

Now and Tomorrow
Excellence in Everything We Do

Annual Report on the Administration of the *Access to Information Act* 2016-17

Employment and Social Development Canada



Title: Annual Report on the Administration of the Access to Information Act 2016-2017

This publication is available for download at canada.ca/publiccentre-ESDC . It is also available upon request in multiple formats (large print, Braille, audio CD, e-text CD, or DAISY), by contacting 1 800 O-Canada (1-800-622-6232). By teletypewriter (TTY), call 1-800-926-9105.

© Her Majesty the Queen in Right of Canada, 2017

For information regarding reproduction rights: droitdauteur.copyright@HRSDC-RHDCC.gc.ca.

PDF

Cat. No. Em1-5/1E-PDF

ISBN/ISSN: 2371-0993

ESDC

Cat. No. CA-600-08-17E

Table of Contents

Executive Summary	4
1.0: Introduction	5
1.1: About the <i>Access to Information Act</i> and Section 72 Requirement	5
1.2: About Employment and Social Development Canada	5
1.3: Our Ministers	6
2.0: Access to Information at ESDC.....	6
2.1: Corporate Secretary and Chief Privacy Officer	6
2.2: Access to Information and Privacy Operations Division and Regional Operations.....	7
3.0: Access to Information Delegation Order	7
4.0: Summary of Key Data	8
4.1: Requests Received and Completed Under the ATIA.....	9
4.2: Requests by Calendar Days Taken to Complete	10
4.3: Timeframes	11
4.4: Pages Processed and Disclosed.....	12
4.5: Sources of Requests.....	13
4.6: Exemptions and Exclusions	14
4.7: Consultations Received from Other Government of Canada Institutions and Other Organizations	14
5.0: Training and Awareness Activities	15
6.0: New or Revised Policies, Guidelines, Procedures and Initiatives.....	16
7.0: Complaints, Investigations, Court Action and Audits	17
8.0: Timeframe Monitoring at ESDC	19
Annex A: Delegation Order	20
Annex B: Statistical Report on the <i>Access to Information Act</i>	36

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 *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 to records held by the Government, while protecting the security and confidentiality of sensitive and personal information. Given the nature of ESDC's services, the Department receives a high number of access to information requests.

Similar to the last few years, the Department experienced a substantial increase in the number of requests, the number of pages reviewed and the complexity of requests received. In 2016–17, ESDC:

- received 2,268 formal requests under the ATIA, an increase of over 44% from the previous year;
- completed 2,276 requests; and
- reviewed over 438,000 pages, a significant 70% increase from last year and a continuing upward trend.

Yet relative to the volume of requests and workload, and without a corresponding sizeable increase in resources, ESDC has managed to achieve a compliance rate of 77%.

The Department anticipates this trend will continue and therefore has proactively pursued a variety of steps over 2016–17, viewing this as a transition year which will strengthen and position operations for the future. These changes and modifications acknowledge the realities of the increased workload and the importance of continuing to respond to requesters in a timely and efficient manner, and include:

- beginning to implement audit recommendations;
- adding management capacity;
- establishing the basis for a resource development program as an integral part of a recruitment and retention strategy; and
- continuing data analysis to identify opportunities for open information.

This annual report highlights a number of these steps, both in terms of progress to-date and future strategies.

1.0: 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 2016–17.

1.1: About the *Access to Information Act* and Section 72 Requirement

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.

Section 72 of the ATIA requires the head of every federal government institution to submit an annual report to Parliament on ATIA administration at the close of each fiscal year. This report describes how Employment and Social Development Canada fulfilled its access to information responsibilities during the fiscal year 2016–17.

1.2: 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 589 points of service across Canada. Each year, ESDC provides approximately \$120 billion in benefits and payments to individuals, and supports millions of Canadians through its many programs and services:

- 78.5 million visits to the Service Canada website;
- 8.7 million clients assisted in-person at a Service Canada Centre or Service Canada Scheduled Outreach Site;
- Over 2 million calls answered by 1 800 O-Canada agents;
- 4.6 million passports issued;
- 2.95 million applications processed for Employment Insurance (initial and renewal), 690,000 for the Canada Pension Plan and 775,000 for Old Age Security;
- \$3.27 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.

1.3: Our Ministers

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

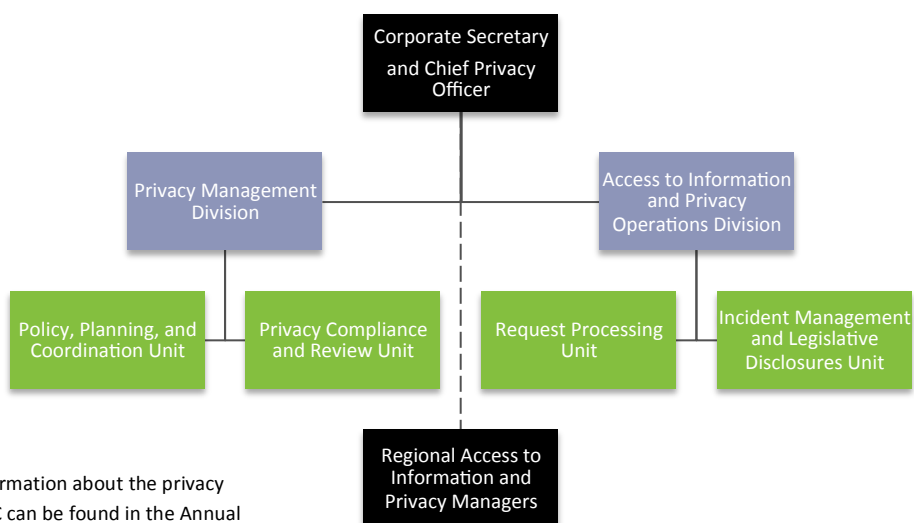
- the Honourable Jean-Yves Duclos, Minister of Employment and Social Development, titled as Minister of Families, Children and Social Development;
- the Honourable Patty Hajdu, Minister of Labour, titled as Minister of Employment, Workforce Development and Labour; and
- the Honourable Carla Qualtrough, 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*.

