

2019-20

Report on the Administration of the Access to Information Act



Veterans Review and
Appeal Board Canada

Tribunal des anciens combattants
(révision et appel) Canada

Canada

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as represented by the Minister of Veterans Affairs and Associate Minister of National Defence, 2020

Catalogue No. V96-1E-PDF

ISSN 2369-0666 [Print]

ISSN 2369-0674 [Online]

This document is available on the Veterans Review and Appeal Board website at

<http://www.vrab-tacra.gc.ca>

This document is available in alternative formats upon request.

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MESSAGE FROM THE CHAIR



On behalf of the Veterans Review and Appeal Board, I am pleased to present the 2019-20 annual report to Parliament on the administration of the *Access to Information Act*.

This legislation gives Canadian citizens the right to access information in records held by the Government of Canada. It exists to protect the rights of individuals and to promote accountability and dialogue between citizens and their government.

In 2019-20, the Board's Access to Information and Privacy (ATIP) Unit experienced a slight increase in formal requests. Formal access requests increased to eight from six in 2018-19, and formal privacy requests increased to 50 from 35 in 2018-19.

The COVID-19 pandemic impacted us greatly at the end of the fiscal year. We had roughly half of our requests for the year due in the end-of-year timeframe. We managed to release these requests on time, without going into the office; due to our quick and effective efforts to set up staff to successfully work from home.

The Board's ATIP Unit continued its ongoing commitment to transparency, openness and accessibility. One example of this commitment is the Board's work to post summaries of completed Access to Information requests to open.canada.ca. Internal training and awareness activities ensured that staff kept the importance of protecting privacy at the forefront of everything they did.

In 2019-20, the Board continued to provide applicants with an independent avenue of appeal for their disability benefits decisions. In fulfilling this mandate, we are committed to protecting individual rights and developing our capacity in matters of access to information and privacy.

2019-2020 has been a challenging year for the Board's ATIP Unit. Despite the unprecedented circumstances introduced by the COVID-19 pandemic, I am pleased with the work staff has done, and continues to do, to adapt to our new "normal", while ensuring openness, transparency and accountability each year.

A handwritten signature in black ink that reads "Christopher McNeil". The signature is fluid and cursive.

Christopher J. McNeil
Chairperson

THE VETERANS REVIEW AND APPEAL BOARD

OUR OBJECTIVE

The Veterans Review and Appeal Board (the VRAB, the Board) is an independent, administrative tribunal created in 1995. The Board provides an appeal program for service-related disability decisions made by Veterans Affairs Canada (VAC, the Department). This program gives applicants two levels of redress for disability benefits decisions and Critical Injury Benefit decisions. The Board also hears final appeals on War Veterans Allowance applications.

The Board's objective is to ensure that Canada's Veterans, Canadian Armed Forces members, Royal Canadian Mounted Police applicants, qualified civilians and their families receive the disability benefits to which they are entitled.

HOW WE WORK

The Board operates at arm's-length from the Department to ensure a fair appeal process for applicants. Our work is governed by the *Veterans Review and Appeal Board Act* and delivered by up to 25 Members appointed by the Governor in Council and approximately 70 staff in 2019-20. Our daily work involves conducting hearings in locations across Canada and issuing written decisions for applicants.

OUR HEARING PROGRAM

The Board provides applicants with two levels of redress: a review hearing and a subsequent appeal hearing if they remain dissatisfied. Our hearings are non-adversarial, which means no one argues against the Veteran. Applicants have access to free case preparation and representation at their hearing by the Bureau of Pensions Advocates (a unique organization of lawyers within VAC) or by Service Officers from Veterans' organizations.

The review hearing is the first and only opportunity in the disability adjudication process for applicants to appear before the decision makers and tell their story (provide testimony). We hold review hearings in locations across Canada, where applicants give oral testimony, bring forward witnesses and new information, and present arguments in support of their case. If applicants are not satisfied with their review decision they can request an appeal hearing. The hearing is a further opportunity for applicants, through their representative, to submit new information and arguments. Appeal hearings are usually held at the Board's Head Office in Charlottetown, Prince Edward Island. Due to Covid-19 protocols, hearings are held via video and teleconference.

OUR COMMITMENT

The Board is committed to upholding the principles of the *Access to Information Act* while providing applicants with a fair and timely appeal process for disability benefits decisions.

