



Now and Tomorrow
Excellence in Everything We Do

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

2015–16



**Annual Report on Administration of the Access to Information Act
2015-2016**

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Executive Summary

Employment and Social Development Canada (ESDC) is responsible for a range of programs and services that support Canadians throughout their lives—from school to work, from one job to another, from unemployment to employment and from the workforce to retirement.

The mission of ESDC, which includes the Labour Program and Service Canada, is to build a stronger, more competitive Canada, support Canadians in making choices that help them live productive and rewarding lives, and improve Canadians' quality of life. It delivers programs and services directly to Canadians at over 615 points of service across Canada. ESDC serves the needs of millions of Canadians through multi-channel access points such as in-person services, on the Internet through web-based services and information, and via telephone through its network of call centres. With over 81.5 million annual visits to Service Canada's website, Canadians are making a choice to interact with ESDC online.

The *Access to Information Act* (ATIA) and the *Privacy Act* establish legal rights for Canadian citizens and permanent residents to request and receive access to information in records held by the Government, while protecting the security and confidentiality of sensitive and personal information. Given the nature of services that ESDC provides, the Department receives a high number of access to information requests.

In the last few years, the Department has seen a substantial increase in the number of requests received, the number of pages reviewed and the complexity of requests received. In 2015–16, ESDC:

- received 1,572 formal requests under the ATIA and completed 1,439, an increase of over 35% from the previous year; and
- reviewed over 250,000 pages, a significant increase and an upward trend that has been observed for some time—moving from just over 100,000 in 2013–14 to about 140,000 in 2014–15. It is important to note that the volume of pages reviewed increases the complexity of the application of required exemptions and exclusions.

Despite this increase in volumes, the Department completed 82% of requests within legislated timeframes.

ESDC strongly believes in the right of access to government records in a timely manner, within the legislative provisions of the ATIA, and is always looking at ways to improve its performance. In 2015–16, the Department implemented its Access to Information Business Process Redesign (BPR). Although the BPR has led to greater efficiencies, improvements are ongoing. Additionally, in 2015–16 an internal audit to the access to information process was undertaken. Findings will be an opportunity to further improve access to information and privacy (ATIP) business processes.

Moving forward, the Department will continue to seek ways to educate, increase knowledge of and raise awareness about access to information and privacy. It will also seek opportunities to look at initiatives such as Open Government and Open Information to modernize its access to information practices and look at ways to make high-demand areas for information available more proactively.

1: Introduction

The Department of Employment and Social Development is pleased to present to Parliament its annual report on the administration of the *Access to Information Act* (ATIA) for the fiscal year 2015–16.

1.1: About the *Access to Information Act*

The purpose of the ATIA is to provide Canadian citizens and permanent residents with a right of access to information in records under the control of a government institution, subject to limited and specific exemptions and exclusions.

1.2: Section 72 Requirement in the ATIA to Report

Section 72 of the ATIA 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 ESDC fulfilled its access to information responsibilities during fiscal year 2015–16.

1.3: About Employment and Social Development Canada

The mission of Employment and Social Development Canada (ESDC), including the Labour Program and Service Canada, 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.

ESDC is one of the largest and most geographically distributed federal departments in the Government of Canada. Citizens and clients interact with ESDC on a daily basis through over 615 points of service across Canada. Each year, ESDC provides approximately \$110 billion in benefits and payments to individuals, and supports millions of Canadians through its many programs and services. In 2015–16, this included:

- 81.5 million visits to the Service Canada website;
- 8.1 million in-person visits to Service Canada Centres;
- 1.9 million calls answered by 1 800 O-Canada agents;
- 4.7 million passports issued;
- 2.78 million Employment Insurance claims, 61.3 million Canada Pension Plan and 2.6 million Old Age Security applications processed;
- \$2.74 billion withdrawn from Registered Education Savings Plans by students to help fund their post-secondary education; and
- 94% of labour disputes settled as part of the collective bargaining process.

ESDC delivers a range of programs and services that affect Canadians throughout their lives. The Department provides seniors with basic income security, supports unemployed workers, helps students finance their post-secondary education and assists parents who are raising young children. The Labour Program is responsible for labour laws and policies in federally regulated workplaces. Service Canada helps citizens access ESDC's programs, as well as other Government of Canada programs and services.