2.0: 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* 2016–17.

2.2: Access to Information and Privacy Operations Division and Regional Operations

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 found in records in the control of ESDC, 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 sessions to departmental employees with respect to administering the Acts.

The day-to-day administration of the ATIA at ESDC is a joint effort between ATIP Ops and the Department's network of branch and regional Liaison Officers (LOs) who support this work by helping process requests. This includes undertaking searches, collecting records and making recommendations. The LOs also play an intermediary role between ATIP analysts and subject matter experts located across ESDC's various programs. The Department also has a network of regional ATIP managers who support the work by providing expert advice and guidance on the Acts directly to program areas within the regions, in consultation with ATIP Ops. Responding to an access to information request is a departmental priority that requires all stakeholders to carry out their roles and responsibilities in order for the Department to meet its objectives in providing timely access to records under the ATIA.

In 2016–17, resources dedicated to processing access to information requests consisted of a team of about 19 employees (the number of employees fluctuated throughout the year). This includes three managers, as well as ATIP officers and an Intake Unit. ESDC's branch and regional resources are not included in this total. This past fiscal year, ESDC sought to increase its management capacity within ATIP Ops in order to respond to the persistent year-over-year increase in the volume of requests, to better address daily administration and to support the establishment of a resource recruitment and retention strategy.

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

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 them by those Acts to employees of the institution.

Over 2016–17, the Department worked to update the Delegation Order, and a signed and dated copy can be found in Annex A.

4.0: Summary of Key Data

The Statistical Report on the *Access to Information Act* for 2016–17 can be found in Annex B.

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

Figure 1

	2014–15	2015–16	2016–17
Formal requests received under the <i>Access to Information Act</i>	1,160	1,572	2,268
Requests completed during the reporting period	1,055	1,439	2,276
Number of pages processed	139,549	257,249	438,368
Number of requests completed <u>within</u> legislated timeframes*	799	1,178	1,748
Number of requests completed <u>beyond</u> legislated timeframes	256	261	528
Proportion of requests that were responded to within legislated timeframes according to the Information Commissioner's standards	76%	82%	77%
Complaints to the Information Commissioner	29	42	23

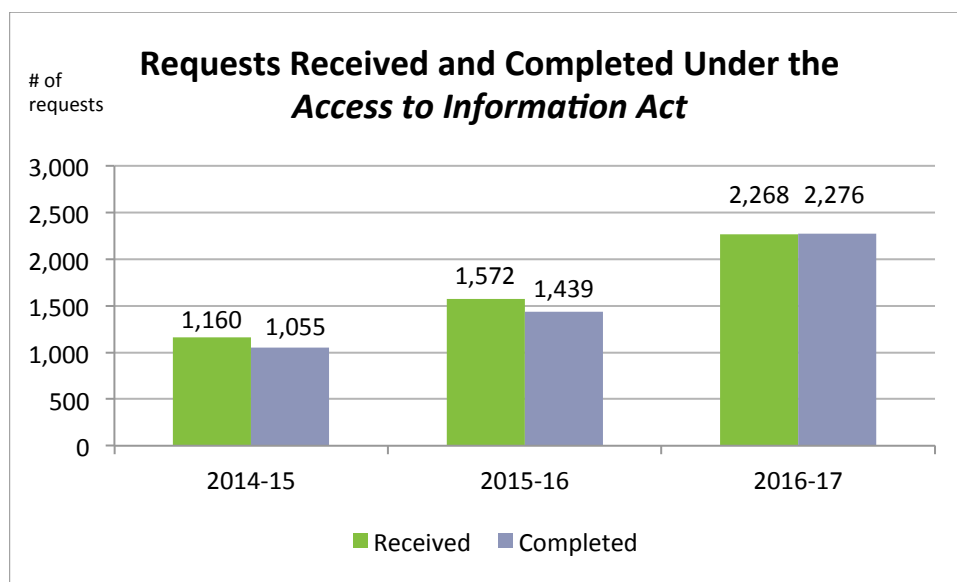
*Completing a request within an extension is still considered to be within legislated timeframes.

4.1: Requests Received and Completed Under the ATIA

In six years, ESDC's total number of access to information requests has quadrupled. In 2016–17 alone, the Department received a total of 2,268 requests, a 44% increase from last year and a significant growth compared to the increased rate from the previous two reporting years (around 35%). Compared to the Government of Canada as a whole, which in total recorded an increase in requests received of only 10.5% (*Access to Information and Privacy Statistical Report, 2015–16*), this continued surge is compelling and emphasizes the continued demand from Canadians for access to ESDC information.

In addition to processing requests under the ATIA, the Department also contributed to other government-wide activities for which ATIP Ops advice and expertise is sought. ATIP Ops staff frequently review Proactive Disclosure (e.g. contracts, position reclassification, travel and hospitality expenses) and Open Government publications (e.g. datasets) to identify sensitivities such as personal information and cabinet confidences. While these figures are not accounted for within this report's statistical information, such collaborative arrangements are an important part of strengthening transparency and accountability.

