



Annual Report on the *Access to Information Act*: 2016–2017



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1. Report on the *Access to the Information Act*

1.1 Introduction

The *Access to Information Act* (the Act) gives Canadian citizens, permanent residents and all individuals and corporations present in Canada the right of access to records under the control of a government institution subject to the Act. The Act complements, but does not replace, other means of obtaining government information.

This report is prepared and tabled in the House of Commons and the Senate in accordance with section 72 of the Act. The report covers the period from April 1, 2016, to March 31, 2017.

1.2 Mandate of Library and Archives Canada

The mandate of Library and Archives Canada (LAC) is:

- To preserve the documentary heritage of Canada for the benefit of present and future generations;
- To serve as a source of enduring knowledge accessible to all, contributing to the cultural, social, and economic advancement of Canada as a free and democratic society;
- To facilitate co-operation among Canadian communities involved in the acquisition, preservation, and diffusion of knowledge; and
- To serve as the continuing memory of the Government of Canada and its institutions.

Given LAC's role as the continuing memory of the federal government, all archival records are sent to LAC once they are no longer needed for operational purposes in their originating department. The records held by LAC are stored in the National Capital Region, as well as in LAC facilities in Halifax, Winnipeg and Vancouver. As of November 2016, records stored in Halifax were relocated to other LAC facilities.

Each year, in addition to Access to Information (ATI) requests received on LAC's own operational records, LAC receives thousands of requests for access to the archival records in its holdings. The requests are typically voluminous, large in scope and complex. Many of these records contain personal and other sensitive information. LAC processes ATI requests by applying both formal and informal processes.

Furthermore, LAC is responsible for storing the restricted personnel files of former Canadian Armed Forces personnel and all of the personnel files of former federal government public servants, the majority of which are stored in LAC's facility in Winnipeg.

LAC dedicates efforts and resources to ensure compliance for formal requests received under the Act, however, 84% of requests received by LAC this year were submitted in the informal process.

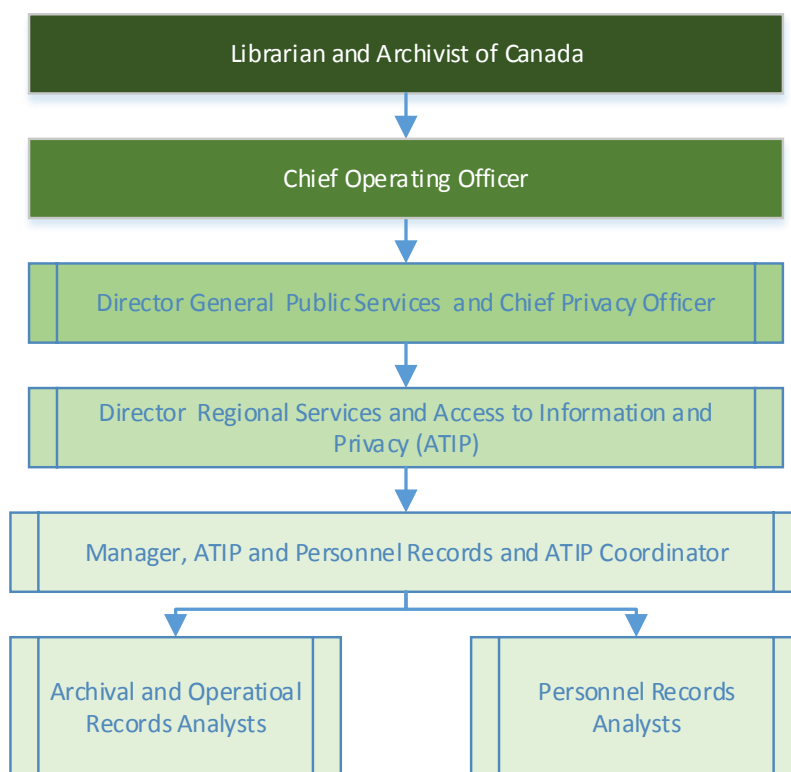
Table 1

ATI requests received by LAC
Informal ATI requests: 5,837
Formal ATI requests: 1,125
Total number of ATI requests: 6,962

1.3 Organization

The organizational chart below outlines the reporting structure for the delegated administration of the Act at LAC:

Figure 1



Each of the positions listed have responsibilities for exercising certain sections under the Act in accordance with LAC's access to information and privacy (ATIP) delegation.

During the reporting period, 22.0 full-time equivalents (FTEs) were assigned to processing requests received under the Act.

Requests are received by two teams: 1) Archival and Operational Records; and 2) Personnel Records.

Archival and Operational Records:

- Responds to consultations submitted by other federal institutions on the application of the Act as it relates to LAC's current operational records;
- Processes formal and informal requests for access to LAC's current restricted operational records and restricted archival records under LAC's control;
- Reviews restricted finding aids concerning restricted archival records transferred to LAC for permanent custody and severs information that remains restricted;
- Approves letters of authorization for current employees of federal institutions to access restricted archival records under LAC's control; and
- Represents LAC in its interactions with the Office of the Information Commissioner of Canada (OIC) regarding applications of the Act with respect to records under LAC's control.

Personnel Records:

- Processes formal and informal access requests for restricted personnel records on former members of the Canadian Armed Forces as well as former federal government employees;
- Monitors other institutions' programs to gauge the effects on workload, resources and processes; and
- Represents LAC in interactions with the OIC on applications of the Act to restricted records described above.

1.4 Delegation order

For the purposes of the Act, the Minister of Canadian Heritage delegates her powers, authorities and responsibilities to the Deputy Head of LAC. The Deputy Head is accountable for developing, coordinating and implementing effective policies, guidelines, systems and procedures. This delegation order ensures that the Minister's responsibilities under the Act are met and that information is processed and disclosed appropriately.

At LAC, the Deputy Head (the Librarian and Archivist of Canada) delegates his powers, authorities, and responsibilities to:

- The Chief Operating Officer;
- The Director General, Public Services, and Chief Privacy Officer;
- The Director, Regional Services and ATIP;
- The Manager, ATIP and Personnel Records, and ATIP Coordinator; and
- The ATIP analysts in Archival and Operational Records and in Personnel Records.

