

Canada Border Services Agency

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Archived - Annual Report to Parliament on the Access to Information Act

Canada Border Services Agency 2015-2016

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Chapter One: Access to Information Act report

Introduction

The Canada Border Services Agency (CBSA) is pleased to present to Parliament, in accordance with section 72 of the *Access to Information Act*, its annual report on the management of this Act. The report describes the activities that support compliance with the *Access to Information Act* for the fiscal year commencing April 1, 2015, and ending March 31, 2016. During this period, the CBSA continued to build on successful practices implemented in previous years.

"The purpose of this Act is to extend the present laws of Canada to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government." ¹

As stated in subsection 72(1) and 72(2) of the *Access to Information Act*, "The head of every government institution shall prepare for submission to Parliament an annual report on the administration of this Act within the institution during each financial year ... Every report prepared under subsection (1) shall be laid before each House of Parliament within three months after the financial year in respect of which it is made or, if that House is not then sitting, on any of the first fifteen days next thereafter that it is sitting." ²

Organization

I. About the Canada Border Services Agency

Since 2003, the CBSA has been an integral part of the Public Safety Canada (PS) portfolio, which was created to ensure coordination across all federal departments and agencies responsible for national security and the safety of Canadians. ³ The CBSA itself is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation.

The CBSA carries out its responsibilities with a workforce of approximately 13,000 employees, including over 7,200 uniformed CBSA officers who provide services at approximately 1,200 points across Canada and at 39 international locations. ⁴

II. Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division is comprised of five units: an Administration section, two Case Management units, and two Policy units. The Administration section's function is to receive all incoming requests and consultations, to ensure quality control of all outgoing correspondence, and to support both Case Management units in their day-to-day business. The Case Management units assign all branches and regions with retrieval requests and provide daily operational guidance and support to CBSA employees. The ATIP Policy and Governance unit develops policies, tools, and procedures to support ATIP requirements within the CBSA and provides training to employees. The Information Sharing and Collaborative Arrangement Policy unit maintains the policy framework for the CBSA's information-sharing and domestic written collaborative arrangements (WCA). On average, 55 full-time equivalents, four part-time and casual employees, and three consultants were employed in the ATIP Division during fiscal year 2015–2016.

The ATIP coordinator for the CBSA is the Director of the ATIP Division. The ATIP Division is part of the Corporate Secretariat which reports to the Vice-President of the Corporate Affairs Branch. Consistent with best practices identified by the Treasury Board of Canada Secretariat (TBS) ⁵, the CBSA's ATIP coordinator is positioned within three levels of the President and has full delegated authority, reporting directly to the Director General of the Corporate Secretariat, who in turn reports to the Vice-President of the Corporate Affairs Branch.

Key to maintaining compliance with the statutory time requirements of the *Access to Information Act* is the ATIP Division's ability to obtain records from branches and regions in a timely and reliable manner. Supported by a network of 17 ATIP liaison officers across the CBSA, the ATIP Division is well positioned to receive, coordinate, and process requests for information under the *Access to Information Act*.

The ATIP Division works closely with other members of the PS portfolio, including the Canadian Security Intelligence Service, the Correctional Service of Canada, the Parole Board of Canada, and the Royal Canadian Mounted Police, to share best practices and develop streamlined processes for the retrieval of jointly held records within the 30-day legislated time frame required to respond to access to information requests.

Activities and accomplishments

I. Performance

Fiscal year 2015–2016 saw high volumes of access to information requests made to the CBSA. The high volumes are largely attributable to individuals seeking copies of their history of arrival dates into Canada. In fiscal year 2015–2016, 45% of all access to information requests received by the CBSA came from individuals seeking their Traveller History Report, information used to support residency requirements for programs administered by Immigration, Refugees and Citizenship Canada, and by Employment and Social Development Canada.

The CBSA saw high volumes of access to information requests submitted through the “Access to Information and Privacy Online Request” tool. Through this tool, the Agency received 4,351 requests, which amounted to 78.7% of all access to information requests received by the CBSA.