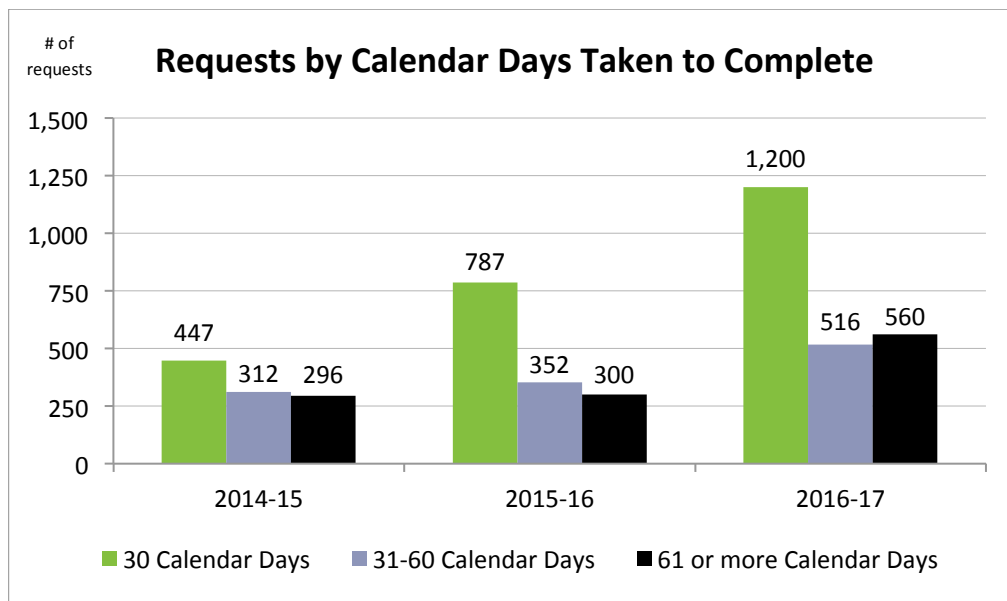
Figure 2



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 2016–17, 1,200 requests, or more than half (53%) of requests, were completed within the first 30 days.

Figure 3



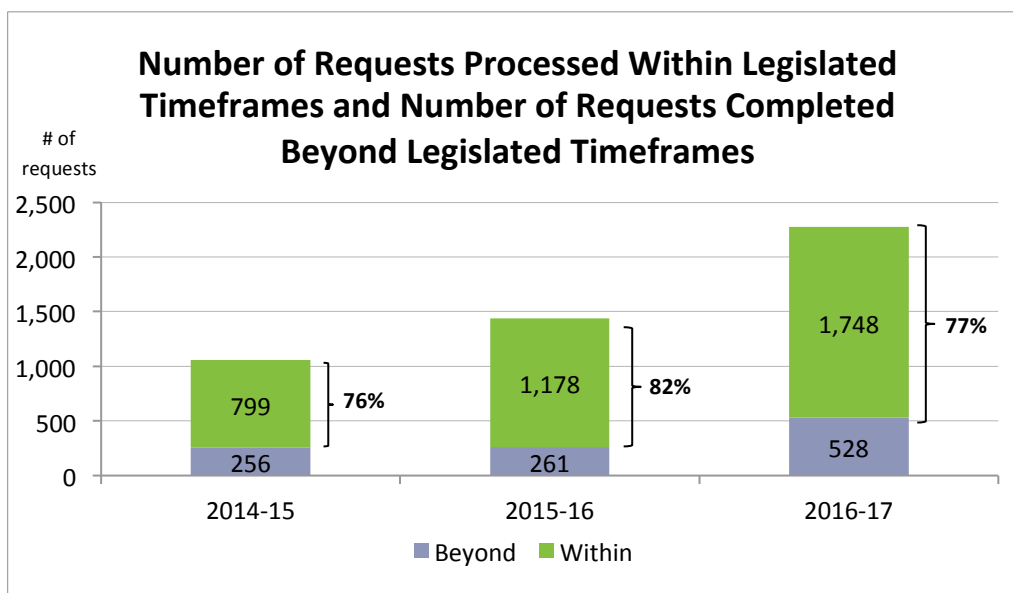
4.3: Timeframes

In 2016–17, the Department met legislated timelines for 1,748 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 77%. This represents a slight decrease (5 percentage points) in the compliance rate compared to 2015–16.

Institutions may apply for an extension beyond the original 30-day statutory disclosure timeframe where meeting the statutory date would unreasonably interfere with operations of the Department, where consultation is required that could not reasonably be conducted within the 30 days or where notice is given to a third party. For 2016–17, ESDC requested 467 extensions.

ESDC was unable to meet legislated timelines for 528 requests during the reporting year.