The latest delegation order was issued by the Minister of Canadian Heritage to LAC in May 2016 and is available at Appendix A of this report.

1.5 Highlights from the statistical report

Statistical reporting on the administration of the Act has been in place since 1983. The statistical reports prepared by government institutions provide aggregate data on the application of the Act. This information is made public on an annual basis in the *Info Source Bulletin* and is included with the *Annual Report on Access to Information*, which is tabled in Parliament.

A comprehensive statistical report related to the requests processed by LAC under the Act between April 1, 2016, and March 31, 2017, is available at Appendix B of this report.

Highlights from the statistical report are included in several sections below.

2. Interpretation of the statistical report for requests under the *Access to Information Act*

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

1.1 Number of requests

Table 2

Formal requests received in 2016–2017	Formal requests carried over from 2015–2016	Formal requests completed in 2016–2017	Formal requests carried forward into 2017–2018
1125	103	987	241

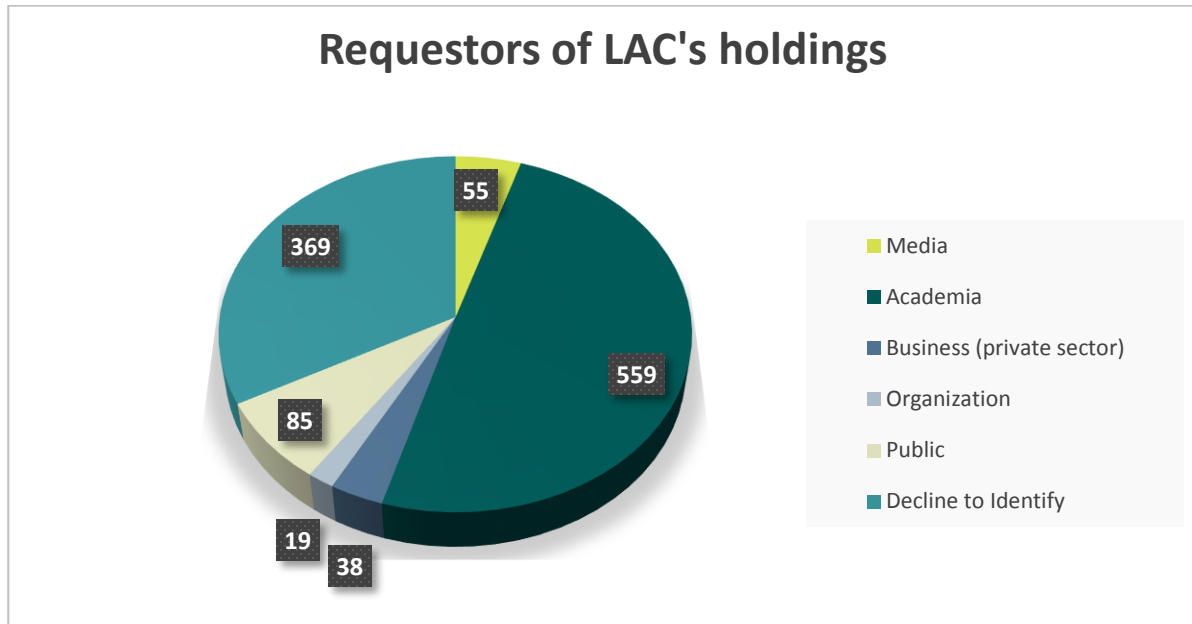
LAC responded to 987 formal requests during 2016-2017. This represents an increase from the 758 requests completed in 2015-2016. This increase can be attributed to LAC's ability to staff previously vacant positions in order to ensure more efficient compliance with the Act.

In 2015–2016, LAC received 737 formal requests compared to 1,125 requests received in 2016–2017. There are several factors that have contributed to the upward trend of new requests received. These include:

- 1) the elimination of processing fees for formal requests, making records under the Act more accessible to LAC clients. Note: In the three-month period before the implementation of the elimination of fees, LAC received 186 formal requests, compared to 254 formal requests it received in the three months after the *Interim Directive on the Administration of the Access to Information Act* came into effect;
- 2) increased awareness by the public and LAC clients regarding legislated rights under the Act;
- 3) increased interest by some researchers at academic institutions in filing formal requests in order to develop databases outlining information relating to security and intelligence for future use by academic researchers; and
- 4) as of September 16, 2016, LAC's introduction of online forms for its clients to complete *Access to Information* requests, resulting in a more efficient and direct way for LAC clients to submit requests.

1.2 Sources of requests

Figure 2



Of the 1,125 new requests received during the 2016–2017 reporting period, 559 (50%) were from entities that self-identified as being from the stream of academia; 369 (33%) were from entities that declined to identify; and the remaining 18% were from media, businesses, organizations or the public.

1.3 Informal requests

LAC clients access material under the Act through both formal and informal processes. The Act is intended to complement and not to replace existing procedures for accessing government information. In line with this principle, LAC completed 5,837 client-based informal requests in 2016–2017 compared to 5,425 in 2015–2016. This represents an increase of 7.4% over the previous fiscal year.

In addition to the high volume of informal requests that LAC processes, it also makes significant efforts to proactively make its holdings available in a variety of ways that allow the public to access documentation without having to submit a request. These efforts include:

- *Block review*: LAC has committed to proactively review and, where appropriate in accordance with ATI and privacy legislation, open currently restricted archival records in its holdings. In 2016–2017, more than 8 million pages of previously restricted records were opened under block review. More information about block review procedures and how this

further contributes to LAC's services to its clients and the public can be found in Section 10 of this report.

- *Summaries:* Via proactive disclosure, clients are searching for information online first through the Open Data Portal, where LAC posted 419 ATI summaries in 2016–2017. Clients can then request and obtain copies of previously reviewed and released ATI packages.