1.4: Our Ministers

The activities of ESDC are governed by federal legislation and reflected in the mandates of its three ministers:

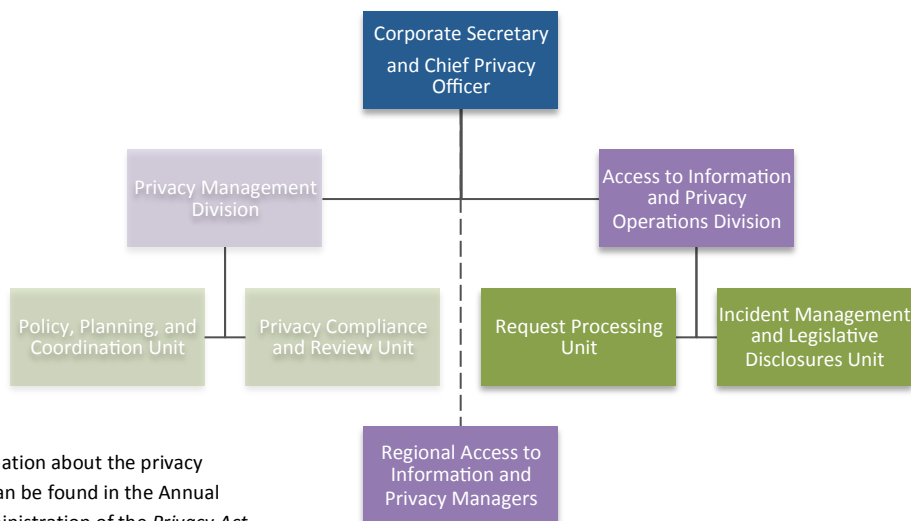
- the Honourable Jean-Yves Duclos, Minister of Employment and Social Development, styled as Minister of Families, Children and Social Development;
- the Honourable Mary-Ann Mihychuk, Minister of Labour, styled as Minister of Employment, Workforce Development and Labour; and
- the Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities.

The Honourable Jean-Yves Duclos is the Minister responsible for the purposes of the *Department of Employment and Social Development Act*.

2: Access to Information at ESDC

2.1: Corporate Secretary and Chief Privacy Officer

The Corporate Secretary who also serves as ESDC's Chief Privacy Officer is responsible for the administration of the ATIA at ESDC and is supported in that function by a Director of Access to Information and Privacy (ATIP) Operations who is also the Department's designated ATIP Coordinator. The Chief Privacy Officer's role is described in more detail in the Department's Annual Report on the Administration of the *Privacy Act*.



Note: More information about the privacy function at ESDC can be found in the Annual Report on the Administration of the *Privacy Act* 2015–16.

2.2: Access to Information and Privacy Operations Division

The Access to Information and Privacy Operations Division (ATIP Ops) carries out the Department's legislated requirements under the ATIA, the *Privacy Act* and parts of the *Department of Employment and Social Development Act*. ATIP Ops leads and advises on the processing of all requests under the ATIA by managing requests for access to information in records in the control of ESDC, and is supported by program Liaison Officers (LOs) and Regional Access to Information and Privacy Managers. This work involves responding to requests from the public, performing a line-by-line review of records requested under the ATIA and the *Privacy Act*, as well as delivering training and awareness programs to employees with respect to the administration of the Acts. A great deal of the information in the control of the Department contains personal information about individuals and must be withheld under mandatory exemptions of the Act unless specified conditions are met.

The administration of the ATIA at ESDC is a collaborative effort between ATIP Ops at Headquarters and the Department's network of LOs in the branches and Regional ATIP Managers across Canada, who facilitate the work by providing assistance in request processing, including undertaking searches, collecting records and making recommendations. The LOs also play a liaison role between ATIP analysts and subject matter experts.

Additionally, ATIP Ops is responsible for determining when incidents involving personal information constitute privacy breaches, responding to legal instruments, public interest disclosures and privacy complaints not related to the processing of *Privacy Act* requests. It also liaises with the Office of the Information Commissioner and the Office of the Privacy Commissioner regarding complaints received against the Department.

In 2015–16, resources dedicated to the ATI processing functions consisted of a team of about 16 employees (the number of employees fluctuated throughout the year). This includes a manager, ATIP officers and an Intake Unit. ESDC also has a network of ATI Liaison Officers within all program areas that are responsible for searching and retrieving relevant records. These resources are not included in this total.

2.3: Regional Operations

The Department has a network of LOs in the branches as well as Regional ATIP Managers who facilitate the work by providing expert *Access to Information Act* and *Privacy Act* advice and guidance directly to program areas within the regions, in consultation with ATIP Ops.

3.0 Access to Information Delegation Order

Section 73 of the *Access to Information Act* and section 11 of the *Department of Employment and Social Development Act* empower the head of the institution to delegate any of the powers, duties or functions assigned to him or her by those Acts to employees of the institution. The Delegation Order found in Annex A outlines the delegations that were in effect as of June 3, 2015.