Figure 4

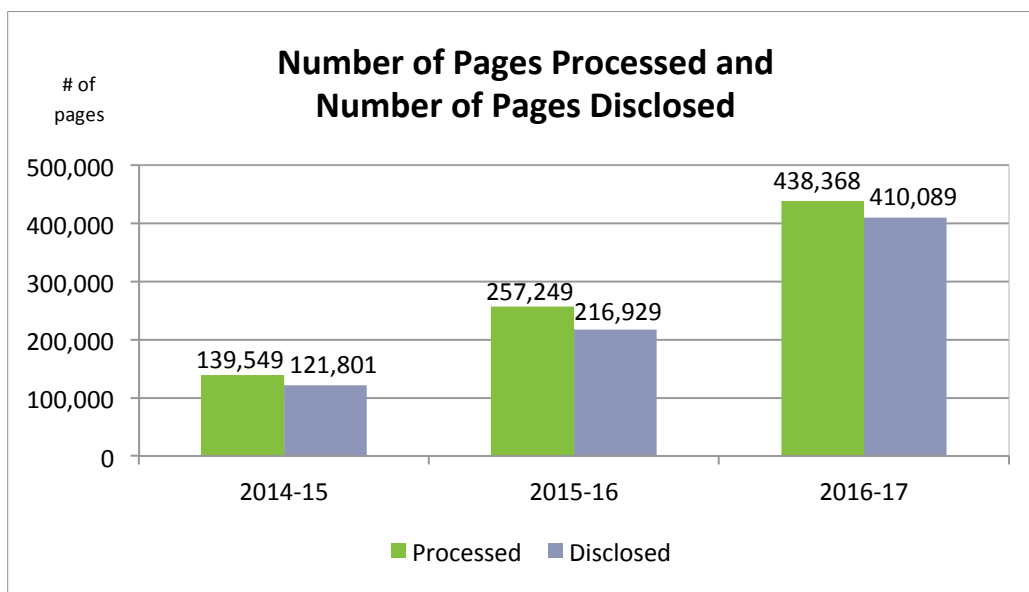


4.4: Pages Processed and Disclosed

In 2016–17, the Department continued to experience a significant increase in the number of pages processed, from approximately 140,000 in 2014–15 to over 250,000 in 2015–16, to over 438,000 during the reporting period. The volume received by ATIP Ops from the responsible branches and/or regions in response to an access to information request represents the number of pages which must be processed. Once ATIP Ops performs a review of the documents to identify duplicate content and information which must be withheld under the ATIA, the remaining pages are disclosed to the requester.

This growth in the number of pages processed signals an opportunity for increased engagement between ATIP Ops analysts and their departmental contact, and between the analysts and the requesters. For broad requests, ESDC programs and branches work with the analysts to identify records that would meet the needs of the requester. Through this process the analysts gain a better understanding of the programs and services, and are equipped to have a more informed discussion on scope with the requester. This ultimately allows for more effective and efficient service – ESDC is better able to fulfill requests in a timely manner and the requester is more likely to receive the desired information. ATIP Ops analysts continue to develop skills and aptitudes to strengthen this cross-government process.

Figure 5



4.5: Sources of Requests

In 2016–17, the most common source of requests was from the media (670), followed by the general public (580) and business/private sector (438). In 2015–16, the general public (492) was the most common source of requests, followed by business/private sector (395) and media (257).

Correspondingly, lists of briefing notes and the actual briefing note documentation are the most common type of material requested from ESDC.

In 2016–17, one fifth (445) of requesters declined to identify themselves, a similar proportion to 2015–16 (304 or 19%).

Figure 6

Number of requests and % of total requests			
Source	2014–15	2015–16	2016–17
Media	156 (13%)	257 (16%)	670 (30%)
Academia	14 (1%)	19 (1%)	22 (1%)
Business/private sector	436 (38%)	395 (25%)	438 (19%)
Organization	220 (19%)	105 (7%)	113 (5%)
Public	286 (25%)	492 (31%)	580 (26%)
Decline to identify	48 (4%)	304 (19%)	445 (20%)

*Due to rounding, percentages may not equal 100%.

4.6: Exemptions and Exclusions

Exemptions

ESDC is one of the largest holders of personal information in the Government of Canada, and Canadians and other government departments recognize it as such. A great deal of the information under the control of the Department contains personal information about individuals and must be withheld under mandatory exemptions of the ATIA unless certain conditions are met. Due to the nature of ESDC's mandate, section 19 (personal information) continues to be one of the most frequently applied exemptions. However in 2016–17, the most frequently applied exemption was section 21 (advice and recommendations) which can be attributed to the growth in requests for briefing notes.

The following table outlines the most frequently invoked exemptions during the past three fiscal years.

Figure 7

Section	Number of requests and % of total exemptions		
	2014–15	2015–16	2016–17
s. 19 (personal information)	347 (31%)	405 (29%)	501 (23%)
s. 16 (law enforcement and investigations)	214 (19%)	193 (14%)	269 (13%)
s. 21 (advice and recommendations)	202 (18%)	247 (18%)	658 (31%)
s. 20 (third-party information)	174 (15%)	170 (12%)	229 (11%)
s. 24 (statutory prohibitions against disclosure)	74 (7%)	170 (12%)	186 (9%)
s. 23 (solicitor-client privilege)	45 (4%)	48 (3%)	70 (3%)

Exclusions

The ATIA also 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 2016–17, ESDC excluded records based on section 69 for 182 requests. This is an increase of 62% (or 112 requests) from 2015–16 and can be attributed to the growth in requests for briefing notes, which often contain matters of cabinet confidences.

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

In 2016–17, ESDC responded to 171 consultation requests from other Government of Canada institutions and organizations, requiring a review of an additional 5,164 pages. Out of these 171 requests, the Department responded to 116 (68%) within 30 days and more than half (110 or 64%) resulted in a recommendation to disclose the records entirely. These numbers are consistent with those from 2015–16, when 170 consultation requests were received.

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. This shared and standardized approach for all employees is crucial for the Department, and is critical to safeguarding the protection of personal and private information held by ESDC.