The CBSA also continued to offer the electronic format of responses to access to information requests. Although electronic format made up only 23.4% of all formal access to information requests that were either all disclosed or disclosed in part in fiscal year 2015–2016, these requests accounted for 87.2% of all the pages the CBSA disclosed in their entirety or disclosed in part this fiscal year.

II. Education and training

In fiscal year 2015–2016, the ATIP Division continued to conduct bilingual training sessions that supported the implementation of streamlined processing procedures and built an awareness of ATIP obligations. These sessions are designed to ensure that the participants fully understand their responsibilities under the *Access to Information Act*, with a focus on requests made pursuant to the Act and the duty to assist principles. Four sessions were offered with 74 National Capital Region (NCR) and regional employees taking part.

CBSA employees also took advantage of the free online course entitled “Managing Information at the Canada Border Services Agency and the *Access to Information Act* and the *Privacy Act*.” This one-hour online course was designed to provide employees with the basic principles for effectively managing information in their daily work. After completing this course, an employee will have acquired the knowledge to better identify various types of information, learn how requests under the *Access to Information Act* and the *Privacy Act* are handled, and learn about their responsibilities throughout the process. A total of 204 employees completed the online training in fiscal year 2015–2016.

Moreover, the ATIP Division delivered 18 in-class training sessions on section 107 of the *Customs Act*, as well as basic information sharing training sessions to 260 employees in the NCR and across the regions. In addition, the ATIP Division has developed and launched an interactive online training course for all CBSA personnel regarding information sharing which has been well-received. A total of 1,037 online sessions had been completed in fiscal year 2015–2016.

The ATIP Division also delivered a variety of information sessions on topics such as the implementation of the *Security of Canada Information Sharing Act* (SCISA), disclosure of intelligence-related information, and business line-specific training.

In addition, the ATIP Division organized a national ATIP liaison officers' learning event via conference call. The purpose of this conference call, which convened all 17 ATIP liaison officers across the branches and regions, was to exchange information about challenges and best practices, to discuss the latest policies and procedural developments, and, overall, to improve the ATIP Division/ATIP liaison officer relationship. Conference calls will be offered again next year to support continual improvement and to promote ongoing communication while providing the tools and training required by ATIP liaison officers to perform their duties.

The ATIP Division also developed a communications plan to raise employee awareness of their obligations under the *Access to Information Act*. The plan leverages key dates, such as Right to Know Week, and other activities at the CBSA that can promote ATIP tools, resources, and awareness.

Finally, the ATIP Division continues to actively participate in the TBS-led ATIP coordinators' and ATIP practitioners' meetings. These meetings provide opportunities for ATIP employees from the CBSA to liaise with employees from other institutions to discuss various issues and challenges that have been identified by the ATIP community.

III. New and revised *Access to Information Act* policies and procedures

During fiscal year 2015–2016, the CBSA continued to revise existing policies and to develop new ones.

The ATIP Division has taken a number of measures to enhance and promote ATIP tools that are readily accessible to CBSA employees. One of these measures is to keep the ATIP intranet site up-to-date and available to all CBSA employees. This allows the ATIP Division to quickly share information and best practices and to facilitate collaboration across the Agency.

As required by the Directive on the Administration of the *Access to Information Act* and as part of the open government initiative, the CBSA posts summaries each month of completed access to information requests on the Government of Canada's mandated website. These requests do not include personal information or any other information that would be exempted or excluded under the Act or that could reveal a requester's identity. As most requests received by the CBSA are client specific, the CBSA posted 381 requests on the website, representing

7.6% of the requests completed by the Agency. The CBSA also received 707 informal enquiries for requests posted on the website in fiscal year 2015–2016, as compared to 450 in the previous year, an increase of 57.1%.