The Delegation Order can be found in [Annex A](#).

4.0: Summary of Key Data

The Statistical Report on the *Access to Information Act* for 2015–16 can be found in [Annex B](#).

During the reporting period, ESDC observed a significant increase in the number of requests received, the number of pages processed and the complexity of the requests that were reviewed. In 2015–16, ESDC received 1,572 requests for information, which represents an increase of over 35% from the previous year. Additionally, the Department processed more than one and a half times the number of pages than the number of pages in 2014–15, yet completed 1,178 (82%) of requests within legislated timeframes.

The key data are presented in the summary table below (figure 1). The subsequent tables provide more detailed information.

Figure 1

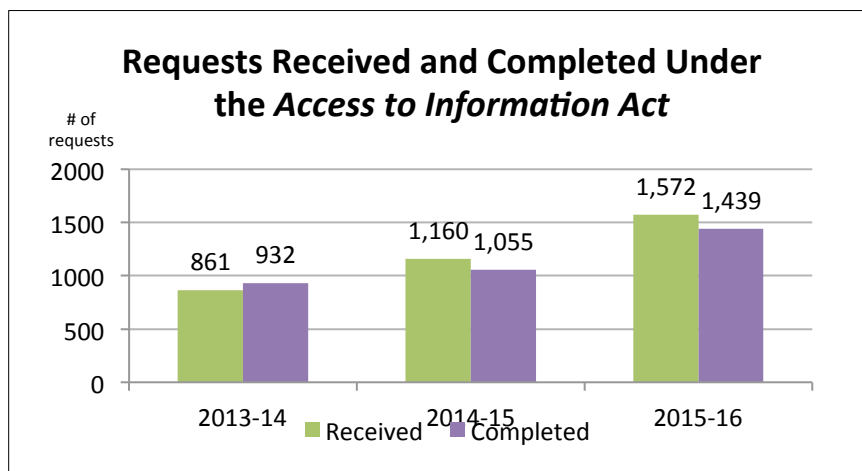
	2013–14	2014–15	2015–16
Formal requests received under the <i>Access to Information Act</i>	861	1,160	1,572
Requests completed during the reporting period	932	1,055	1,439
Number of pages processed	101,577	139,549	257,249
Number of requests completed <u>within</u> legislated timeframes	845	799	1,178
Number of requests completed <u>beyond</u> legislated timeframes	87	256	261
Proportion of requests that were responded to within legislated time frames according to Information Commissioner's standards	91%	76%	82%
Complaints to the Information Commissioner	38*	29	42

* In the Annual Report on the Administration of the *Access to Information Act* 2015–16, 29 complaints were reported for the 2013–14 fiscal year; however, 38 complaints were reported in the 2013–14 annual report.

4.1: Requests Received and Completed Under the ATIA

In 2015–16, the Department received 1,572 requests under the ATIA. It is the second year in a row that ESDC has received a year-over-year increase of about 35% in requests for information. Despite this increase, the Department completed 1,439 requests in 2015–16 and managed to maintain a compliance rate of 82%.

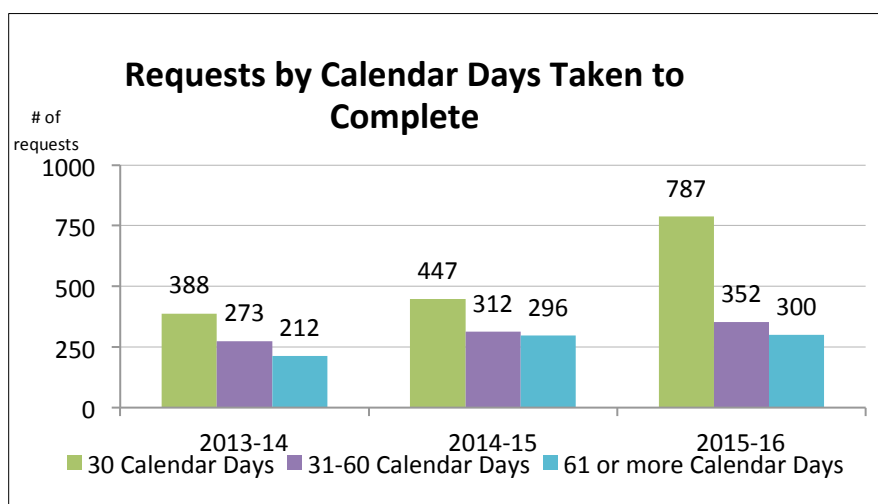
Figure 2



4.2: Requests by Calendar Days Taken to Complete

Over the past three fiscal years, the majority of requests have been completed within 30 calendar days. In 2015–16, 787 requests, or more than half (55%) of requests, were responded to within the first 30 days.