As part of the department's public commitment to maintain the security of our systems and to protect the personal information of our clients and colleagues, all ESDC employees are required to maintain valid certification in the *Stewardship of Information and Workplace Behaviours* (SIWB). SIWB certification provides all term and indeterminate staff, students, casuals and contractors with the critical knowledge they need to safely manage ESDC assets.

The initial SIWB certification process was launched in 2014 and was ongoing for new employees. Since the release of the SIWB training program, a total of 26,398 employees have successfully completed the course (including 2,251 employees in 2016–17). The SIWB training material certification was updated in 2016 and addresses topics such as privacy, access to information, information management, security, and values and ethics. At the beginning of 2017 the Department notified all ESDC employees that recertification is required every two years and, therefore, by summer 2017, a majority of employees must re-certify.

In addition, the online training module *Privacy and Access to Information – It's Everybody's Business* successfully trained 5,462 employees (including 2,364 employees in 2016–17). Cumulatively, these training and awareness activities demonstrate the consistent effort of ESDC to safeguard and protect Departmental information and ensure Canadians that the security of their personal information is taken seriously.

Figure 8: Online Training

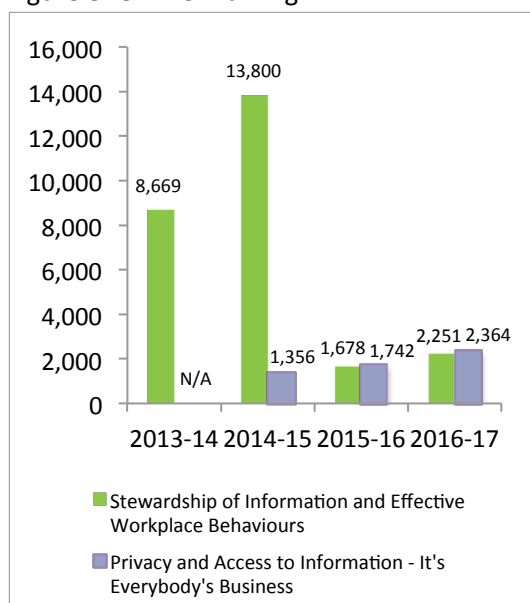
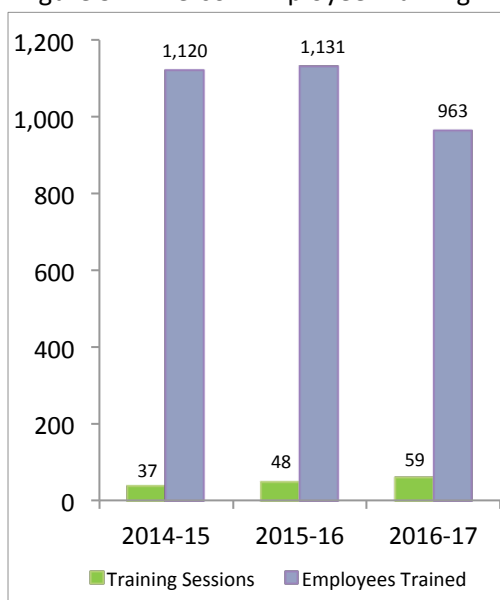


Figure 9: In-Person Employee Training



The

Department continues to undertake a number of activities to educate and increase knowledge of access to information and privacy, such as regular meetings with LOs and regional managers, and in-person (or WebEx) training sessions. Since 2014–15, the Department delivered 144 in-person sessions to 3,214 employees. In 2016–17, ESDC delivered 59 in-person sessions to 963 employees.

ATIP Ops is also responsible for providing functional guidance on daily operations to the regions. In January 2017, the Division hosted a three-day workshop in the National Capital Region with 10 regional ATIP representatives where it shared best practices and discussed business processes, modernization efforts and new initiatives. This was the first meeting of its kind in a number of years and provided ATIP Ops with an increased awareness of regional operational realities. In addition, branch LOs participated in the training component of the workshop, helping to support ATIA functional community building across the Department.

6.0: New or Revised Policies, Guidelines, Procedures and Initiatives

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 access to information requests. For example, the Department implemented a Business Process Redesign (BPR) in 2015 to simplify and improve processes and ensure quality responses are provided in a timely manner. During the 2016–17 fiscal year, various adjustments were made to the access to information process to create administrative efficiencies, such as amending internal request response sheet templates to facilitate approvals. Looking towards the future, ESDC is dedicated to the ongoing enhancement of ATIA administration. There is a shared commitment to strengthening ATIP Ops business processes and firmly positioning day-to-day operations for success.

In addition, ATIP Ops has supported the Open Government initiative as a means to assisting the day-to-day workload. During 2016–17, ATIP Ops undertook an analysis of access to information data to highlight trends in frequent requests, which are major contributors to volumes. Data analysis will provide insights into the types of requests that could potentially be shared with the public as open information resources. This analysis will help create opportunities to collaborate and engage in partnerships with other branches and regions to discuss the proactive release of frequently sought information.