In addition to the informal requests processed by ATIP staff at LAC located in the National Capital Region, archivists and trained staff members employed in service points in Halifax, Winnipeg and Vancouver also process informal requests and provide access to material to clients onsite. In the past, statistics collected by the LAC regional teams were not systematically incorporated into the annual report. The following illustrates the volume of pages reviewed and released in the past three years that was not incorporated into these annual reports:

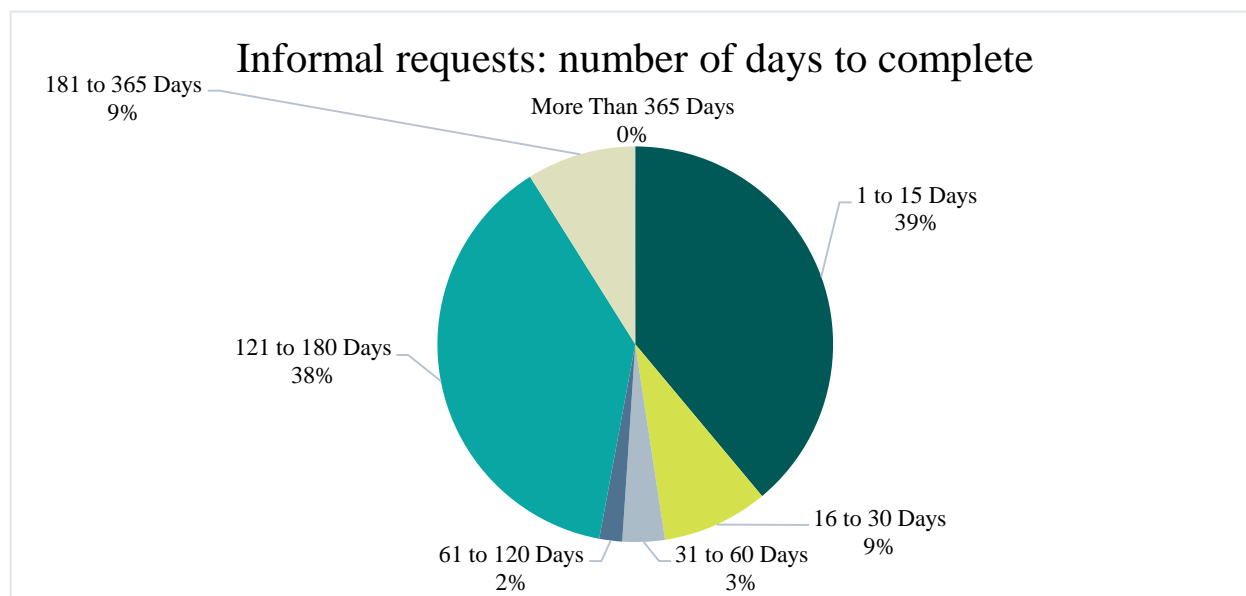
Table 3

Reporting period	Regions: Informal requests— number of pages reviewed	Regions: Informal requests— number of pages released
2016–17	75,289	67,890
2015–16	49,114	28,834
2014–15	43,936	39,180

Since April 1, 2017, LAC's regional ATIP statistics are collected and reported in the same manner as the statistics from the National Capital Region, and they will be incorporated into the 2017–2018 Annual Report.

There was a significant increase in the number of pages reviewed and released by the regional teams in 2016–2017. This increase can be explained by the specific interest in records held in the regional centres, including records related to Indigenous peoples and land, many of which are held in Vancouver.

Figure 3



Of the 5,837 informal requests processed in 2016–2017, 2,292 (39%) were completed within 15 days.

In general, informal requests are completed on a first come, first serve basis. However, there are times when the order is changed depending on the number of pages to be reviewed, or the complexity of the records.

Departmental Researchers

LAC ensures that current federal government employees have access to restricted archival records that are under LAC’s control when required. A procedure is in place to grant designated staff from the originating department, with access to records which would otherwise be restricted under the ATIP. Federal employees must submit a departmental researcher authorization letter (signed by an authority at the director level or above from the originating department) to LAC to consult their own institution’s restricted archival records. Similarly, employees who want to consult the restricted archival records of another federal institution must obtain a letter of authorization from that department. In 2016–2017, LAC processed 188 departmental researcher requests.

Finding Aids

When archival records created by federal institutions are transferred to LAC, they are accompanied by indexes or lists that serve as or can be used to create research tools called Finding Aids. Finding Aids describe the contents and location of each archival file to facilitate identification within LAC’s archival holdings. Many Finding Aids also contain sensitive or personal information and must be reviewed prior to release. In 2016–2017, LAC reviewed 154 Finding Aids, which represents a decrease from the 200 Finding Aids reviewed in 2015–2016.

Part 2 – Requests closed during the reporting period

2.1 Disposition and completion time

In 2016–2017, LAC completed 987 formal requests. In 744 (75%) of these cases all or parts of the records were disclosed. In 86 requests, no records were found; 75 requests were abandoned by the requestors; and 25 requests were transferred to other federal institutions.

Table 4 provides an overview of the records disclosed and Table 5 provides an overview of completion times.

Table 4

Number and percentage disclosed			
	2016–2017	2015–2016	2014–2015
Fully disclosed	325 (33%)	223 (29%)	276 (34%)
Partially disclosed	419 (42%)	383 (51%)	393 (48%)
Exempted in entirety	2 (0%)	0 (0%)	2 (0.2%)
Excluded in entirety	54 (5%)	38 (5%)	24 (3%)
No existing records	86 (9%)	61 (8%)	59 (7%)
Transferred to another institution	25 (3%)	8 (1%)	8 (1%)
Request abandoned	75 (8%)	44 (6%)	59 (7%)
Neither confirmed nor denied	1 (0%)	1 (0%)	0 (0%)
Total number of requests	987	758	821

* Percentages may not add up to 100 due to rounding.

Table 5

Number of days and percentage disclosed			
Number of days	2016–2017	2015–2016	2014–2015
1 to 15 days	492 (50%)	386 (51%)	393 (48%)
16 to 30 days	215 (22%)	154 (20%)	242 (29%)
31 to 60 days	70 (7%)	45 (6%)	48 (6%)
61 to 120 days	108 (11%)	77 (10%)	64 (8%)
121 to 180 days	45 (5%)	31 (4%)	24 (3%)
181 to 365 days	43 (4%)	33 (4%)	33 (4%)
More than 365 days	14 (1%)	32 (4%)	17 (2%)

* Percentages may not add up to 100 due to rounding.