INTRODUCTION

The *Access to Information Act* gives Canadian citizens and individuals present in Canada a broad right of access to information contained in government records under control of the institution, subject to certain specific and limited exceptions. It maintains that government information should be available to the public and should complement and not replace existing procedures for access to government information.

Section 94 of the *Access to Information Act* requires that the head of every government institution prepare an Annual Report on the administration of the *Act* for submission to Parliament during each fiscal year.

MANDATE

The Veterans Review and Appeal Board has full and exclusive jurisdiction to hear, determine and deal with all applications for review and appeal that may be made to the Board under the *Pension Act*, the *Veterans Well-being Act - Part 3*, the *War Veterans Allowance Act* and other Acts of Parliament. All matters related to appeals under this legislation are authorized under the *Veterans Review and Appeal Board Act*.

This Board also adjudicates duty-related pension applications under the authority of the *Royal Canadian Mounted Police Pension Continuation Act* and the *Royal Canadian Mounted Police Superannuation Act*.

FULFILLING ITS RESPONSIBILITIES UNDER THE *ACCESS TO INFORMATION ACT*

The Access to Information and Privacy (ATIP) unit is under the Director, Strategic and Corporate Services, who acts on behalf of the Chairperson of the Board to oversee the administration of the *Access to Information Act*.

The Board's ATIP unit positions include a Coordinator, a Senior ATIP Officer and an ATIP Clerk.

The Board has full responsibility for the administration of the *Access to Information Act*.

Duties of the ATIP unit include:

- Process requests for information submitted under the *Access to Information Act* in accordance with the legislation, regulations and Treasury Board of Canada Secretariat (TBS) policies, guidelines and directives;
- Provide the VRAB managers and staff with advice and guidance regarding the interpretation and application of the *Access to Information Act* and related TBS policies, guidelines and directives;
- Develop policies, procedures and guidelines for the administration of the *Act* and related TBS policies, guidelines and directives;
- Coordinate the resolution of any complaints against the VRAB made to the Information Commissioner under the *Access to Information Act*;
- Respond to consultations from other government institutions on access to information requests.
- Promote awareness to ensure employees understand their roles and responsibilities and the Board fulfills its obligations under the *Act*;
- Respond to Parliamentary written questions on access to information;
- Support the VRAB's commitment to openness and transparency through proactive disclosures, informal releases of information and publishing the summaries of completed access to information requests to the Open Government portal;
- Review contracts with third parties using TBS guidance documents;
- Update the VRAB's Information about Programs and Information Holdings (formerly known as Info Source) chapter on the VRAB website in accordance with the TBS directive; and
- Prepare the Annual report to Parliament and the annual Statistical Report on the administration of the *Access to Information Act*.

SERVICE AGREEMENTS UNDER SECTION 96 OF THE *ACCESS TO INFORMATION ACT*

The Veterans Review and Appeal Board had no service agreements under section 96 of the *Access to Information Act* in 2019-20.

DELEGATION ORDER

In September 2019, the Chair of the Veterans Review and Appeal Board delegated his authority for the purposes of the Act. A copy of the signed delegation instrument that took effect on September 9th, 2019 is included as [Annex 1](#).

HIGHLIGHTS OF THE STATISTICAL REPORT

The Statistical report supports oversight, accountability and transparency by providing data on the performance of the Government of Canada's access to information and privacy programs.

