

Canada Border Services Agency

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Annual Report to Parliament on the Access to Information Act

Canada Border Services Agency 2016-2017

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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, 2016, and ending March 31, 2017. 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 subsections 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. On average, 53 full-time equivalents, eight part-time and casual employees, and one consultant were employed in the ATIP Division during fiscal year 2016–2017.

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 2016–2017 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 2016–2017, 45.5% of all access to information requests received by the CBSA came from individuals seeking their Traveller History Report, which contains information used to support residency requirements for programs administered by Immigration, Refugees and Citizenship Canada (IRCC) and Employment and Social Development Canada (ESDC).

The CBSA continued to see high volumes of access to information requests submitted through the Access to Information and Privacy Online Request tool. Through this tool, the Agency received 3,787 requests, which amounted to 60.4% of all access to information requests received

by the CBSA.

The CBSA also continued to offer the electronic format for responses to access to information requests. Although electronic format made up only 27.1% of all formal access to information requests that were either all disclosed or disclosed in part in fiscal year 2016–2017, these requests accounted for 87.9% of all the pages the CBSA disclosed in their entirety or disclosed in part this fiscal year.

II. Education and training

In fiscal year 2016–2017, 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. Five sessions were offered, with 97 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, employees will have acquired the knowledge to better identify various types of information, learned how requests under the Access to Information Act and the Privacy Act are handled, and learned about their responsibilities throughout the process. A total of 653 employees completed the online training in fiscal year 2016–2017.

Moreover, the ATIP Division delivered six in-class training sessions on section 107 of the Customs Act, as well as basic information sharing, disclosure of intelligence-related information, and business line specific training sessions to 108 employees in the NCR and across the regions. In addition, the interactive online training course for all CBSA personnel regarding information sharing continues to be well received.

Further, the ATIP Division developed a communications plan to raise employees' 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 2016–2017, the CBSA continued to revise existing policies and to develop new ones. Of note, the internal procedures for the processing of complaints received from the Office of the Information Commissioner of Canada (OIC) were updated. In consultation with the OIC, the CBSA was able to put in place a procedure that provides all relevant information for the investigation while reducing the administrative burden on the analyst. These changes have helped to strengthen and build on the Agency's strong relationship with the Information Commissioner.

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 501 requests on the website, representing 7.8% of the requests completed by the Agency. The CBSA also received 1,451 informal enquiries for requests posted on the website in fiscal year 2016–2017, as compared to 707 in the previous year, an increase of 105.2%.

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 14 internal requests of this nature in fiscal year 2016–2017.

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 2016–2017, there were no significant issues raised as a result of access to information investigations, and one audit was completed 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 completed an audit of the ATIP Division in 2016–2017. The objective of this audit was 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 the controls that mitigate the risk of disclosing exempted information.

The CBSA Internal Audit and Program Evaluation Directorate's Report to the Audit Committee on this audit was published in October 2016. Two recommendations were put forward and have been accepted by the VP of Corporate Affairs. The recommendations and response are outlined below.

Recommendation	Management Response
The VP of Corporate Affairs Branch should ensure the user profiles within the AccessPro Case Management system are restricted, where operationally feasible, to appropriately control access to ATIP information and identify access control requirements for future ATIP related software issues.	The Corporate Affairs Branch agrees with the audit recommendation. A feasibility assessment on the impact of more restrictive access controls in the current ATIP case management system will be undertaken. We will also work with Treasury Board of Canada Secretariat to propose enhanced access controls in future ATIP case management systems. Completion date: March 31, 2017
The VP of Corporate Affairs Branch should optimize the ATIP function which could include: determining which key functional positions within the Agency require mandatory ATIP training; establishing a human resources plan; and providing reports that are sufficiently detailed to drive process improvement.	The Corporate Affairs Branch agrees with the audit recommendation. Key positions within the Agency that require training will be identified and the ATIP Division's human resource strategy will be aligned with its business plan. More detailed reports to support optimizing the ATIP function have already been created for internal use. Completion date: March 31, 2017

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.