2.2 Exemptions

During 2016–2017, LAC invoked 24 exemptions under the Act. Table 6 represents the five most frequent exemptions applied by LAC.

Table 6

Number of requests	Section	Description
351	19(1)	Personal information about an identifiable individual
66	24(1)	Statutory prohibitions against disclosure
56	23	Solicitor–client privilege
47	15(1)	Contains information the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state
40	13(1)(a)	Obtained in confidence from a foreign government

Note: One request may invoke multiple sections of the Act (e.g., sections 13[1][c] and 15[1][c]). However, if the same exemption is used several times for the same request, it is reported only once.

Consistent with the past several reporting periods, the most frequently applied exemption is section 19(1).

2.3 Exclusions

The Act does not apply to certain materials. The following table presents a comparison of the exclusions LAC invoked in 2016–2017 and 2015–2016:

Table 7

Number of requests		Section of the <i>Access to Information Act</i>
2016–2017	2015–2016	
70	34	68(a) published material or material available for purchase by the public
3	1	68(b) library or museum material preserved solely for public reference or exhibition purposes
5	4	68(c) material placed at LAC, the National Gallery of Canada, the Canadian Museum of History, the Canadian Museum of Nature or the Canada Science and Technology Museum by or on behalf of persons or organizations other than government institutions
0	1	69(1) confidences of the Queen's Privy Council
1	0	69(1)(g) re (a) records that contain information about the contents of any record within a class of records (memoranda of proposal or recommendation to council)

2.4 Format of information released

In 2016–17, LAC's release packages of formal requests were in the following format:

Table 8

Format of completed release package	Total number
Paper	205
Digital	539

Applicants to the Act continue to have the option of receiving information either in paper or digital format. Digital format release packages are created on CD-ROM at no additional charge, thereby eliminating the cost of photocopies and printed copies, and reducing the cost of shipping. The documents contained on the CD-ROM are compiled in PDF format. In 2016–2017, there was an increase in the number of electronic release packages, as 72% of clients requested an electronic format compared to 65% in 2015–2016. LAC anticipates that this upward trend will continue.

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

In 2016–2017:

Table 9

Type of request	Number of pages reviewed
Informal	1,049,682
Formal	414,638
Combined (informal and formal)	1,464,320

Requests were reviewed by LAC ATIP analysts in the National Capital Region and by trained staff located in LAC's offices in Halifax, Winnipeg, and Vancouver.

Of the 414,638 pages reviewed by LAC via the formal request process, 400,697 pages of documentation were either fully or partially released. This represents a 97% disclosure rate.

2.5.2. Relevant pages processed and disclosed by size of requests

Of the 987 formal completed requests, 648 (74%) requests required the review of up to 500 pages. A total of 228 requests involved the review of more than 500 pages, including 8 requests that required the review of more than 5,000 pages. Although representing only 26% of LAC's case load, these 228 requests resulted in the disclosure of 336,029 of 400,697 (84%) pages.

Records may have been processed and partially released prior to a request being abandoned. In such cases, 1,290 pages were reported disclosed in the Statistical Report (Appendix B) in Sections 2.5.1 for abandoned requests.

Table 10

Fiscal year	Requests Received	Requests Completed	Number of pages processed	Number of pages released
Formal Requests				
2016–2017	1,125	987	414,638	400,697
2015–2016	737	758	331,632	317,070
2014–2015	829	821	276,887	269,883
2013–2014	877	925	381,335	370,600
2012–2013	900	874	493,423	457,389
Informal Requests				
2016–2017	6,270	5,837	974,211	1,096,105

2.5.3 Other complexities

In the processing of requests, complexities were identified. Of the 455 complexities identified, consultation was required in 249 cases, representing 55% of the complexities noted. In addition to the complexities listed in Appendix B, table 2.5.3, LAC included such issues as mould remediation, digitization and quality assurance in the “Other” column, representing 45% of the total number.

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

In 2016–2017, LAC responded to all but 28 requests within the statutory deadlines. This represents a decrease from the 60 requests not responded to within the statutory deadlines in 2015–2016.

The requests that were not completed within the statutory deadlines fall into to the following categories:

- 21 requests due to external consultations
- 3 requests due to internal consultations
- 1 request due to workload
- 3 requests due to other factors

In 76% of the cases, the primary obstacle for meeting the statutory timelines was external consultations. LAC’s improvement in meeting the statutory deadlines can be attributed to a few factors. Section 7.7.2 of the *Interim Directive on the Administration of the Access to Information Act*, issued in May 2016, has had a positive impact as it has directed other federal institutions to apply the same importance to consultation as to the processing of their own ATI requests. Secondly, LAC staffed a number of vacant positions in the ATIP team in

2016–2017. Thirdly, LAC undertook a project in the second and third quarters of 2016–2017 to identify and implement process improvements and efficiencies.

2.6.2 Number of days past deadline

Table 11

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	3	3	6
16 to 30 days	1	3	4
31 to 60 days	0	1	1
61 to 120 days	0	4	4
121 to 180 days	0	5	5
181 to 365 days	0	5	5
More than 365 days	1	2	3
Total	5	23	28

Of the 28 requests LAC completed that were past the statutory deadline, 3 requests were late by more than 365 days. This was due to factors outside of LAC’s control, such as consultation with foreign governments and the workloads of other federal institutions.

2.7 Requests for translation

Consistent with the 2015–2016 fiscal year, there were no requests for translation from English to French or from French to English in 2016–2017.

Part 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Table 12

Extension		2016–2017	2015–2016	2014–2015
9(1)(a) Large volume of requests		114	40	25
9(1)(b) Consultations necessary	s.69	0	1	2
	Other	244	182	156
9(1)(c) Third party notice required		0	0	4

LAC holds all archival records of federal government institutions. Due to the nature of the files and the complexity of the holdings, LAC consults various departments prior to the release of information. This contributes to the volume of consultation packages and often impacts extensions taken.