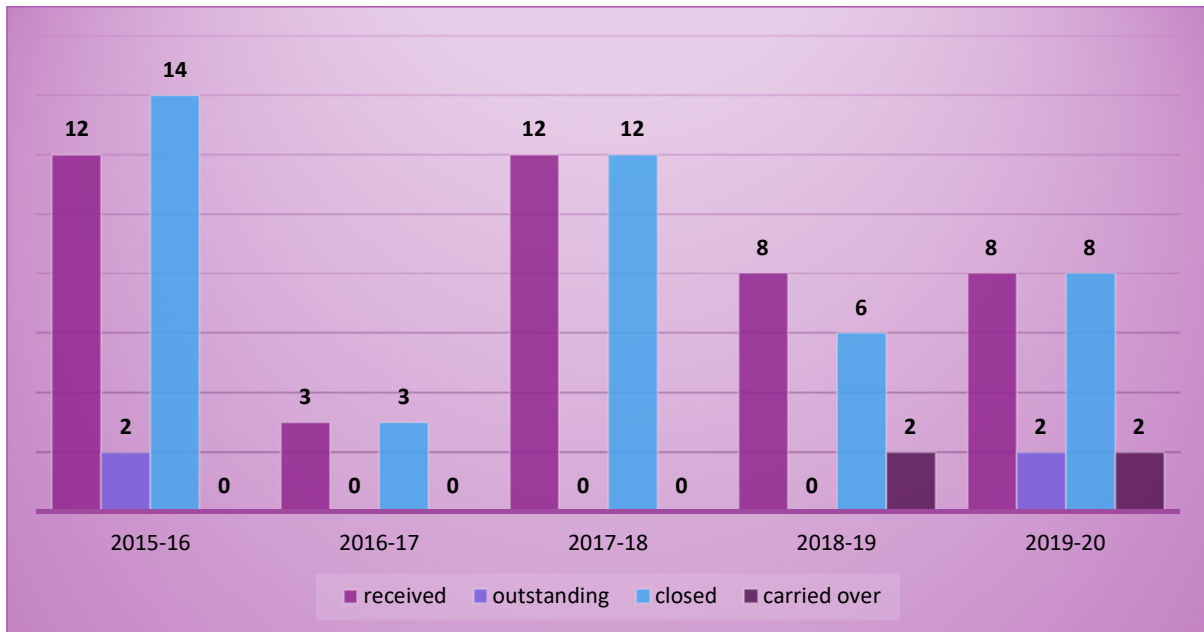
The following summary provides an overview of the Statistical Report ([Annex 2](#)) on the administration of the Access to Information Act for the reporting period of April 1, 2019 and March 31, 2020.

The Veterans Review and Appeal Board had no late cases; nor did the Board require extensions due to COVID-19. There was no impact on this institution's ability to fulfill our Access to Information Act responsibilities. No mitigation measures were implemented.

REQUESTS UNDER THE *ACCESS TO INFORMATION ACT*

During the reporting period, the VRAB received eight requests under the *Access to Information Act*. Two requests were carried over from the previous year, for a total of 10 requests active during the 2019-20 fiscal year. The Board closed eight requests. This represents an increase of two requests completed (+33%) compared to last year's total of six requests. Of the eight requests completed, one was a transfer from VAC. The transfer was a request submitted through the ATIP online request system from an individual filing a request for personal information under the *Access to information Act* instead of the *Privacy Act*. Three more (for a total of four) requests were submitted through the ATIP online request system.

Table 1 - Overview of ATI requests for last five years



Of the eight requests received, four were from the public, two were from businesses (private sector) and two declined to identify.

During the reporting period, the VRAB processed one informal request for information. The decline of informal requests over the last three years may be attributed to the number of formal requests posted to open government.

Table 2 - Overview of Informal ATI requests for last four years

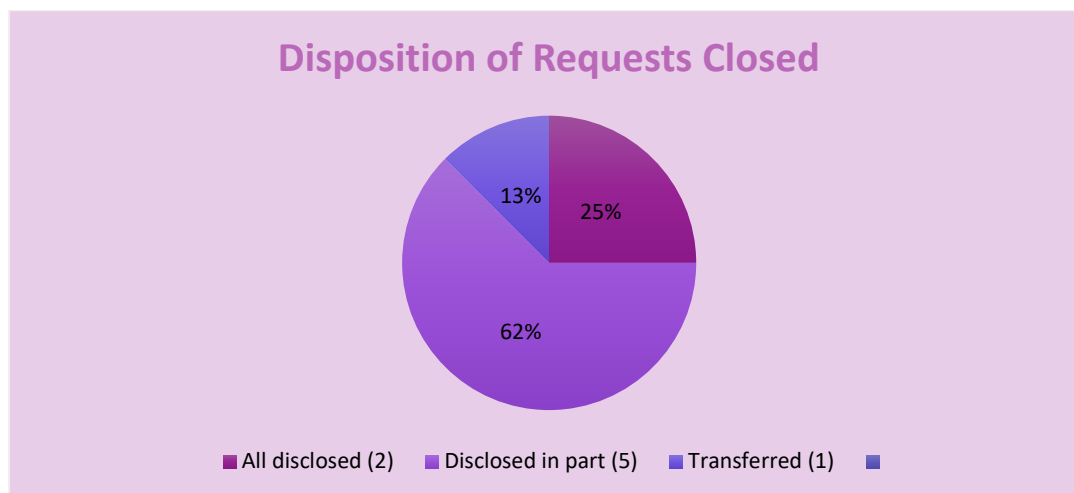


REQUESTS CLOSED DURING THE REPORTING PERIOD

DISPOSITION AND COMPLETION TIME

The following table illustrates the disposition of the eight requests that were completed in 2019-20 with information disclosed in accordance with the provisions of the legislation.