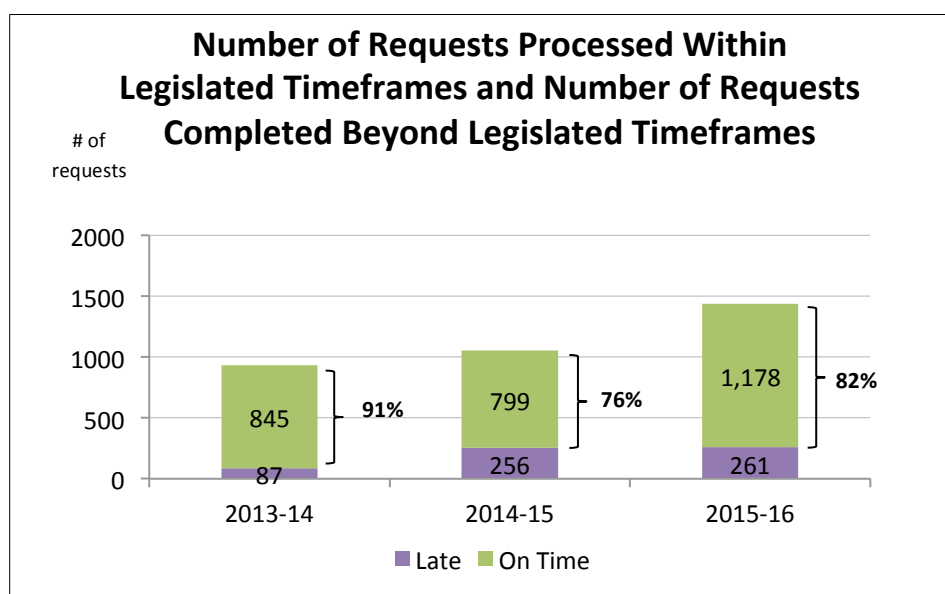
Figure 3



4.3: Timeframes

In 2015–16, the Department was able to meet legislated timelines for 1,178 requests made under the ATIA. Despite an increase in the number of requests received and the number of pages processed, the majority of requests were completed within legislated timeframes—with a compliance rate of 82%. ESDC was unable to meet legislated timelines for 261 requests during the reporting year.

Figure 4

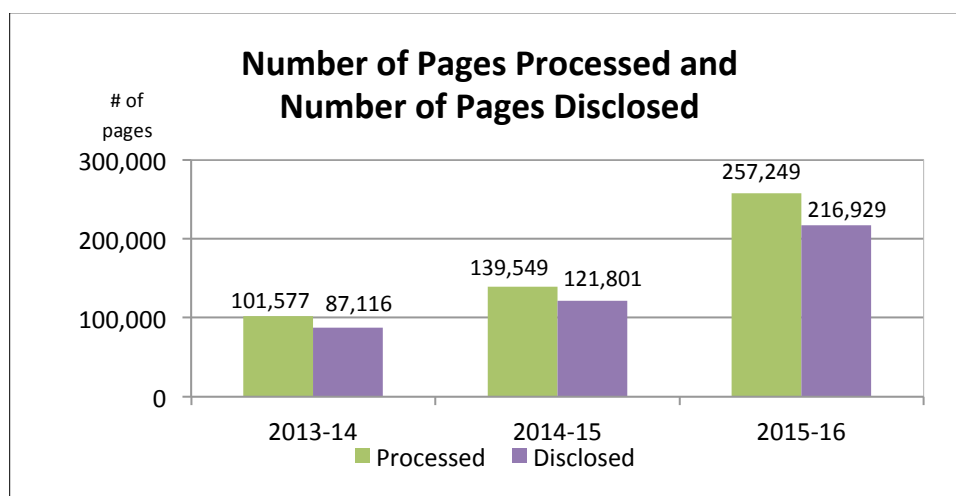


Note: Requests reported as completed “on time” include requests for which an extension was granted.

4.4: Pages Processed and Disclosed

In 2015–16, the Department observed a further significant increase in the number of pages processed, from about 100,000 in 2013–14 to over 250,000 during the reporting period.

Figure 5



4.5: Sources of Requests

In 2015–16, the most common source of requests was from the general public (492), followed by businesses/private sector (395) and media (257). Close to one fifth (304) of requesters declined to identify themselves.