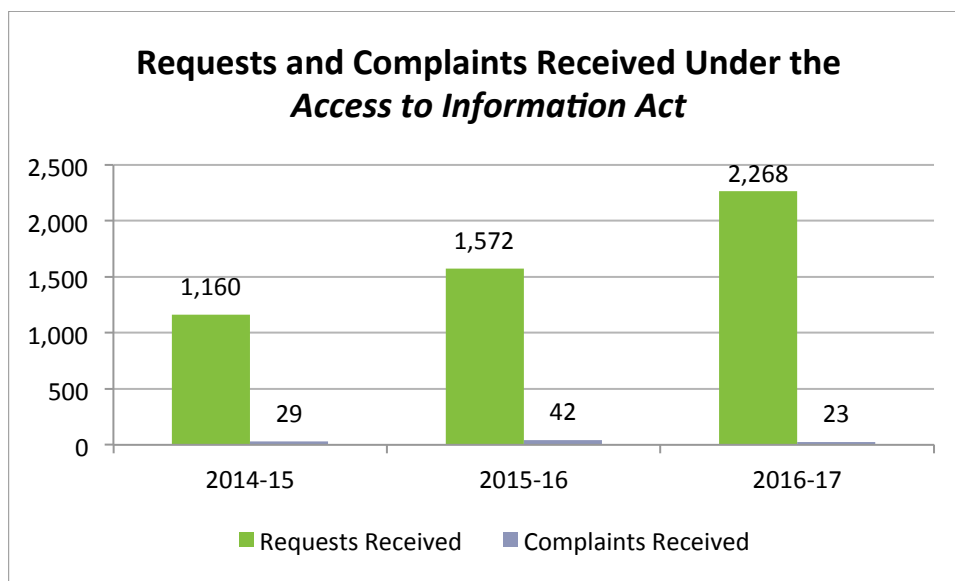
Additional information about new or revised policies, guidelines, procedures and initiatives can be found in section 7.0.

7.0: Complaints, Investigations, Court Action and Audits

Complaints, Investigations and Court Action

The Office of the Information Commissioner (OIC) notified EDSC of 23 complaints during 2016–17. This is a decrease of 19 complaints (45%) in comparison to 2015–16, despite the increase (44%) in the total volume of requests received.

Figure 10



The following table outlines the 23 received complaints by category.

Figure 11

	Denial of access	Unreasonable time extensions	Processing delays	Exemptions applied improperly
Number of complaints	8	5	4	6

During 2016–17, the Office of the Information Commissioner (OIC) received temporary funding which was used to increase investigative capacity. As noted in the *Information Commissioner of Canada's 2016–2017 Annual Report*, the “main areas of focus were the implementation of a simplified investigative process for delay complaints, with supporting advisory notices, and the roll-out of interest-based negotiations for investigations.” This OIC initiative had an impact on the Department and required ESDC to strike a daily balance between responding to investigations while continuing to process access to information requests. As a result, there were 59 active investigations during the reporting period.

Also during the reporting period, ATIP Ops managed to close 37 outstanding complaints, either carried over from previous years or from 2016–17. The following table outlines the OIC's findings.

Figure 12

	Well founded	Not well founded	Discontinued	Resolved	Settled
Number of complaints	11	4	16	4	2

There were no requests that resulted in court action in 2016–17.

Audits

In the 2015–16 fiscal year, ESDC's Internal Audit Services Branch undertook an audit of the access to information process. The findings were released in 2016–17 and are currently being used to further improve ATIA administration. This process builds upon insight gained from the 2015–16 Business Process Redesign (BPR) and signals an opportunity to further strengthen ESDC's access to information program.

Recommendations from the audit included the discussion of performance results at key departmental oversight committees, the implementation of a strategy to address delays and skill shortages, more complete and accurate performance reporting, and addressing training gaps and modernization efforts. In its goal to position and strengthen ESDC for the future, ATIP Ops worked to respond to these recommendations along two main lines while continuing to support daily operations and volumes.

First, in 2016–17, ATIP Ops focused on data integrity pertaining to access to information reporting results. New procedures such as quality monitoring and validation techniques were designed to provide improved insight into and oversight of the daily administrative process. ATIP Ops looked at other departments' operational best practices and explored their work. The Division also modified weekly reporting documents, adding precision to forms to highlight key details and better meet senior management needs. The process of stabilizing and increasing rigor in ATIA reporting results also increased senior ESDC management's awareness of the access to information program. Additionally, ATIP Ops started to engage branches and regions on the subject of training, workload, issues and business processes and will continue to do so. Looking forward, ATIP Ops is well-positioned next year to advance this work and to better engage senior management on trends and emerging challenges across the Department.

Second, ATIP Ops focused on stabilizing the daily administration of the program by starting to increase capacity within the Division and increasing the development of ATIP expertise. Priorities included resource retention, creating an organizational structure to strengthen internal capacity and hiring additional resources to provide management capacity with respect to request processing and implementing business process improvements. Looking towards next year, ATIP Ops will concentrate on continuing training within the Division, as well as with LOs and other stakeholders. ATIP Ops will also work in partnership with those in the ATIP community to leverage and build on existing work, and to establish a sustainable resource development program as an integral part of a recruitment and retention strategy. Combined, this foundational work enables ATIP Ops to build on successes and better examine key challenges, while simultaneously enhancing the administration of the ATIA, reinforcing the daily operations of the Division, and strengthening the Department’s service to the public.

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. Given these timeframes and ESDC’s commitment to respecting both the letter and spirit of the ATIA, the Department established the following steps and responsibilities:

Retrieval of Relevant Records and Formulation of Recommendations: Once a request is received, it is tasked to the relevant branches and/or regions (Offices of Primary Interest or OPIs). The OPIs have eight working days to retrieve all responsive records and present them, along with any recommendations, to the Request Processing Unit.