The ATIP Division continued to provide the service of informally reviewing CBSA records for internal programs as if they had been requested under the *Access to Information Act*. The ATIP Division received 10 internal requests of this nature in fiscal year 2015–2016.

The ATIP Division closely monitors the time it takes to process access to information requests. Monthly reports, which show trends and performance, are submitted to the managers of the Case Management units, the Director of the ATIP Division, and the Director General of the Corporate Secretariat. Monthly reports consisting of statistics on the performance of the offices of primary interest are also distributed to all ATIP liaison officers. Finally, quarterly trend reports portraying the overall performance of the Agency are reviewed and discussed during meetings of the Agency's Executive Committee [6](#) and are included in the Agency Performance Summary.

IV. Reading Room

Finally, the CBSA, in accordance with the *Access to Information Act*, maintains a reading room for applicants who wish to review material in person at the CBSA. Applicants may access the reading room by contacting the CBSA's ATIP Director by telephone at 343-291-7021 or by sending an email to ATIP-AIPRP@cbsa-asfc.gc.ca. The reading room is located at:

Place Vanier Complex, 14th Floor, Tower A
333 North River Road
Ottawa, Ontario
K1A 0L8

V. Audits of, and investigations into the access to information practices of the Canada Border Services Agency

In 2015–2016, there were no significant issues raised as a result of access to information investigations, and one audit was initiated by the CBSA Internal Audit and Program Evaluation Directorate that relates to the access to information and privacy practices of the CBSA.

Canada Border Services Agency Internal Audit and Program Evaluation Directorate – Audit of the ATIP Division

As part of the CBSA Risk-Based Audit Plan 2014-2015 to 2016-2017, the CBSA Internal Audit and Program Directorate initiated an audit of the ATIP Division in 2015-2016. The objective of this audit is to assess the adequacy of the ATIP management control framework including the management of human resources, business processes, to evaluate ATIP's compliance with legislative timelines, and controls that mitigate the risk of disclosing exempted information.

The CBSA Internal Audit and Program Evaluation Directorate's Report to Committee for this audit is expected to be completed in June 2016.

Delegation order

See Annex A for a signed copy of the delegation order.

Chapter Two: Statistical report

Statistical report on the *Access to Information Act*

See Annex B for the CBSA's statistical report on the *Access to Information Act*.

Interpretation of the statistical report

I. Requests received and completed under the *Access to Information Act*

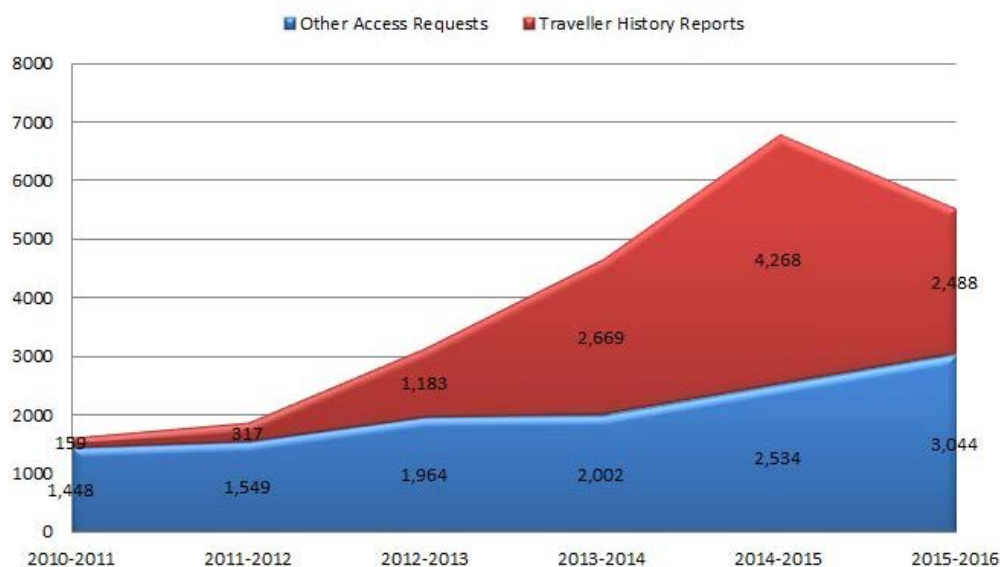
The CBSA received 5,532 *Access to Information Act* requests in fiscal year 2015–2016, which was a decrease of 17.5% over the previous year. Moreover, the CBSA responded to 5,012 *Access to Information Act* requests, representing 75.7% of the total number of requests received and outstanding from the previous reporting period.