Table 3 - Disposition of Requests Closed



Two of the requests were completed in under 15 days. The remaining six requests were completed within 16 to 30 days.

EXEMPTIONS

An exemption is a provision under the *Access to Information Act* that authorizes the head of the institution or delegate to refuse to disclose records in response to an access request. Exemptions should always be limited and specific.

The following table identifies the number of requests to which specific types of exemptions were applied:

| Exemptions cited | 2017-18 | 2018-19 | 2019-20 |
|--|---------|---------|---------|
| Subsection 19(1) personal information | 6 | 1 | 5 |
| Paragraph 21(1)(a) operations of government—advice | 1 | 1 | 1 |
| Paragraph 21(1)(b) operations of government – consultations or deliberations | 0 | 1 | 0 |
| Section 22 testing procedures, tests & audits | 3 | 0 | 0 |

EXCLUSIONS

Pursuant to sections 68 and 69 of the *Access to Information Act*, the *Act* does not apply to:

- published material,
- material available for purchase by the public,
- material placed in the Library and Archives of Canada or
- confidences of the Queen's Privy Council.

During the reporting period, the VRAB did not invoke section 68 or 69.

FORMAT OF INFORMATION RELEASED

For requests where information is disclosed, the requester has the right to ask for the information in the format of choice. All of the requests but one were provided electronically. One request, which was disclosed in part, was provided on paper.

COMPLEXITY

During the reporting period, the ATIP unit processed 1,429 pages and disclosed a total of 1,424 pages. This represents an increase of 960 pages processed compared to last year's total of 469 pages processed. This increase can be attributed to the type of requested information. The large numbers from 2017-18 were attributed to one very large access request which involved depersonalizing close to 4,000 decisions.

The following table provides an overview of relevant pages processed and disclosed over the last four years:

| Fiscal year | Number of pages processed | Number of pages disclosed | Number of requests |
|-------------|---------------------------|---------------------------|--------------------|
| 2016-17 | 14 | 14 | 3 |
| 2017-18 | 19,153 | 19,138 | 11 |
| 2018-19 | 469 | 469 | 4 |
| 2019-20 | 1,429 | 1,424 | 7 |

The other complexities associated with the treatment of requests consisted of reviewing a hearing recording for one request and legal advice sought in one request.

DEEMED REFUSALS

Deemed refusal is when a government institution fails to give access to a record requested under the *Act* within the time limits set out in the *Act*. During the reporting period, the VRAB met all statutory deadlines on requests.

REQUESTS FOR TRANSLATION

In 2019-20, the VRAB did not receive any requests for translation. This is consistent with the previous fiscal year, where no requests requiring translation were received.

EXTENSIONS

Section 9 of the *Access to Information Act* allows institutions to extend the original 30 day statutory time limit if:

- the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Board's operations,
- consultations are necessary, or
- third-party notification

The VRAB did not invoke any extensions in 2019-20.

CONSULTATIONS RECEIVED FROM OTHER INSTITUTIONS AND ORGANIZATIONS

In 2019-20, the VRAB received one consultation from another Government of Canada Institution. This varied in the previous two years of reporting.

- 2018-19: 0
- 2017-18: 6

This variance in consultations may be attributed to the increase in Notification of Release or Courtesy Notices being issued by institutions.

COMPLETION TIME OF CONSULTATIONS ON CABINET CONFIDENCES

In 2019-20, the VRAB had no consultations on Cabinet Confidences, therefore, there were no requests with legal services or the Privy Council Office for review and recommendation on the application of section 69 of the *Access to Information Act*.

ACCESS TO INFORMATION FEES FOR THE PURPOSES OF THE SERVICE FEES ACT

The [Service Fees Act](#) requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

- Enabling authority: *Access to Information Act*
- Fee amount: \$5.00
- Total revenue: \$35.00
- Fees waived: \$5.00

In accordance with the [Interim Directive on the Administration of the Access to Information Act](#), issued on May 5, 2016, the Veterans Review and Appeal Board waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.

- Cost of operating the program: \$38,061
- Staff salaries accounted for \$37,874, and other administrative costs (representing good and services) amounted to \$187. The VRAB dedicated 0.49 person years to ATI activities.