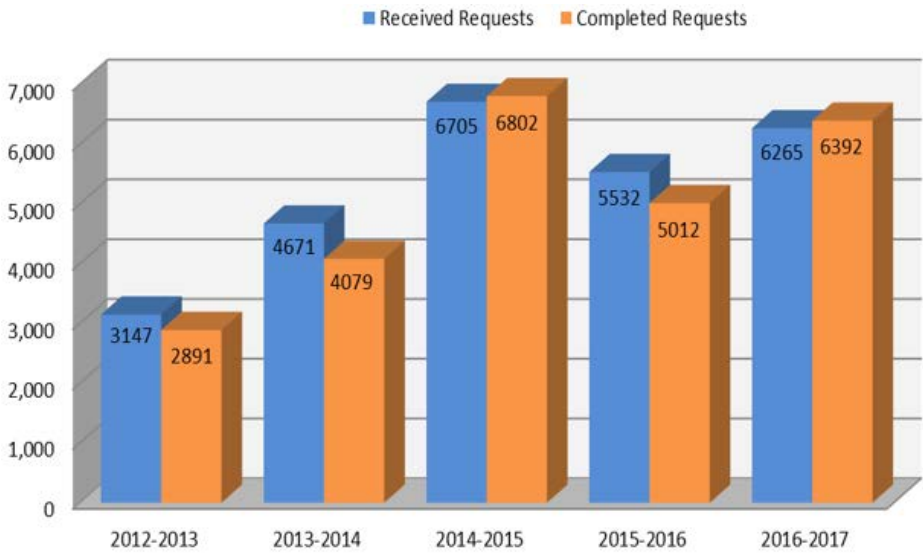
Interpretation of the statistical report

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

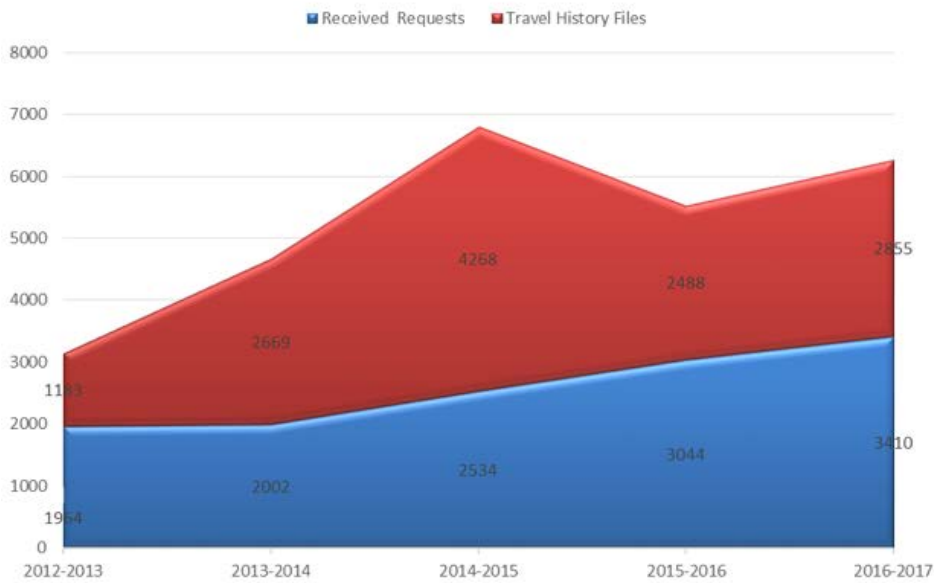
The CBSA received 6,265 Access to Information Act requests in fiscal year 2016–2017, which was an increase of 11.6% over the previous

year. Moreover, the CBSA responded to 6,392 Access to Information Act requests, representing 81.2% of the total number of requests received and outstanding from the previous reporting period.

For the past five years, the CBSA has consistently been among the top government departments in terms of workload. While receiving a greater number of requests each year, the CBSA has been able to streamline processes to start eliminating the backlog of requests created in the previous five years. This year the Agency closed more requests than it received, despite an increase of 97.8% in the pages reviewed over last year, which shows a positive direction for the future.



As mentioned previously, this large workload is directly attributable to requests for the Traveller History Report required by IRCC as well as ESDC to process a variety of applications.