Over the past six years, the CBSA has experienced a significant increase in the number of requests. In 2010–2011, the CBSA received 1,607 requests. By comparison, the Agency received 5,532 requests in 2015–2016. This increase is largely attributable to requests for Traveller History Report referenced earlier in this report.

Access to Information Requests Received/Completed



Traveller History Report Workload



II. Outstanding requests from previous years

Over the past six years, the CBSA has experienced a significant increase in the number of outstanding requests carried over to the next reporting period. Of the 1,606 requests carried over in fiscal year 2015-2016, 870 were on-time, and 736 were late.

III. Completion time

Of all the requests completed, the CBSA was successful in responding to 81.6% of them within the legislated timelines, a decrease from the 93.5% achieved last fiscal year.

In total, 305 extensions were applied for in fiscal year 2015-2016. This represents a decrease of 31.4% in extensions in comparison to the previous fiscal year.

IV. Complaints and investigations

Subsection 30(1) of the *Access to Information Act* describes how the Office of the Information Commissioner (OIC) receives and investigates complaints from individuals regarding the information held by a government institution. Examples of complaints the OIC may choose to investigate include refusal to disclose records, missing information, or failure to provide information in the official language requested by the individual.

Throughout the 2015–2016 fiscal year, 161 *Access to Information Act* complaints were filed against the CBSA, an increase of 126% compared to fiscal year 2014–2015. It should be noted that the number of complaints filed relate to 3.2% of the access to information requests completed during this period. The complaints received during the fiscal year were related to the following issues: time delay (66); collection (5); language (1); fees (1); use and disclosure (4); refusal to disclose records or missing information (32); application of exemptions or exclusions (36); time extension (4); and miscellaneous (12).

Of the 58 complaints resolved in fiscal year 2015–2016, 33 were deemed well-founded; 12 were deemed not well-founded; nine were abandoned or discontinued; and four were settled. Where complaints are substantiated, the matter is reviewed by the delegated managers and processes are adjusted if required.

V. Conclusion

The achievements portrayed in this report reflect the CBSA's commitment to ensuring that every reasonable effort is made to meet its obligations under the *Access to Information Act*. The CBSA strives to provide Canadians with the information to which they have a right in a timely and helpful manner, by balancing the right of access with the need to protect the integrity of the border services that support national security and public safety priorities.

Annex A – Delegation order

The Minister of Public Safety and Emergency Preparedness, pursuant to section 73 of the *Access to Information Act* and section 73 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 of Public Safety and Emergency Preparedness as the head of Canada Border Services Agency under the provisions of the *Act* and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule Canada Border Services Agency

Position	Access to <i>Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
President	Full Authority	Full Authority
Executive Vice-President	Full Authority	Full Authority
Vice-President, Corporate Affairs Branch	Full Authority	Full Authority
Director General, Corporate Secretariat	Full Authority	Full Authority
Director, ATIP Division	Full Authority	Full Authority
Manager, ATIP Division	Full Authority	Full Authority (except 8(2)(m))
Team Leader, ATIP Division	Full Authority	Full Authority (except 8(2)(m))

Annex B – Statistical report on the *Access to Information Act*

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

1.1 Number of requests	
	Number of requests
Received during reporting period	5532
Outstanding from previous reporting period	1086
Total	6618
Closed during reporting period	5012

Carried over to the next period	1606
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1.2 Sources of requests

Source	Number of requests
Total	5532
Media	222
Academia	108
Business (Private Sector)	1976
Organization	205
Public	2869
Decline to Identify	152

1.3 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
462	156	85	2	1	1	0	707

Note: All requests previously recorded as "treated" will now be accounted for in this section only for "treated informally".