Figure 6

Number of requests and % of total			
Source	2013–14	2014–15	2015–16
Media	154 (18%)	156 (13%)	257 (16%)
Academia	5 (1%)	14 (1%)	19 (1%)
Business/private sector	203 (24%)	436 (38%)	395 (25%)
Organization	187 (22%)	220 (19%)	105 (7%)
Public	312 (36%)	286 (25%)	492 (31%)
Decline to identify	N/A*	48 (4%)	304 (19%)

* This category was introduced in 2014–15.

4.6: Exemptions and Exclusions

While the Act gives a right of access to records held by government institutions, information within these records may be withheld by applying limited and specific exemptions. The following table outlines the most frequently invoked exemptions during the past three fiscal years.

Figure 7

Section	Number of requests and % of total		
	2013–14	2014–15	2015–16
s. 19 (personal information)	368 (31%)	347 (31%)	405 (29%)
s. 16 (law enforcement and investigations)	155 (13%)	214 (19%)	193 (14%)
s. 21 (advice and recommendations)	225 (19%)	202 (18%)	247 (18%)
s. 20 (third party information)	239 (20%)	174 (15%)	170 (12%)
s. 23 (solicitor-client privilege)	63 (5%)	45 (4%)	48 (3%)

The Act allows for the exclusion of certain types of information from its application, specifically records that are already available to the public (section 68) and confidences of the Queen's Privy Council for Canada (section 69), which require consultation with the Department of Justice. In 2015–16, ESDC excluded records based on section 69 of the ATIA in a total of 70 requests.

4.7: Consultations Received from Other Government of Canada Institutions and Other Organizations

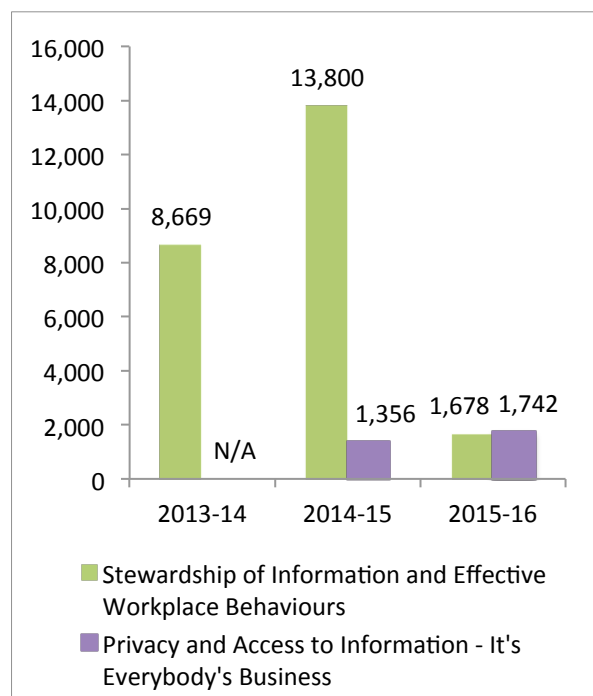
In 2015–16, ESDC responded to 170 requests for consultation from other Government of Canada institutions and organizations, corresponding to a review of an additional 5,360 pages. For 115 requests (68%) for consultation, the Department was able to respond within 30 days. More than half (104 or 61%) resulted in a recommendation to disclose the records entirely.

5.0: Training and Awareness Activities

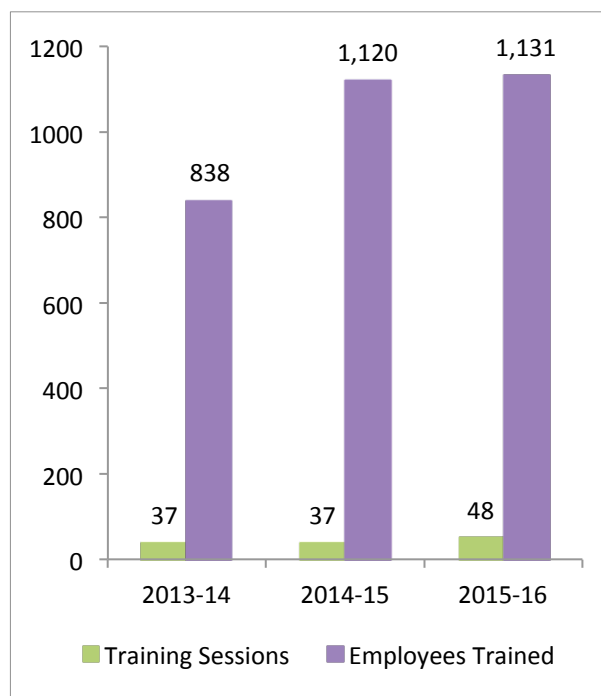
ESDC has a comprehensive mandatory online training strategy to educate, increase knowledge of and raise awareness about the stewardship of information and effective workplace behaviours. The Department also offers online training on privacy and access to information to foster a common understanding of the proper management of information resources, ensuring that the privacy of information is respected, and to improve timeliness and compliance results.