TRAINING AND AWARENESS

In 2019-20, the VRAB ATIP unit held five ATIP training session for 13 new employees and Board Members. Since its inaugural year in 2013-14, ATIP training has become a key orientation component for all new employees, whether they are indeterminate, term or casual. The training session deals with the appropriate use and protection of personal information, steps to take if a privacy breach occurs, duty to assist, Need to Know principle and employee obligations under the *Access to Information Act* and the *Privacy Act*. The Senior ATIP Analyst conducts this training as

May 2019 also marked the sixth annual Privacy Month at the Board. Throughout the month posters were prominently displayed throughout the Board, and weekly email tips and memoranda were sent to all staff. These were aimed at reminding all employees of best practices when handling information and covered topics such as:

- Privacy and Protection of Client Information
- ABCs of Protected Information
- Clear Desk Practice
- Need to Know Principle
- Safe Disposal of Protected and Classified Information

These memos, posters, and email tips foster a privacy culture at the Board and ensure continual awareness of employees' roles and responsibilities when handling, protecting and disposing of information.

Data Privacy Day - The Board took the opportunity to build awareness and highlight the impact of technology on privacy rights.

POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES

In support of the Government of Canada's ongoing commitment to transparency, openness and accessibility, the Board continued to post summaries of completed ATI requests to open.canada.ca

COMPLAINTS, AUDITS AND INVESTIGATIONS

During the reporting period, the VRAB did not receive any complaints nor did the Board take part in any investigations with the Information Commissioner's office.

MONITORING COMPLIANCE

The VRAB ATIP unit monitors all requests for information in Access Pro Case Management. This software allows for the inputting and tracking of requests. The Senior ATIP Officer monitors all requests received in the ATIP unit and provides the Coordinator with a weekly status/progress report.

Delegation Order – Access to Information Act and Privacy Act

The Chairperson, Veterans Review and Appeal Board, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Veterans Review and Appeal Board, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

| Position | <i>Access to Information Act</i> and Regulations | <i>Privacy Act</i> and Regulations |
|-------------------------|---|--|
| Director General | Full authority | Full authority |
| ATIP Coordinator | Full authority | Full authority |
| ATIP Deputy Coordinator | Full authority | Full authority |
| Senior ATIP Officer | Sections of the Act: 4(2.1), 7(a), 7(b), 8(1), 9, 11(2)(3)(4)(5)(6), 12(2)(b), 12(3)(b), 13, 16, 17, 19, 20, 21, 22, 22.1, 23, 24, 25, 26. Sections of the Regulations: 6(1), 7(2), 7(3) | Sections of the Act: 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19, 22, 23, 24, 25, 26, 27, 28. Sections of the Regulations: 9, 11(2), 11(4) |

Dated, at the City of Charlottetown, this 9th day of September, 2019.



Christopher J. McNeil
Chairperson, Veterans Review and Appeal Board



Statistical Report on the Access to Information Act

Name of institution: Veterans Review and Appeal BoardReporting period: 2019-04-01 to 2020-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

| | Number of Requests |
|--|--------------------|
| Received during reporting period | 8 |
| Outstanding from previous reporting period | 2 |
| Total | 10 |
| Closed during reporting period | 8 |
| Carried over to next reporting period | 2 |

1.2 Sources of requests

| Source | Number of Requests |
|---------------------------|--------------------|
| Media | 0 |
| Academia | 0 |
| Business (private sector) | 2 |
| Organization | 0 |
| Public | 4 |
| Decline to Identify | 2 |
| Total | 8 |

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 | |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

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

Section 2: Decline to act on vexatious, made in bad faith or abuse of right requests

| | Number of Requests |
|--|--------------------|
| Outstanding from previous reporting period | 0 |
| Sent during reporting period | 0 |
| Total | 0 |
| Approved by the Information Commissioner during reporting period | 0 |
| Declined by the Information Commissioner during reporting period | 0 |
| Carried over to next reporting period | 0 |

Section 3: Requests Closed During the Reporting Period

3.1 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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Disclosed in part | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No records exist | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request transferred | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Decline to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 6 | 0 | 0 | 0 | 0 | 0 | 8 |