II. Outstanding requests from previous years

With the exception of the 2014–2015 reporting period, the CBSA has consistently received more requests than it has been able to close each year; this has created a backlog of files that require processing. The current reporting period saw the Agency make a positive step forward, despite an increase in requests received over the last reporting period: it closed 127 more requests than it received.

Of the 1,479 requests carried over to fiscal year 2017–2018, 731 were on time and 748 were late.

III. Completion time

Of all the requests completed, the CBSA was successful in responding to 80.1% within the legislated timelines, a decrease from the 81.6% achieved last fiscal year.

In total, 1,009 extensions were applied for in fiscal year 2016–2017. This represents an increase of 69.7% 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 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 2016–2017 fiscal year, 125 Access to Information Act complaints were filed against the CBSA, a decrease of 22.3% compared to fiscal year 2015–2016. It should be noted that the number of complaints filed relate to 1.9% of the access to information requests completed during this period. The complaints received during the fiscal year were related to the following issues: application of exemptions or exclusions (34); refusal to disclose records or missing information (33); time delay (33); collection (14); time extension (4); use and disclosure (3); and miscellaneous (4).

Of the 160 complaints resolved in fiscal year 2016–2017, 58 were deemed well-founded; 16 were deemed not well-founded; 29 were discontinued; and 57 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

Pursuant to section 73 of the Access to Information Act and section 73 of the Privacy Act, I hereby designate the persons holding the positions set out in the schedule hereto, or a person authorized to exercise the powers or perform the duties and functions of that position, to exercise or perform the powers, duties and functions of the Minister of Public Safety and Emergency Preparedness as the head of the Canada Border Services Agency under the provisions of the Act and related regulations set out in the schedule opposite each position. This order replaces previous designation orders and comes into force on the date on which it is signed. Dated at Ottawa, Province of Ontario, this 3rd day of May, 2016.

Schedule Ministerial Order under the Access to Information Act & the Privacy Act

Position	Access to Information Act and Regulations	Privacy Act 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

Name of institution: Canada Border Services Agency

Reporting period: 2016-04-01 to 2017-03-31

Part 1 – Requests under the Access to Information Act

1.1 Number of requests	
	Number of requests
Received during reporting period	6,265
Outstanding from previous reporting period	1,606
Total	7,871
Closed during reporting period	6,392
Carried over to the next period	1,479

1.2 Sources of requests	
Source	Number of requests
Media	285
Academia	128
Business (Private Sector)	2,538
Organization	178
Public	2,809
Decline to Identify	327
Total	6,265

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
759	184	336	176	0	0	0	1,455

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

Part 2 – Requests Closed During the Reporting Period

2.1 Disposition and completion time								
Disposition of 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
All disclosed	104	1,992	319	53	8	23	24	2,523
disclosed in part	22	,1279	611	247	106	224	311	2,800
All exempted	0	11	4	2	6	3	5	31
All excluded	0	8	1	3	1	1	0	13

No records exist	11	210	53	19	2	5	8	308
Request transferred	9	3	1	0	0	0	0	131
Request abandoned	513	119	14	4	3	8	26	687
Neither confirmed nor denied	1	2	5	1	6	1	1	17
Total	660	3,624	1,008	329	131	265	375	6,392

2.2 Exemptions	
Section	Number of Requests
13(1)(a)	957
13(1)(b)	54
13(1)(c)	47
13(1)(d)	81
13(1)(e)	1
14	0
14(a)	5
14(b)	0
15(1)	0
15(1) - I.A.*	63
15(1) - Def.*	1
15(1) - S.A.*	721
16(1)(a)(i)	4
16(1)(a)(ii)	2
16(1)(a)(iii)	2
16(1)(b)	1
16(1)(c)	2,163
16(1)(d)	1
16(2)	116
16(2)(a)	4
16(2)(b)	6
16(2)(c)	1,336
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	1
17	5
18(a)	2
18(b)	0
18(c)	0
18(d)	2
18.1(1)(a)	1
18.1(1)(b)	1
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	2,320
20(1)(a)	1
20(1)(b)	31
20(1)(b.1)	0
20(1)(c)	10
20(1)(d)	25
20.1	0
20.2	0
20.4	0
21(1)(a)	89
21(1)(b)	107
21(1)(c)	10
21(1)(d)	3
22	20
22.1(1)	0