3.2 Length of extensions

Of the 244 extensions LAC invoked in 2016–2017, 84 were invoked for 30 days or less and 155 were invoked for 31 to 60 days. Thus, 98% of the extensions requested were for additional processing time of 60 days or less, and only 2% of the extensions requested by LAC were for a period greater than 60 days. This also affirms LAC's commitment to ensuring the formal request process is as efficient and timely as possible.

Part 4 – Fees

During the reporting period, LAC collected \$4,935.63 in application and search fees. Of this total, \$4,695 represents application fees collected and \$240.63 represents search fees that were collected during the reporting period. As of May 5, 2016, consistent with Section 7.5 of the *Interim Directive on the Administration of the Access to Information Act*, LAC no longer collects fees over and above the \$5.00 application fee for each submitted formal request.

Part 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other Government of Canada institutions and organizations

During the 2016–2017 fiscal year, LAC completed 20 consultation requests (comprising 1,863 pages) from other Government of Canada institutions concerning LAC's operational records.

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

LAC received 20 consultation requests from other Government of Canada organizations, and these were responded to within 15 days of receipt.

Table 13

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
Disclose entirely	14	0	0	0	0	0	0
Disclose in part	1	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0
Consult other institution	5	0	0	0	0	0	0

Of the 20 consultation requests completed, full disclosure recommendations were made in 11 cases and partial recommendations were made in one case.

5.3 Recommendations and completion time for consultations received from other organizations

LAC did not receive any requests for consultation from other organizations.

Part 6 – Completion time of consultations on Cabinet confidences

6.1 Requests involving Legal Services

LAC did not consult with Legal Services during 2016–2017 on Cabinet confidences.

6.2 Requests involving the Privy Council Office

LAC did not consult the Privy Council Office in 2016–2017 on Cabinet confidences.

Part 7 – Complaints and investigations

In 2016–2017, there were 15 complaints or investigations received. This is a slight increase compared to 13 received in 2015–2016.

Of the 10 complaints that were resolved this fiscal year, 4 were well-founded and resolved; 3 were not substantiated; 2 were discontinued; and 1 was settled during the course of the investigation.

Table 14

Section 32 Notice of intention to investigate	Section 35 Investigations in private	Section 37 Commissioner shall provide a record of report	Total complaints
11	1	3	15

Part 8 – Court action

There were no new court cases in 2016–2017 involving LAC.

Part 9 – Resources related to the *Access to Information Act*

9.1 Costs

During 2016-2017, the total costs associated with administering the Act at LAC was \$1,521,861. This is an increase from the 2015–2016 fiscal year, in which the cost was \$1,113,105. This increase can be attributed to LAC staffing previously vacant positions within the team.

Table 15

Cost Category	Cost to Administer the Act
Salary: ATIP and Personnel Records (National Capital Region), including Director	\$1,218,503.55
Salary: ATIP Regions	\$33,919.64
Salary: Digitization	\$154,579.07
Total Salary	\$1,407,002.26
Operations and maintenance	\$28,991.86
Digitization	\$ 2,800.00
Contract for ATIP software licences	\$66,167.56
IT hardware	\$0
Shipping*	\$16,899.68
Total Operations and Maintenance	\$114,859.10
Total cost associated with the administration of the Act	\$1,521,861.36

*During 2016-2017, internal tracking of shipping and courier costs were modified, and as a result, approximate calculations of postage costs were based on the size and weight of the most frequently mailed packages. Exact costs will be available for the 2017-2018 fiscal year.

9.2 Human resources

There were 22.0 FTEs assigned to the processing of formal and informal ATI requests, compared to 19.23 in 2015–2016.

LAC made efforts to staff previously vacant positions during the reporting period. Consequently, LAC used several hiring mechanisms, including the hiring of casual and temporary staff as well as indeterminate nominations at various classification levels.

Part 10 – Miscellaneous

10.1 Education and training

During the reporting period, LAC undertook several initiatives to raise awareness around ATI roles and responsibilities and to train individual employees on specific responsibilities.

In September 2016, LAC recognized and promoted international [Right to Know Day](#), which aims to raise awareness of an individual's right to access government information, while promoting freedom of information as essential to both democracy and good governance. Internal messaging was sent out to all LAC employees, publicizing the day, reminding them of their roles and responsibilities, both in relation to LAC and its role as the continuing memory of the federal government, but also as individual federal public servants. Employees at LAC were encouraged to take the ATIP courses offered by the Canada School of the Public Service. At the same time, LAC publicly promoted its block review initiative, launched a list of the first 100 record sets proactively opened under the initiative, and launched its online forms to facilitate client ATIP requests. All of these initiatives raised the profile of ATI while reminding employees of their obligations.

Furthermore, ATIP staff in the National Capital Region provided training to nine LAC regional staff members on the use of the Access Pro Case Management (APCM) system. Prior to December 2016, regional staff were compiling statistics; however, due to varying criteria compiled, these statistics were not systematically incorporated into previous LAC Annual Reports. Completion of this training and the full rollout of APCM now means that for 2017–2018 all LAC ATIP cases will be systematically and consistently tracked and managed in one system: APCM. This will ensure that more consistent statistics are gathered across the institution.

On February 21, 2017, LAC hosted the *Workshop on Accessing Restricted Government Records at LAC*. Approximately 20 university researchers met with LAC ATIP analysts and government records archivists. They shared information on their research initiatives, and LAC made presentations on how it processes ATIP requests and how it acquires and manages government records. This workshop was the first of its kind. It received positive feedback and can easily be repeated in the future to other audiences.

LAC supported the organization of the OIC's [Transparency for the 21st Century](#) conference which took place March 21 – 23, 2017. This event brought together over 200 Canadian and international experts and advocates in the fields of access to information, open government and government transparency. The event took place at LAC's facility at 395 Wellington Street. LAC delivered a presentation during a panel discussion on Transparency and Indigenous Rights and organized *Panel 4 – Building Transparency for the Future: the Role of Archives and Historians*.

