consultations, corresponding to a review of 7,118 pages, emanating 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 70% of these consultations resulted in a recommendation to disclose the records entirely, with the Department counselling the consulting institution to disclose in part approximately 23% 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 13 of the requests that were closed in 2011-2012.

The Department spent just over \$1 million on salaries associated with administering the *Access to Information Act*, with non-salary costs amounting to \$53,000. It should be noted that the administration of the *Access to Information Act* was the primary function for some of these employees, while for others this function represents a portion of their overall workload.

Twenty-eight employees at National headquarters and one consultant were involved in administering the *Access to Information Act* during 2011-2012.

## **Training**

### **Training Delivered by the ATIP Division**

In 2011-2012, the ATIP Division provided 69 training sessions on access to information and privacy issues and awareness to 862 employees across the Department. These sessions were provided to employees and senior management at National Headquarters and in the regions. Also included in these numbers are sessions that were provided to regional staff in the Western and Territories Region on the use of the case management and imaging software used to track and process access to information and privacy requests. The software will be used in all regions in the coming fiscal year.

### **Training Delivered by Regional Privacy Coordinators**

In addition to the sessions that were offered by the ATIP Division, the regional officials responsible for privacy in the regions provided information sessions to their colleagues. Regional officials provided 12 sessions to 161 employees.

## **New Policies, Guidelines and Procedures**

### **Request Summaries Posted to HRSDC Website**

In January 2012, HRSDC began posting summaries of completed *Access to Information Act* requests on its public Internet website, at the following address: [www.rhdcc-hrsdc.gc.ca/eng/access\\_information/atirequest/index.shtml](http://www.rhdcc-hrsdc.gc.ca/eng/access_information/atirequest/index.shtml)

This has resulted in a number of follow-up requests, in which copies of records that were previously released were provided to the applicant, without the need for submission of a formal request under the Act.

### **Extensions Claimed Within the First 30 Days Following Receipt**

When consulting with the Office of the Information Commissioner (OIC) during the course of some of these complaints, HRSDC was advised that all extensions must be taken in the first 30 days of receiving the request, even those requiring a consultation with another institution or with a third party. This can be challenging when institutions sometimes receive requests for thousands of pages which may qualify for a volume extension under 9(1)(a) of the *Act*, and the need to consult another entity only becomes apparent after the initial 30 days has passed. However, upon learning of the Commissioner's view on this matter, the Department changed its procedures. All extensions are now claimed within the first 30 days following receipt of the request.

## **Complaints and Investigations**

The Department was notified of 24 complaints received by the OIC during 2011-2012. In 17 of these cases, complainants alleged that HRSDC improperly invoked the Act's exemption provisions or denied access. Three complainants believed that the Department had improperly claimed an extension. Two complaints were lodged due to the fee assessment that was prepared to respond to the requests, and two were complaints that fall 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 18 complaints in 2011-2012, 5 of which were lodged during that year. The OIC discontinued its investigation in seven cases. It ruled that six of the complaints were not well-founded, and five complaints were determined to be well-founded, but were resolved without any further actions required by the Department. Comparing the number of complaints deemed well-founded by the OIC in 2011-2012 with the number of requests that were processed during the same period yields a rate of 0.94% of requests resulting in a well-founded complaint.

## **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 <sup>df</sup> 24<sup>th</sup> day of February 2008 <sup>df</sup>

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	

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Human Resources and Skills Development Canada

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	

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 – Personal information	19	X	X	X	X	X	X	X	
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	



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 – Notice of decision	28(1)(b)	X	X	X	X	X	X	X	
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

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
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	
<b>REGULATIONS</b>									
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: 2011-04-01 to 2012-03-31

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

##### 1.1 Number of Requests

	Number of Requests
Received during reporting period	579
Outstanding from previous reporting period	63
<b>Total</b>	<b>642</b>
Closed during reporting period	531
Carried over to next reporting period	111

##### 1.2 Sources of requests

Source	Number of Requests
Media	106
Academia	6
Business (Private Sector)	125
Organization	135
Public	207
<b>Total</b>	<b>579</b>

#### **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	10	103	62	7	1	0	0	183
Disclosed in part	5	90	80	52	13	8	0	248
All exempted	0	0	7	0	0	0	0	7
All excluded	0	0	0	0	0	0	0	0
No records exist	1	43	21	0	0	0	0	65
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	11	13	1	1	2	0	0	28
Treated informally	0	0	0	0	0	0	0	0
<b>Total</b>	<b>27</b>	<b>249</b>	<b>171</b>	<b>60</b>	<b>16</b>	<b>8</b>	<b>0</b>	<b>531</b>