23	158
24(1)	68
26	28

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

2.3 Exclusions	
Section	Number of Requests
68(a)	20
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0
69(1)(a)	10
69(1)(b)	0
69(1)(c)	1
69(1)(d)	2
69(1)(e)	2
69(1)(f)	0
69(1)(g) re (a)	13
69(1)(g) re (b)	0
69(1)(g) re (c)	0
69(1)(g) re (d)	0
69(1)(g) re (e)	0
69(1)(g) re (f)	0
69.1(1)	0

2.4 Format of information released			
Disposition	Paper	Electronic	Other formats
All disclosed	2,433	90	0
Disclosed in part	1,143	1,647	10

Total	3,576	1,737	10
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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	51,891	51,891	2,523
Disclosed in part	686,468	421,048	2,800
All exempted	3,201	0	31
All excluded	137	0	13
Request abandoned	10,132	10,132	687
Neither confirmed nor denied	0	0	17

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	2,490	10,657	27	5,274	3	2,278	2	3,391	1	30,291
Disclosed in part	1,557	46,599	956	176,528	179	77,254	94	85,851	14	34,816
All exempted	24	0	5	0	2	0	0	0	0	0
All excluded	13	0	0	0	0	0	0	0	0	0
Request abandoned	668	279	10	2,487	7	4,943	2	2,423	0	0
Neither confirmed nor denied	15	0	1	0	0	0	1	0	0	0
Total	4,767	57,535	999	184,289	191	84,475	99	91,665	15	65,107

2.5.3 Other complexities					
Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	10	0	0	0	10
Disclosed in part	273	0	0	4	277
All exempted	7	0	0	0	7

All excluded	1	0	0	0	1
Request abandoned	15	0	0	0	15
Neither confirmed nor denied	1	0	0	0	1
Total	307	0	0	4	311

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	Interne Consultation	Other
1,283	1,276	7	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	239	35	274
16 to 30 days	73	11	84
31 to 60 days	83	24	107
61 to 120 days	137	45	182
121 to 180 days	64	35	99
181 to 365 days	156	80	236
More than 365 days	187	114	301
Total	939	344	1,283

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	38	0	21	0
Disclosed in part	463	0	413	6
All exempted	2	0	11	1
All excluded	0	0	4	0
No records exist	12	0	6	0
Request abandoned	19	0	13	0
Total	534	0	468	7

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	352	0	343	4
31 to 60 days	160	0	101	3
61 to 120 days	21	0	24	0
121 to 180 days	1	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	534	0	468	7

Part 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	6,265	\$31,325	148	\$740
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
Total	6,265	\$31,325	148	\$740

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	311	9,528	6	181
Outstanding from the previous reporting period	44	13,340	0	0
Total	355	22,868	6	181
Closed during the reporting period	302	15,146	4	127
Pending at the end of the reporting period	53	7,722	2	54

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	27	34	23	17	5	4	7	117
Disclose in part	6	50	50	26	12	7	0	151
Exempt entirely	2	11	8	4	1	0	1	27
Exclude entirely	0	1	1	0	0	0	1	3
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	2	0	0	1	0	4
Total	35	97	84	47	18	12	9	302

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	1	1	1	0	0	0	3
Disclose in part	0	0	0	1	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0

Total	0	1	1	2	0	0	0	4
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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	5	26	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	1	86	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	6	112	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	1	1,173	0	0
Total	0	0	0	0	0	0	1	1,173	0	0

Part 7 – Complaints and Investigations

Section 32	Section 35	Section 37	Total
125	0	160	285

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		\$4,290,828
Overtime		\$140,407
Goods and Services		\$657,966
• Professional services contracts	\$375,847	
• Other	\$282,119	
Total		\$5,089,201

9.2 Human Resources	
Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	52.62
Part-time and casual employees	7.63
Regional staff	0.00
Consultants and agency personnel	1.50
Students	0.00
Total	61.75

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-aiprp/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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