LAC's ATIP team also maintained regular exchanges with key internal stakeholders in its Government Records Branch to ensure effective communication and to provide a common platform for problem-solving as well as a forum to discuss any practical issues. Meetings are held regularly between the two teams and have led to productive outcomes, such as the refinement of procedures and ongoing assessment as well as the monitoring of the processing of ATI requests.

Experienced analysts are mentoring the analysts who have recently joined LAC or recently taken on new roles and responsibilities, to ensure effective transition and to improve the processing of incoming ATI requests.

A training plan was also developed to address LAC's broader ATIP needs, and its implementation is ongoing into 2017–2018.

Table 16

Training type	Month and year	Target audience
Awareness activity: <i>Right to Know Day</i>	September 28, 2016	LAC staff
Hands-on training: APCM	November 2016	LAC regional staff from Halifax, Winnipeg and Vancouver
Workshop on accessing restricted Government records at LAC	February 21, 2017	University researchers from a range of institutions interested in records on diplomacy, security and intelligence wishing to gain a better understanding of how ATIP works at LAC
Conference: <i>Transparency in the 21st Century</i>	March 2017	Federal, provincial and territorial access professionals, as well as private and public sector information specialists
Hands-on working meetings with internal stakeholders	Q2, Q3, Q4 of the 2016–2017 fiscal year	Government records archivists
Job shadowing: Experienced ATIP analysts support the learning of newer ATIP analysts	Ongoing throughout the fiscal year	ATIP staff and LAC staff with an interest in ATIP

Overall, in 2016–2017, the profile of ATI was raised within LAC and to the external public by developing, presenting and participating in several key initiatives.

10.2 Significant changes to organization, programs, operations or policy

On April 1, 2016, LAC's Operations Sector implemented a re-organization to gain efficiencies around program management. This moved the ATIP and Personnel Records team under a newly created division, Regional Services and ATIP, bringing together two teams undertaking ATIP processes. This redistribution of teams has aligned functions and rebalanced management responsibilities.

Following the coming into force of the *Interim Directive on the Administration of the Access to Information Act* in May 2016, and in accordance with the federal government's revised policy on ATIP requests, no additional fees (aside from the \$5 application fee) were to be collected by federal institutions. LAC reviewed its procedures and revised accordingly.

In May 2016, a revised delegation order was issued to LAC by the Minister of Canadian Heritage. As a result, some policies and procedures required revision to accurately reflect the organizational structure and new delegation. Accordingly, revisions were made to ensure that the policies and procedures reflected the new delegation, including issuing new ATIP delegation cards to all relevant employees.

In August 2016, LAC's ATIP team began a thorough review of its workflows to find opportunities for efficiencies. The team implemented some of the improvements identified.

On September 16, 2016, LAC launched online forms via its website for the submission of ATI requests. After that date, 364 requests were submitted via the online form. This represents 32% of the requests received within this fiscal year.

Revised procedures were also implemented for the handling of sensitive protected material with security designations found in LAC's archival holdings.

10.3 Overview of new or revised ATI-related policies and procedures implemented

In March 2017, LAC approved its formalized *Procedure for the Public Disclosure of Government of Canada Records via Block Review*. In alignment with LAC's access mandate, the Government of Canada's direction on the Open Government and Information Management Policy Framework and LAC's Access Policy Framework, and in compliance with all applicable laws, LAC is proactively opening portions of its restricted government archival records using a risk-informed process.

Block review is the systematic, risk-based assessment of blocks or series of archival government records in LAC's collection to determine if they can be opened.

The application of block review will result in the regular, ongoing, and timely removal of access restrictions on government records in LAC's holdings, with the outcome of improved availability of material for Canadians, and an overall reduction in the number of formal and informal ATIP requests.

In 2016-2017, 8,786,000 pages were assessed using block review procedures and of those, 8,161,794 pages were opened.

In addition to the substantial efforts made to apply block review procedures to archival records, LAC also actively shared information on the initiative during the 2016-2017 fiscal year:

Table 17

Date	Event
June 2016	Association of Canadian Archivists annual meeting
September 2016	Carleton University – Open Government panel
September 2016	World Bank Archives in Washington, D.C.
September 2016	Visit to Ontario Archives by LAC Open Government staff
December 2016	Joint conference of the Canadian Historical Association's Canadian Network on Humanitarian History and Global Affairs Canada – <i>The Samaritan State Revisited: Historical Perspectives on Canadian Foreign Aid, 1950-2016</i>
December 2016	LAC Services Consultation Committee
March 2017	New England Archivists annual meeting

In March 2016, LAC clarified how it interprets and processes requests received under s. 8(2)(k) of the *Privacy Act*. The new procedure came into effect in April 2016. In order to account for changes to Band names and territories over time, LAC now authorizes researchers to access material in any relevant Band record which is related to a specific claim, where previously researchers could only access records about their current Band. This ensures that researchers have access to all the relevant materials they require to support a comprehensive claim.

10.4 Changes as a result of issues raised by the Office of the Information Commissioner

No changes to report during the 2016–2017 reporting period.

10.5 Changes as a result of issues raised by other agents of Parliament

No changes to report during the 2016–2017 reporting period.

10.6 Monitoring

LAC monitors the time to process access requests through APCM from CSDS Systems Inc. This software enables LAC to track all request-related activities (e.g., time management, correspondences, consultations and fees) and allows each activity to be reported with specific timelines. A system feature called the “Dashboard” also provides system users, supervisors and managers, information about various data fields. Data fields reviewed include the number of requests and request actions that are due within a specific period and the number of late requests. Other features, such as system-designed reports and search-builders, allow users, managers and the system administrator to track all active and closed requests for accuracy, completeness and compliance.

If the system identifies any irregularity, this will first be brought to the attention of section supervisors. Depending on the irregularity identified, the case may be brought to the attention of the ATIP Coordinator and/or Director.

10.7 Information holdings

Info Source is a series of bulletins containing information about and collected by the Government of Canada. The primary purpose of *Info Source* is to assist individuals in exercising their rights under the Act. *Info Source* also supports the federal government’s commitment to facilitate access to information regarding its activities.