Since the release of the mandatory online Stewardship of Information and Effective Workplace Behaviours training program in 2013–14, 24,147 employees have successfully completed the mandatory online training course (including 1,678 employees in 2015–16). In addition, the online training module *Privacy and Access to Information – It's Everybody's Business*, successfully trained 3,098 employees (including 1,742 employees in 2015–16).

Online Training



In-Person Employee Training



The Department has undertaken a number of activities to educate and increase knowledge of access to information and privacy, such as regular meetings with liaison officers and in-person training sessions. Since 2013–14, the Department delivered 122 in-person sessions to 3,083 employees. In 2015–16, ESDC delivered 48 in-person sessions to 1,131 employees.

6.0: New or Revised Policies, Guidelines and Procedures

During the 2015–16 fiscal year, ATIP Ops received 35% more requests for information than during the preceding fiscal year, and reviewed 84% more pages without a corresponding increase in resources.

The Department is always looking to improve its performance standards and to find ways to address the persistent increase in volume, size and complexity of ATIP requests. In order to do so, the Department undertook a Business Process Redesign (BPR) to simplify and improve processes and ensure quality responses are provided in a timely manner, which was implemented in 2015. Although the BPR has led to greater efficiencies through better use of technology, the introduction of standards for greater consistency, as well as the introduction of Advance Release Notifications as an additional measure of

quality control, more work needs to be done to meet the increasing demand for government-held records.

In 2015–16 an internal audit of the Access to Information Process was undertaken. Findings will be used to further improve ATIP business processes.

On March 31, 2015, a Federal Court decision was made to waive all search fees for electronic documents, although search fees could still apply for non-electronic records. Search fees reported in the statistical report are for requests made during previous years or for non-electronic records.

7.0: Complaints, Investigations and Court Action

7.1: Complaints Received

The Office of the Information Commissioner (OIC) notified EDSC of 42 complaints during 2015–16. The following table outlines the complaints by category.

Figure 8

	Denial of access	Unreasonable time extensions	Processing delays	Exemptions applied improperly
Number of complaints	17	3	6	16

7.2: Complaints Closed

During the reporting period, ATIP Ops also managed to close 42 outstanding complaints, either carried over from previous years or from 2015–16. The following table outlines the OIC's findings.

Figure 9

	Well founded	Not well founded	Discontinued	Resolved
Number of complaints	28	3	7	4

7.3: Court Action

In April 2015, the Office of the Information Commissioner submitted to the Federal Court an application for judicial review following a complaint related to the processing of an ATIA request that had been received in 2006. The complaint was related to the alleged improper application of section 23 of the ATIA (solicitor-client privilege).

In January 2016, the Federal Court rendered its judgment. The judgment led to the disclosure of portions of the request but also maintained that portions were subject to solicitor-client privilege. As the application of section 23 is assessed on a case-by-case basis, the judgement does not have an impact on the way ESDC deals with information that is subject to solicitor-client privilege exemptions.

Federal Court docket: T-840-15

Citation: 2016 FC 36

8.0: Timeframe Monitoring at ESDC

Except for certain circumstances that allow for claiming extensions, the ATIA contains a statutory timeline of 30 calendar days (about 20 working days) for responding to requests. The Department is committed to respecting this legislated timeframe and has implemented a number of business processes to monitor the time to process requests. The Business Process Redesign (BPR) has been oriented to process ATIP requests within 20 business days as effectively as possible. The BPR also introduced Advance Release Notifications as an additional way to monitor upcoming releases. Additionally, a number of training and ATIP awareness sessions have been delivered to stress the importance of timely ATIP processing. The Department also prepares a weekly “look ahead” report that provides an overview of upcoming releases to senior officials and a quarterly report that captures key ATIP processing performance indicators.

Annex A: Delegation Order

ORDONNANCE DE DÉLÉGATION DE POUVOIRS

EMPLOI ET DÉVELOPPEMENT SOCIAL CANADA

En vertu de l'article 18 de la *Loi sur le ministère de l'Emploi et du Développement social*, le ministre de l'Emploi et du Développement social délègue, par les présentes, aux personnes, cadres ou employés qui occupent les postes mentionnés en annexe au ministère de l'Emploi et du Développement social Canada, ou aux personnes, cadres ou employés occupant ces postes à titre intérimaire, les attributions du ministre ou du responsable de l'institution, comme il est indiqué en annexe.