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	40	1601	581	30	8	8	4	2272
disclosed in part	21	928	581	180	78	70	84	1942
All exempted	1	6	4	4	0	3	0	18
All excluded	1	2	1	0	1	0	0	5
No records exist	9	160	84	14	4	2	17	290
Request transferred	10	0	0	0	0	0	0	10
Request abandoned	344	92	11	7	6	5	4	469
Neither confirmed nor denied	0	2	3	1	0	0	0	6
Total	426	2791	1265	236	97	88	109	5012

2.2 Exemptions

Section	Number of Requests
13(1)(a)	478
13(1)(b)	31
13(1)(c)	23
13(1)(d)	50
13(1)(e)	0
14	0
14(a)	7
14(b)	0
15(1)	0
15(1) - I.A.*	79
15(1) - Def.*	47
15(1) - S.A.*	527
16(1)(a)(i)	27
16(1)(a)(ii)	22
16(1)(a)(iii)	8
16(1)(b)	76
16(1)(c)	1394
16(1)(d)	1
16(2)	42
16(2)(a)	0
16(2)(b)	2
16(2)(c)	788
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0
16.4(1)(a)	0
16.4(1)(b)	0

16.5	0
17	3
18(a)	2
18(b)	1
18(c)	0
18(d)	7
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	1444
20(1)(a)	2
20(1)(b)	14
20(1)(b.1)	2
20(1)(c)	24
20(1)(d)	3
20.1	0
20.2	0
20.4	0
21(1)(a)	58
21(1)(b)	63
21(1)(c)	7
21(1)(d)	16
22	9
22.1(1)	1
23	74
24(1)	64
26	2

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

2.3 Exclusions

Section	Number of Requests
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68(a)	8
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0
69(1)(a)	1
69(1)(b)	0
69(1)(c)	1
69(1)(d)	0
69(1)(e)	1
69(1)(f)	1
69(1)(g) re (a)	2
69(1)(g) re (b)	0
69(1)(g) re (c)	1
69(1)(g) re (d)	0
69(1)(g) re (e)	0
69(1)(g) re (f)	1
69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	2213	58	1
Disclosed in part	1013	928	1
Total	3226	986	2

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	20951	20951	2272
Disclosed in part	279470	215378	1942
All exempted	3633	0	18

All excluded	58	0	5
Request abandoned	75884	0	469
Neither confirmed nor denied	0	0	6

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	2253	8610	12	2111	4	2561	3	7669	0	0
Disclosed in part	1352	41776	487	89053	62	34761	40	40922	1	8866
All exempted	15	0	1	0	1	0	1	0	0	0
All excluded	5	0	0	0	0	0	0	0	0	0
Request abandoned	463	0	3	0	1	0	1	0	1	0
Neither confirmed nor denied	6	0	0	0	0	0	0	0	0	0
Total	4094	50386	503	91164	68	37322	45	48591	2	8866

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	8	0	0	0	8
Disclosed in part	149	1	1	12	163
All exempted	0	0	0	0	0
All excluded	1	0	0	0	1
Request abandoned	9	0	0	1	10
Neither confirmed nor denied	0	0	0	0	0
Total	167	1	1	13	182

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Principal Reason

Number of Requests Closed Past the Statutory Deadline	Workload	External Consultation	Interne Consultation	Other
924	924	0	0	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	374	25	399
16 to 30 days	34	15	49
31 to 60 days	73	22	95
61 to 120 days	39	23	62
121 to 180 days	78	20	98
181 to 365 days	96	30	126
More than 365 days	48	47	95
Total	742	182	924