A description of LAC’s functions, programs, activities and related information holdings can be found in [Sources of Federal Government and Employee Information 2016](#). (Note that an updated version of this document is forthcoming in 2017.)

To improve service delivery and reduce the technical burdens for the requesters who chose to submit their request online, the Public Services Branch at LAC has updated its program-related information available online, including *Info Source*. All *Info Source* publications are available online free of charge.

Additional copies of this report are available upon request:

Access to Information and Privacy Coordinator
Library and Archives Canada
395 Wellington Street
Ottawa ON K1A 0N4

3. Appendices

Appendix A – Delegation Order

DELEGATION ORDER

Access to Information Act and Privacy Act

Pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, I, as head of Library and Archives Canada, hereby designate the persons holding the positions set out in the schedule hereto, or persons occupying on an acting basis those positions, to exercise my powers and functions under these Acts specified opposite each position.

This Delegation Order supersedes all previous
Access to Information Act and *Privacy Act* Delegation Orders.



The Honourable Mélanie Joly
Minister of Canadian Heritage

MAY 26 2016

Date

Powers and functions delegated pursuant to Section 73 of the *Access to Information Act* and the *Access to Information Regulations*

Delegation		Position					
Section	Description	LAC 1	DGS 2	DIR 3	MAI 4	A1 5	A2 6
<i>Access to Information Act</i>							
4(2.1)	Responsibility of government institutions	x	x	x	x	x	x
7(a)	Notice where access requested	x	x	x	x	x	x
7(b)	Giving access to record	x	x	x	x	x	x
8(1)	Transfer of request to another government institution	x	x	x	x	x	x
9	Extension of time limits	x	x	x	x	x	x
11(2), (3), (4), (5), (6)	Additional fees	x	x		x	x	x
12(2)(b)	Language of access	x	x	x	x		
12(3)(b)	Access in an alternative format	x	x	x	x		
13	Exemption - Information obtained in confidence	x	x	x	x	x	x
14	Exemption - Federal-provincial affairs	x	x	x	x	x	x
15	Exemption - International affairs and defence	x	x	x	x	x	x
16	Exemption - Law enforcement and investigation	x	x	x	x	x	x
16.5	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	x	x	x
17	Exemption - Safety of individuals	x	x	x	x	x	x
18	Exemption - Economic interests of Canada	x	x	x	x	x	x
18.1	Exemption - Economic interests of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	x	x	x	x	x	x
19	Exemption - Personal information	x	x	x	x	x	x
20	Exemption - Third party information	x	x	x	x	x	x
21	Exemption - Operations of Government	x	x	x	x	x	x
22	Exemption - Testing procedures, tests and audits	x	x	x	x	x	x
22.1	Exemption - Audit working papers and draft audit reports	x	x	x	x	x	x
23	Exemption - Solicitor-client privilege	x	x	x	x	x	x
24	Exemption - Statutory prohibitions	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Access to Information Act</i>							
25	Severability	x	x	x	x	x	x
26	Exemption - Information to be published	x	x	x	x	x	x
27(1), (4)	Third-party notification	x	x	x	x	x	x
28(1)(b), (2), (4)	Third-party notification	x	x	x	x	x	x
29(1)	Where the Information Commissioner recommends disclosure	x	x	x	x	x	x
33	Advising Information Commissioner of third-party involvement	x	x	x	x	x	x
35(2)(b)	Right to make representations	x	x	x	x	x	x
37(4)	Access to be given to complainant	x	x	x	x	x	x
43(1)	Notice to third-party (application to Federal Court for review)	x	x	x	x	x	x
44(2)	Notice to applicant (application to Federal Court by third-party)	x	x	x	x	x	x
52(2)(b), (3)	Special rules for hearings	x	x	x	x	x	x
71(1)	Facilities for inspection of manuals	x	x	x	x	x	x
72	Annual report to Parliament	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Access to Information Regulations</i>							
6(1)	Transfer of request	x	x	x	x		
7(2)	Search and preparation fees	x	x	x	x		
7(3)	Production and programming fees	x	x	x	x		
8	Providing access to record(s)	x	x	x	x		
8.1	Limitations in respect of format	x	x	x	x		

Legend:

LAC Librarian and Archivist of Canada

DGS Director General, Services

DIR Director, Regional Services and ATIP

MAI Manager, Access to Information and Privacy Division, PM-06

A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04

A2 Personnel Records Analyst, Access to Information and Privacy Division, PM-03

Powers and functions delegated pursuant to Section 73 of the *Privacy Act* and *Privacy Regulations*

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Privacy Act</i>							
8(2)(j)	Disclosure for research purposes	x	x	x	x		
8(2)(m)	Disclosure in the public interest or in the interest of the individual	x	x	x	x		
8(4)	Copies of requests under 8(2)(e) to be retained	x	x	x	x	x	x
8(5)	Notice of disclosure under 8(2)(m)	x	x	x	x	x	x
9(1)	Record of disclosures to be retained	x	x	x	x	x	x
9(4)	Consistent uses	x	x	x	x	x	x
10	Personal information to be included in personal information banks	x	x	x	x	x	x
14	Notice where access requested	x	x	x	x	x	x
15	Extension of time limits	x	x	x	x	x	x
17(2)(b)	Language of access	x	x	x	x		
17(3)(b)	Access to personal information in alternative format	x	x	x	x	x	x
18(2)	Exemption (exempt bank) - Disclosure may be refused	x	x	x	x	x	x
19(1)	Exemption - Personal information obtained in confidence	x	x	x	x	x	x
19(2)	Exemption - Where authorized to disclose	x	x	x	x	x	x
20	Exemption - Federal-provincial affairs	x	x	x	x	x	x
21	Exemption - International affairs and defence	x	x	x	x	x	x
22	Exemption - Law enforcement and investigation	x	x	x	x	x	x
22.3	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	x	x	x
23	Exemption - Security clearances	x	x	x	x	x	x
24	Exemption - Individuals sentenced for an offence	x	x	x	x	x	x
25	Exemption - Safety of individuals	x	x	x	x	x	x
26	Exemption - Information about another individual	x	x	x	x	x	x
27	Exemption - Solicitor-client privilege	x	x	x	x	x	x
28	Exemption - Medical record	x	x	x	x	x	x
31	Notice of intention to investigate	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Privacy Act</i>							
33(2)	Right to make representation	x	x	x	x	x	x
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	x	x	x	x	x	x
35(4)	Access to be given	x	x	x	x	x	x
36(3)	Report of findings and recommendations (exempt banks)	x	x	x	x	x	x
37(3)	Report of findings and recommendations (compliance review)	x	x	x	x	x	x
51(2)(b)	Special rules for hearings	x	x	x	x		
51(3)	Ex parte representations	x	x	x	x		
72(1)	Report to Parliament	x	x	x	x	x	x