- Partie 4 de la *Loi sur le ministère de l'Emploi et du Développement social*
- *Loi sur la protection des renseignements personnels*
- *Loi sur l'accès à l'information*

DELEGATION ORDER

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA

The Minister of Employment and Social Development, pursuant to section 18 of the *Department of Employment and Social Development Act*, hereby designates the persons, officers or employees holding the positions with Employment and Social Development Canada set out in the schedules attached hereto, or the persons, officers or employees occupying on an acting basis those positions, to exercise the powers or perform the duties or functions of the Minister or to exercise or perform the powers, duties or functions of the head of the institution, as specified in the attached schedules.

- Part 4 of the *Department of Employment and Social Development Act*
- *Privacy Act*
- *Access to Information Act*



Ministre de l'Emploi et
du Développement social/Minister of
Employment and Social Development

JUN 03 2015

date

Access to Information Act – Delegation of Authority
Employment and Social Development Canada

Description	Section	Deputy Minister ESDC	Deputy Minister Labour	Senior Associate Deputy Minister / Chief Operating Officer for Service Canada	Associate Deputy Minister ESDC	Corporate Secretary ESDC	Director ATIP Ops NHQ	Manager ATIP Processing NHQ	ATIP Officers NHQ*
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	
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	

Description	Section	Deputy Minister ESDC	Deputy Minister Labour	Senior Associate Deputy Minister / Chief Operating Officer for Service Canada	Associate Deputy Minister ESDC	Corporate Secretary ESDC	Director ATIP Ops NHQ	Manager ATIP Processing NHQ	ATIP Officers NHQ*
Refuse access – <i>Public Servants Disclosure Protection Act</i>	16.5	X	X	X	X	X	X	X	
Refuse access – Safety of individuals	17	X	X	X	X	X	X	X	
Refuse access – Economic Interests of Canada	18	X	X	X	X	X	X	X	
Refuse access – Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	18.1	X	X	X	X	X	X	X	
Refuse access – Personal information	19	X	X	X	X	X	X	X	
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		
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 ESDC	Deputy Minister Labour	Senior Associate Deputy Minister / Chief Operating Officer for Service Canada	Associate Deputy Minister ESDC	Corporate Secretary ESDC	Director ATIP Ops NHQ	Manager ATIP Processing NHQ	ATIP Officers NHQ*
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
Special rules for hearings	52(2)(b)	X	X	X	X	X	X	X	
<i>Ex parte</i> representations (Federal Court)	52(3)	X	X	X	X	X	X	X	
Facilities for inspection of manuals	71(1)	X	X	X	X	X	X	X	
Annual report to Parliament	72	X	X	X	X	X	X	X	

Description	Section	Deputy Minister ESDC	Deputy Minister Labour	Senior Associate Deputy Minister / Chief Operating Officer for Service Canada	Associate Deputy Minister ESDC	Corporate Secretary ESDC	Director ATIP Ops NHQ	Manager ATIP Processing NHQ	ATIP Officers NHQ*
REGULATIONS									
Transfer of request	6(1)	X	X	X	X	X	X	X	X
Search and preparation of fees	7(2)	X	X	X	X	X	X	X	X
Production and programming fees	7(3)	X	X	X	X	X	X	X	X
Providing access to records	8	X	X	X	X	X	X	X	
Limitations in respect of format	8.1	X	X	X	X	X	X	X	

*ATIP Officers: Officers within the Access to Information and Privacy Operations Division, NHQ, at the PM-04 and PM-05 levels

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



Government
of Canada

Gouvernement
du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Employment and Social Development Canada

Reporting period: 2015-04-01 to 2016-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1572
Outstanding from previous reporting period	246
Total	1818
Closed during reporting period	1439
Carried over to next reporting period	379

1.2 Sources of requests

Source	Number of Requests
Media	257
Academia	19
Business (private sector)	395
Organization	105
Public	492
Decline to Identify	304
Total	1572

1.3 Informal 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	
172	117	64	21	0	0	1	375

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							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	50	197	106	48	4	3	0	408
Disclosed in part	27	221	195	113	26	30	32	644
All exempted	0	1	0	1	1	0	0	3
All excluded	0	2	0	1	0	1	0	4
No records exist	16	92	39	1	1	0	1	150
Request transferred	35	5	0	0	0	0	0	40
Request abandoned	113	28	12	8	1	11	17	190
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	241	546	352	172	33	45	50	1,439