## 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)	1	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	1	20.2	0
13(1)(c)	3	16(2)(c)	32	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	3	21(1)(a)	21
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	1	21(1)(b)	41
14(a)	10	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	9
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	1
15(1) - I.A.*	2	16.1(1)(d)	0	18.1(1)(d)	0	22	4
15(1) - Def.*	0	16.2(1)	0	19(1)	218	22.1(1)	2
15(1) - S.A.*	0	16.3	0	20(1)(a)	1	23	27
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	42	24(1)	31
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)	40		
16(1)(b)	2	17	2	20(1)(d)	4		
16(1)(c)	15						
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)	0	69(1)(a)	1	69(1)(g) re (a)	3
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	7
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	5	69(1)(g) re (e)	3
68.2(b)	0	69(1)(f)	1	69(1)(g) re (f)	0
				69.1(1)	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	159	24	0
Disclosed in part	155	93	0
Total	314	117	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	10,616	10,616	183
Disclosed in part	99,725	84,446	248
All exempted	8,463	0	7
All excluded	0	0	0
Request abandoned	1,305	0	28

**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	153	2,539	27	5,592	3	2,485	0	0	0	0
Disclosed in part	112	3,749	88	20,850	29	17,218	16	22,392	3	20,237
All exempted	5	0	1	0	0	0	0	0	1	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	25	0	2	0	1	0	0	0	0	0
<b>Total</b>	<b>295</b>	<b>6288</b>	<b>118</b>	<b>26442</b>	<b>33</b>	<b>19703</b>	<b>16</b>	<b>22392</b>	<b>4</b>	<b>20237</b>

**2.5.3 Other complexities**

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	7	9	1	30	47
Disclosed in part	54	14	14	96	178
All exempted	0	2	1	0	3
All excluded	0	0	0	0	0
Abandoned	1	18	0	9	28
<b>Total</b>	<b>62</b>	<b>43</b>	<b>16</b>	<b>135</b>	<b>256</b>

**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
10	2	6	2	0

**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	1	2	3
16 to 30 days	0	2	2
31 to 60 days	1	1	2
61 to 120 days	0	2	2
121 to 180 days	0	1	1
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	<b>2</b>	<b>8</b>	<b>10</b>

**2.7 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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	6	1	6	0
Disclosed in part	70	11	34	6
All exempted	2	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	3	1	3	0
<b>Total</b>	<b>81</b>	<b>13</b>	<b>43</b>	<b>6</b>

**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	38	1	14	0
31 to 60 days	30	0	16	5
61 to 120 days	10	10	12	1
121 to 180 days	3	2	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>81</b>	<b>13</b>	<b>43</b>	<b>6</b>

**PART 4 – Fees**

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	454	\$2,270	77	\$385
Search	14	\$1,323	2	\$1,230
Production	0	\$0	0	\$0
Programming	3	\$320	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	431	\$19,012
<b>Total</b>	<b>471</b>	<b>\$3,913</b>	<b>510</b>	<b>\$20,627</b>

**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	167	6547	0	0
Outstanding from the previous reporting period	5	756	0	0
<b>Total</b>	<b>172</b>	<b>7303</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	164	7118	0	0
Pending at the end of the reporting period	8	185	0	0

**5.2 Recommendations and completion time for consultations received from other government institutions**

Recommendation	Number of days required to complete consultation requests							
	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	Total
Disclose entirely	81	32	0	0	0	0	0	113
Disclose in part	26	7	1	2	1	0	0	37
Exempt entirely	3	1	0	0	0	0	0	4
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	5	1	0	0	0	0	0	6
Other	3	0	0	1	0	0	0	4
<b>Total</b>	<b>118</b>	<b>41</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>164</b>



**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	0	0	0	0	0	0	0	0
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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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	0	0
16 to 30	4	2
31 to 60	2	0
61 to 120	3	0
121 to 180	3	1
181 to 365	1	1
More than 365	0	0
<b>Total</b>	<b>13</b>	<b>4</b>

**PART 7 – Resources related to the Access to Information Act**

**7.1 Costs**

Expenditures		Amount
Salaries		\$1,028,000
Overtime		\$0
Goods and Services		\$53,000
- Professional services contracts	\$19,000	
- Other	\$34,000	
<b>Total</b>		<b>\$1,081,000</b>

**7.2 Human Resources**

<b>Resources</b>	<b>Dedicated full-time to ATI activities</b>	<b>Dedicated part-time to ATI activities</b>	<b>Total</b>
Full-time employees	0.00	26.00	26.00
Part-time and casual employees	0.00	2.00	2.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	1.00	0.00	1.00
Students	0.00	0.00	0.00
<b>Total</b>	<b>1.00</b>	<b>28.00</b>	<b>29.00</b>