Delegation		Position					
Section	Description	LAC 1	DGS 2	DIR 3	MAI 4	A1 5	A2 6
Privacy Regulations							
9	Reasonable facilities and time provided to examine personal information	x	x	x	x		
11(2)	Notification that correction to personal information has been made	x	x	x	x		
11(4)	Notification that correction to personal information has been refused	x	x	x	x		
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	x	x	x	x		
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	x	x	x	x		

Legend:

LAC Librarian and Archivist of Canada
 DGS Director General of Services
 DIR Director
 MAI Manager, Access to Information and Privacy Division, PM-06
 A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04
 A2 Analyst, Access to Information and Privacy Division, PM-03

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

Name of institution: Library and Archives 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	1,125
Outstanding from previous reporting period	102
Total	1,227
Closed during reporting period	986
Carried over to next reporting period	241

1.2 Sources of requests

Source	Number of Requests
Media	55
Academia	559
Business (private sector)	38
Organization	19
Public	85
Decline to Identify	369
Total	1,125

1.3 Informal requests

Completion time							
1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
2,272	506	202	109	2,227	519	2	5,837

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	155	79	16	51	15	8	1	325
Disclosed in part	151	88	49	55	30	35	10	418
All exempted	1	0	1	0	0	0	0	2
All excluded	46	7	1	0	0	0	0	54
No records exist	59	26	1	0	0	0	0	86
Request transferred	25	0	0	0	0	0	0	25
Request abandoned	54	15	2	2	0	0	2	75
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Total	492	215	70	108	45	43	13	986

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	40	16(2)	1	18(a)	0	20.1	0
13(1)(b)	7	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	32	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	27	16(2)(c)	2	18(d)	0	21(1)(a)	1
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	1
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	47	16.1(1)(d)	0	19(1)	351	22.1(1)	0
15(1) - I.A.*	2	16.2(1)	0	20(1)(a)	1	23	56
15(1) - Def.*	1	16.3	0	20(1)(b)	15	24(1)	66
15(1) - S.A.*	1	16.4(1)(a)	0	20(1)(b.1)	0	26	1
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	10		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	17	0				
16(1)(b)	1						
16(1)(c)	3						
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)	70	69(1)	0	69(1)(g) re (a)	1
68(b)	3	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	5	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	80	245	0
Disclosed in part	125	293	0
Total	205	538	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	147,312	146,739	325
Disclosed in part	258,367	249,673	418
All exempted	16	0	2
All excluded	7	0	54
Request abandoned	5,494	1290	75
Neither confirmed nor denied	0	0	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Fewer than 100 pages processed		101 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5,000 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	125	3,484	109	26,306	47	34,522	42	71,104	2	11,323
Disclosed in part	164	5,600	120	29,278	60	41,936	68	128,234	6	44,625
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	54	0	0	0	0	0	0	0	0	0
Request abandoned	72	0	1	0	0	0	2	1290	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	418	9,084	230	55,584	107	76,458	112	200,628	8	55,948

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	84	0	0	65	149
Disclosed in part	159	1	0	135	295
All exempted	1	0	0	0	1
All excluded	1	0	0	0	1
Request abandoned	3	0	0	6	9
Neither confirmed nor denied	0	0	0	0	0
Total	248	1	0	206	455

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
28	1	21	3	3

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	3	3	6
16 to 30 days	1	3	4
31 to 60 days	0	1	1
61 to 120 days	0	4	4
121 to 180 days	0	5	5
181 to 365 days	0	5	5
More than 365 days	1	2	3
Total	5	23	28

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	51	0	84	0
Disclosed in part	62	0	154	0
All exempted	0	0	1	0
All excluded	0	0	1	0
No records exist	0	0	0	0
Request abandoned	0	0	3	0
Total	113	0	243	0

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	28	0	32	0
31 to 60 days	55	0	23	0
61 to 120 days	25	0	65	0
121 to 180 days	4	0	66	0
181 to 365 days	1	0	55	0
365 days or more	0	0	2	0
Total	113	0	243	0

Part 4: Fees

Fee type	Fee collected		Fee waived or refunded	
	Number of requests	Amount	Number of requests	Amount
Application	925	\$4,690	37	\$187
Search	1	\$241	0	\$0
Production	0	\$0	1	\$2
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	307	\$618
Reproduction	0	\$0	29	\$106
Total	926	\$4,931	374	\$913

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	20	181	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	20	181	0	0
Closed during the reporting period	20	181	0	0
Pending at the end of the reporting period	0	0	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	14	0	0	0	0	0	0	14
Disclose in part	1	0	0	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	5	0	0	0	0	0	0	5
Other	0	0	0	0	0	0	0	0
Total	20	0	0	0	0	0	0	20

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	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion time of consultations on Cabinet Confidences

6.1 Requests with legal services

Number of days	Fewer than 100 pages processed		101 to 500 pages processed		501 to 1000 pages processed		1001 to 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

6.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		101 to 500 pages processed		501 to 1000 pages processed		1001 to 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
11	1	3	15

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		\$1407002.26
Overtime		\$0
Goods and services		\$114859.10
• Professional services contracts	\$19,526.67	
• Other	\$95332.43	
Total		\$1521861.36

9.2 Human resources

Resources	Person years dedicated to ATI activities
Full-time employees	20.43
Part-time and casual employees	0.92
Regional staff	0.50
Consultants and agency personnel	0.07
Students	0.08
Total	22.0