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	4	16(2)	149	18(a)	1	20.1	0
13(1)(b)	2	16(2)(a)	1	18(b)	0	20.2	0
13(1)(c)	10	16(2)(b)	3	18(c)	0	20.4	0
13(1)(d)	2	16(2)(c)	7	18(d)	0	21(1)(a)	103
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	112
14	34	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	21
14(a)	12	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	11
14(b)	9	16.1(1)(c)	0	18.1(1)(d)	0	22	17
15(1)	13	16.1(1)(d)	0	19(1)	405	22.1(1)	17
15(1) - I.A.*	14	16.2(1)	0	20(1)(a)	1	23	48
15(1) - Def.*	14	16.3	0	20(1)(b)	87	24(1)	170
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	1	26	5
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	73		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	8		
16(1)(a)(iii)	0	17	2				
16(1)(b)	4						
16(1)(c)	29						
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)	2	69(1)	2	69(1)(g) re (a)	10
68(b)	0	69(1)(a)	6	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	2	69(1)(g) re (c)	11
68.1	0	69(1)(c)	2	69(1)(g) re (d)	5
68.2(a)	0	69(1)(d)	6	69(1)(g) re (e)	3
68.2(b)	0	69(1)(e)	12	69(1)(g) re (f)	8
		69(1)(f)	3	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	363	45	0
Disclosed in part	493	151	0
Total	856	196	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	23092	16445	408
Disclosed in part	223462	194069	644
All exempted	52	0	3
All excluded	2197	0	4
Request abandoned	8446	6415	190
Neither confirmed nor denied	0	0	0

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	357	4646	45	7603	4	2369	2	1827	0	0
Disclosed in part	394	12772	179	36873	36	21720	28	51659	7	71045
All exempted	3	0	0	0	0	0	0	0	0	0
All excluded	2	0	0	0	1	0	1	0	0	0
Request abandoned	176	301	8	966	4	1999	2	3149	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	932	17719	232	45442	45	26088	33	56635	7	71045

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	33	2	0	0	35
Disclosed in part	105	15	0	0	120
All exempted	1	0	0	0	1
All excluded	2	0	0	0	2
Request abandoned	19	5	0	0	24
Neither confirmed nor denied	0	0	0	0	0
Total	160	22	0	0	182

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
261	189	24	4	44

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	47	34	81
16 to 30 days	22	11	33
31 to 60 days	18	19	37
61 to 120 days	15	16	31
121 to 180 days	3	12	15
181 to 365 days	4	33	37
More than 365 days	2	25	27
Total	111	150	261

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	48	3	24	1
Disclosed in part	181	12	61	6
All exempted	0	1	0	0
All excluded	1	1	1	0
No records exist	3	0	1	0
Request abandoned	33	2	11	4
Total	266	19	98	11

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	161	2	21	1
31 to 60 days	43	7	47	6
61 to 120 days	48	10	26	4
121 to 180 days	11	0	3	0
181 to 365 days	3	0	1	0
365 days or more	0	0	0	0
Total	266	19	98	11

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1,295	\$6,480	143	\$715
Search	15	\$6,992	3	\$5,020
Production	0	\$0	0	\$0
Programming	0	\$0	2	\$40
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
Total	1310	\$13,472	148	\$5,775

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	160	5013	3	344
Outstanding from the previous reporting period	22	165	0	0
Total	182	5178	3	344
Closed during the reporting period	167	5019	3	344
Pending at the end of the reporting period	15	159	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	38	41	22	1	0	0	0	102
Disclose in part	5	20	20	2	1	1	0	49
Exempt entirely	0	0	3	0	0	0	0	3
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	0	3	0	0	1	0	6
Other	3	4	0	0	0	0	0	7
Total	48	65	48	3	1	2	0	167

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	More Than 365 Days	
Disclose entirely	2	0	0	0	0	0	0	2
Disclose in part	0	0	1	0	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	2	0	1	0	0	0	0	3

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	8	0	0	0	0	1	1672	0	0
16 to 30	11	369	1	260	0	0	0	0	0	0
31 to 60	2	46	1	435	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	18	423	2	695	0	0	1	1672	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
42	0	42	84

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	1	0	0

Part 9: Resources Related to the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		\$1,051,884
Overtime		\$30,049
Goods and Services		\$87,403
• Professional services contracts	\$74,735	
• Other	\$12,668	
Total		\$1,169,336

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	12.60
Part-time and casual employees	2.28
Regional staff	0.00
Consultants and agency personnel	0.39
Students	0.16
Total	15.43

Note: Enter values to two decimal places.