Line-by-line Review of the Responsive Records: The Request Processing Unit has eight working days to do a thorough line-by-line review of the records and to invoke any applicable exemptions and/or exclusions.

Advance Release Notice: Key stakeholders receive a notification that the release package has been posted electronically on a secure internal site at least four working days prior to the scheduled release date. This mechanism allows for all implicated parties to vet information prior to release.

Ultimately, ESDC’s ATIP Ops has a long-standing history of keeping its colleagues informed throughout the process when responding to ATIA requests. The Department 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 is also shared with senior management. This collaborative approach supports a “no-surprise environment” for stakeholders within ESDC and supports ATIP Ops in administering the legislation appropriately, with minimal delay.

ATIP Ops staff and management are committed to the continued development and implementation of short-term improvements and long-term sustainable strategies in order to manage the workload while strengthening and positioning the Division for the future.

Annex A: Delegation Order

ORDONNANCE DE DÉLÉGATION DE POUVOIRS

EMPLOI ET DU DÉVELOPPEMENT SOCIAL

En vertu de l'article 11 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.

➤ *Loi sur l'accès à l'information*

DELEGATION ORDER

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA

The Minister of Employment and Social Development, pursuant to section 11 of the *Department of Employment and Social Development Act*, hereby designates the persons, officers or employees holding the positions with Employment and Social Development 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.

➤ *Access to Information Act*



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

JUN 22 2017
date

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

Access to Information Act

Description	Section	Delegated Authority
Responsibility of government institutions	4(2.1)	<ul style="list-style-type: none"> • Deputy Minister, Employment and Social Development Canada (ESDC) • Deputy Minister, Labour • Senior Associate Deputy Minister of ESDC and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, Access to Information and Privacy (ATIP) Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations • ATIP Analyst, Request Processing Unit, ATIP Operations • Public Rights Advisor, Request Processing Unit, ATIP Operations • ATIP Program Officer, Request Processing Unit, ATIP Operations • Junior Analyst, Request Processing Unit, ATIP Operations
Notice where access requested	7(a)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Giving access to record	7(b)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Transfer of request to another government inst.	8(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations
Extension of time limits	9	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing

Description	Section	Delegated Authority
		Unit, ATIP Operations <ul style="list-style-type: none"> • Team Leader, Request Processing Unit, ATIP Operations
Payment of additional fees	11(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Payment of fees for EDP record	11(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Deposit	11(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Notice of fee payment	11(5)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy

Description	Section	Delegated Authority
		Minister and Chief Operating Officer for Service Canada <ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Waiver or refund of fees	11(6)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Language of access	12(2)(b)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations
Access to alternate format	12(3)(b)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating

Description	Section	Delegated Authority
		Officer for Service Canada <ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations
Refuse access – Obtained in confidence	13	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Federal-provincial affairs	14	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – International affairs and defence	15	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Law enforcement and investigations	16	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Public Servants Disclosure Protection Act	16.5	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Safety of individuals	17	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Economic interests of Canada	18	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada

Description	Section	Delegated Authority
		Minister and Chief Operating Officer for Service Canada <ul style="list-style-type: none"> • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
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	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Personal information	19	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Third party information	20	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing

Description	Section	Delegated Authority
		Unit, ATIP Operations
Refuse access – Operations of Government	21	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Testing procedures, tests, audits	22	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Audit working papers and draft audit reports	22.1	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Solicitor-client privilege	23	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister,

Description	Section	Delegated Authority
		ESDC <ul style="list-style-type: none"> • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Refuse access – Statutory prohibitions	24	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Severability	25	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Information to be published	26	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Third party notification	27(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations
Third party notification – Extension of time limit	27(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations
Third party notification – Notice of decision	28(1)(b)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Third party notification – Waive representations in writing	28(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour

Description	Section	Delegated Authority
		<ul style="list-style-type: none"> • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations
Third party notification – Disclosure of record	28(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Where the Information Commissioner recommends disclosure	29(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Advising Information Commissioner of third party involvement	33	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations

Description	Section	Delegated Authority
Right to make representations	35(2)(b)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Access to be given to complainant	37(4)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Notice to third party (application to Federal Court)	43(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations
Notice to applicant (application to Federal Court by third party)	44(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations

Description	Section	Delegated Authority
Special rules for hearings	52(2)(b)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations
Ex parte representations (Federal Court)	52(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations
Facilities for inspection of manuals	71(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations
Annual report to Parliament	72	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister,

Description	Section	Delegated Authority
		ESDC <ul style="list-style-type: none"> • Corporate Secretary • Director, ATIP Operations

Access to Information Act Regulations

Description	Section	Delegated Authority
Transfer of request	6(1)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations • Team Leader, Request Processing Unit, ATIP Operations
Search and preparation of fees	7(2)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Production and programming fees	7(3)	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister,

Description	Section	Delegated Authority
		ESDC <ul style="list-style-type: none"> • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Providing access to records	8	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations
Limitations in respect of format	8.1	<ul style="list-style-type: none"> • Deputy Minister, ESDC • Deputy Minister, Labour • Senior Associate Deputy Minister and Chief Operating Officer for Service Canada • Associate Deputy Minister, ESDC • Corporate Secretary • Director, ATIP Operations • Manager, Request Processing Unit, ATIP Operations

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: 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	2,268
Outstanding from previous reporting period	379
Total	2,647
Closed during reporting period	2,276
Carried over to next reporting period	371