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	7	0	15	0
Disclosed in part	92	2	152	8
All exempted	2	0	3	0
All excluded	0	0	1	0
No records exist	10	0	1	0
Request abandoned	4	0	8	0
Total	115	2	180	8

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	52	0	93	2
31 to 60 days	20	1	60	4
61 to 120 days	16	0	22	1
121 to 180 days	20	1	3	1
181 to 365 days	4	0	1	0
365 days or more	3	0	1	0
Total	115	2	180	8

Part 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	5436	\$27,180	96	\$480
Search	0	\$0	0	\$0
Production	0	\$0	3226	\$6,035
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	986	\$1,972
Reproduction	0	\$0	0	\$0
Total	5436	\$27,180	4308	\$8,487

Part 5 – Consultations Received From Other Institutions and Organizations

5.1 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 reporting period	274	14043	5	79
Outstanding from the previous reporting period	43	2289	0	0
Total	317	16332	5	79
Closed during the reporting period	255	10188	5	79
Pending at the end of the reporting	62	6144	0	0

period				
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5.2 Recommendations and completion time for consultations received from other Government of Canada 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	More than 365 Days	Total
Disclose entirely	8	40	40	16	7	2	1	114
Disclose in part	3	20	32	31	6	10	2	104
Exempt entirely	0	0	5	0	0	0	0	5
Exclude entirely	0	7	6	4	0	1	0	18
Consult other institution	3	2	3	1	0	2	0	11
Other	3	0	0	0	0	0	0	3
Total	17	69	86	52	13	15	3	255

5.3 Recommendations and completion time for consultations received from other organizations

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	More than 365 Days	Total
Disclose entirely	0	2	0	0	0	1	0	3
Disclose in part	0	0	2	0	0	0	0	2
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	2	2	0	0	1	0	5

Part 6 – Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer 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

1 to 15	1	4	0	0	0	0	0	0	0	0
16 to 30	3	18	0	0	0	0	0	0	0	0
31 to 60	1	56	0	0	0	0	0	0	0	0
61 to 120	3	50	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	8	128	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer 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
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

Part 7 – Complaints and Investigations

Section 32	Section 35	Section 37	Total
161	103	67	331

Part 8 – Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9 – Resources Related to the Access to Information Act

9.1 Costs

Expenditures	Amount
Salaries	\$4,279,515
Overtime	\$124,787
Goods and Services	\$1,039,816
• Professional services contracts	\$724,300
• Other	\$315,516
Total	\$5,444,118

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	54.92
Part-time and casual employees	3.54
Regional staff	0.00
Consultants and agency personnel	3.00
Students	0.00
Total	61.46

Footnotes

- 1 Access to Information Act, R.S.C., 1985, Chapter A-1. Retrieved from the Department of Justice Canada website: <http://laws-lois.justice.gc.ca/eng/acts/A-1/page-1.html>
- 2 *Ibid.*
- 3 Public Safety Canada webpage, About Public Safety Canada, www.publicsafety.gc.ca/cnt/bt/index-eng.aspx, accessed April 29, 2016.
- 4 The Canada Border Services Agency webpage, About the CBSA – <http://www.cbsa-asfc.gc.ca/agency-agence/menu-eng.html>, accessed April 29, 2016.
- 5 Treasury Board of Canada Secretariat webpage, Report on the TBS Study of Best Practices for Access to Information Requests Subject to Particular Processing, www.tbs-sct.gc.ca/atip-aiarp/tools/practices-pratiques-eng.asp, accessed April 29, 2016.
- 6 The Executive Committee (EC) is the CBSA's senior management decision-making forum responsible for the overall strategic

management and direction of the Agency's policy, program, and corporate responsibilities. Membership on the EC is as follows: President, Executive Vice-President, Vice-Presidents, Associate Vice-Presidents, Senior General Counsel, Director General of Internal Audit and Program Evaluation, and Director General of the Corporate Secretariat.

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