1.2 Sources of requests

Source	Number of Requests
Media	670
Academia	22
Business (private sector)	438
Organization	113
Public	580
Decline to Identify	445
Total	2,268

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	
205	68	233	116	129	7	0	758

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	112	317	192	74	13	7	1	716
Disclosed in part	30	382	214	207	61	94	17	1,005
All exempted	7	2	5	3	3	0	0	20
All excluded	1	2	3	8	4	3	0	21
No records exist	20	132	78	8	7	2	0	247
Request transferred	26	7	4	0	0	0	0	37
Request abandoned	126	34	18	14	9	16	9	226
Neither confirmed nor denied	1	1	2	0	0	0	0	4
Total	323	877	516	314	97	122	27	2,276

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	7	16(2)	201	18(a)	2	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	10	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	6	18(d)	1	21(1)(a)	309
13(1)(e)	0	16(3)	0	18.1(1)(a)	1	21(1)(b)	299
14	99	16.1(1)(a)	0	18.1(1)(b)	1	21(1)(c)	40
14(a)	14	16.1(1)(b)	0	18.1(1)(c)	1	21(1)(d)	10
14(b)	4	16.1(1)(c)	0	18.1(1)(d)	1	22	13
15(1)	20	16.1(1)(d)	0	19(1)	501	22.1(1)	13
15(1) - I.A.*	22	16.2(1)	0	20(1)(a)	3	23	70
15(1) - Def.*	22	16.3	0	20(1)(b)	119	24(1)	186
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	2
16(1)(a)(i)	1	16.4(1)(b)	0	20(1)(c)	96		
16(1)(a)(ii)	1	16.5	0	20(1)(d)	11		
16(1)(a)(iii)	0	17	5				
16(1)(b)	14						
16(1)(c)	46						
16(1)(d)	0						

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

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	8	69(1)(g) re (a)	30
68(b)	0	69(1)(a)	12	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	10	69(1)(g) re (c)	23
68.1	0	69(1)(c)	10	69(1)(g) re (d)	2
68.2(a)	0	69(1)(d)	14	69(1)(g) re (e)	5
68.2(b)	0	69(1)(e)	33	69(1)(g) re (f)	22
		69(1)(f)	13	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	654	59	3
Disclosed in part	765	226	14
Total	1,419	285	17

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	241,532	240,600	716
Disclosed in part	184,052	166,000	1,005
All exempted	1,154	0	20
All excluded	536	0	21
Request abandoned	11,094	3,489	226
Neither confirmed nor denied	0	0	4

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	661	6,902	40	7,029	1	729	10	28,182	4	197,758
Disclosed in part	683	17,735	246	46,447	46	30,366	26	44,070	4	27,382
All exempted	18	0	1	0	1	0	0	0	0	0
All excluded	20	0	1	0	0	0	0	0	0	0
Request abandoned	207	730	14	1,749	3	999	2	11	0	0
Neither confirmed nor denied	4	0	0	0	0	0	0	0	0	0
Total	1,593	25,367	302	55,225	51	32,094	38	72,263	8	225,140

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	43	0	0	0	43
Disclosed in part	227	4	0	0	231
All exempted	3	0	0	0	3
All excluded	15	0	0	0	15
Request abandoned	31	0	0	0	31
Neither confirmed nor denied	1	0	0	0	1
Total	320	4	0	0	324

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
528	311	42	26	149

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	73	19	92
16 to 30 days	65	21	86
31 to 60 days	74	32	106
61 to 120 days	65	45	110
121 to 180 days	44	28	72
181 to 365 days	24	26	50
More than 365 days	1	11	12
Total	346	182	528

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	10	0	46	3
Disclosed in part	108	33	179	14
All exempted	0	1	3	2
All excluded	0	8	6	0
No records exist	0	1	4	0
Request abandoned	14	6	26	3
Total	132	49	264	22

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	60	3	39	3
31 to 60 days	36	27	135	9
61 to 120 days	24	19	88	8
121 to 180 days	5	0	2	1
181 to 365 days	7	0	0	0
365 days or more	0	0	0	1
Total	132	49	264	22

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1,887	\$9,435	387	\$1,935
Search	1	\$65	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	1	\$10
Total	1,888	\$9,500	388	\$1,945

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	173	7,233	12	68
Outstanding from the previous reporting period	2	385	0	0
Total	175	7,618	12	68
Closed during the reporting period	159	5,096	12	68
Pending at the end of the reporting period	16	2,522	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							
	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	25	52	23	2	0	0	0	102
Disclose in part	6	12	18	5	0	0	0	41
Exempt entirely	0	1	1	0	1	0	0	3
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	2	2	0	0	0	0	4
Other	7	2	0	0	0	0	0	9
Total	38	69	44	7	1	0	0	159

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	1	5	2	0	0	0	0	8
Disclose in part	1	1	1	0	0	0	0	3
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	1	0	0	0	0	0	0	1
Total	3	6	3	0	0	0	0	12

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	13	119	1	236	0	0	0	0	0	0
16 to 30	26	238	0	0	0	0	0	0	0	0
31 to 60	26	261	1	107	0	0	0	0	0	0
61 to 120	4	91	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	0	2	214	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	70	709	4	557	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
23	59	37	119

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		\$1,315,471
Overtime		\$16,414
Goods and Services		\$421,510
• Professional services contracts	\$414,562	
• Other	\$6,948	
Total		\$1,753,395

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	16.98
Part-time and casual employees	0.68
Regional staff	0.00
Consultants and agency personnel	2.60
Students	0.80
Total	21.06