3.2 Exemptions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|---------------|--------------------|------------|--------------------|------------|--------------------|----------|--------------------|
| 13(1)(a) | 0 | 16(2) | 0 | 18(a) | 0 | 20.1 | 0 |
| 13(1)(b) | 0 | 16(2)(a) | 0 | 18(b) | 0 | 20.2 | 0 |
| 13(1)(c) | 0 | 16(2)(b) | 0 | 18(c) | 0 | 20.4 | 0 |
| 13(1)(d) | 0 | 16(2)(c) | 0 | 18(d) | 0 | 21(1)(a) | 1 |
| 13(1)(e) | 0 | 16(3) | 0 | 18.1(1)(a) | 0 | 21(1)(b) | 0 |
| 14 | 0 | 16.1(1)(a) | 0 | 18.1(1)(b) | 0 | 21(1)(c) | 0 |
| 14(a) | 0 | 16.1(1)(b) | 0 | 18.1(1)(c) | 0 | 21(1)(d) | 0 |
| 14(b) | 0 | 16.1(1)(c) | 0 | 18.1(1)(d) | 0 | 22 | 0 |
| 15(1) | 0 | 16.1(1)(d) | 0 | 19(1) | 5 | 22.1(1) | 0 |
| 15(1) - I.A.* | 0 | 16.2(1) | 0 | 20(1)(a) | 0 | 23 | 0 |
| 15(1) - Def.* | 0 | 16.3 | 0 | 20(1)(b) | 0 | 23.1 | 0 |
| 15(1) - S.A.* | 0 | 16.31 | 0 | 20(1)(b.1) | 0 | 24(1) | 0 |
| 16(1)(a)(i) | 0 | 16.4(1)(a) | 0 | 20(1)(c) | 0 | 26 | 0 |
| 16(1)(a)(ii) | 0 | 16.4(1)(b) | 0 | 20(1)(d) | 0 | | |
| 16(1)(a)(iii) | 0 | 16.5 | 0 | | | | |
| 16(1)(b) | 0 | 16.6 | 0 | | | | |
| 16(1)(c) | 0 | 17 | 0 | | | | |
| 16(1)(d) | 0 | | | | | | |

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

3.3 Exclusions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|---------|--------------------|----------|--------------------|-----------------|--------------------|
| 68(a) | 0 | 69(1) | 0 | 69(1)(g) re (a) | 0 |
| 68(b) | 0 | 69(1)(a) | 0 | 69(1)(g) re (b) | 0 |
| 68(c) | 0 | 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 |

3.4 Format of information released

| Paper | Electronic | Other |
|-------|------------|-------|
| 1 | 6 | 0 |

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 1429 | 1424 | 7 |

3.5.2 Relevant pages processed and disclosed by size of requests

| Disposition | Less Than 100 Pages Processed | | 101-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|------------------------------|-------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| All disclosed | 2 | 34 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 3 | 80 | 1 | 193 | 0 | 0 | 1 | 1117 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 5 | 114 | 1 | 193 | 0 | 0 | 1 | 1117 | 0 | 0 |

3.5.3 Other complexities

| Disposition | Consultation Required | Assessment of Fees | Legal Advice Sought | Other | Total |
|------------------------------|-----------------------|--------------------|---------------------|-------|-------|
| All disclosed | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 1 | 1 | 2 |
| All exempted | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 1 | 1 | 2 |

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

| | Requests closed within legislated timelines |
|---|---|
| Number of requests closed within legislated timelines | 8 |
| Percentage of requests closed within legislated timelines (%) | 100 |

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

| Number of Requests Closed Past the Legislated Timelines | Principal Reason | | | |
|---|---|-----------------------|-----------------------|-------|
| | Interference with Operations / Workload | External Consultation | Internal Consultation | Other |
| 0 | 0 | 0 | 0 | 0 |

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

| Number of Days Past Legislated Timelines | Number of Requests Past Legislated Timeline Where No Extension Was Taken | Number of Requests Past Legislated Timeline Where an Extension Was Taken | Total |
|--|--|--|----------|
| 1 to 15 days | 0 | 0 | 0 |
| 16 to 30 days | 0 | 0 | 0 |
| 31 to 60 days | 0 | 0 | 0 |
| 61 to 120 days | 0 | 0 | 0 |
| 121 to 180 days | 0 | 0 | 0 |
| 181 to 365 days | 0 | 0 | 0 |
| More than 365 days | 0 | 0 | 0 |
| Total | 0 | 0 | 0 |

3.8 Requests for translation

| Translation Requests | Accepted | Refused | Total |
|----------------------|----------|----------|----------|
| English to French | 0 | 0 | 0 |
| French to English | 0 | 0 | 0 |
| Total | 0 | 0 | 0 |

Section 4: Extensions

4.1 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 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 |
| No records exist | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

4.2 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 | 0 | 0 | 0 | 0 |
| 31 to 60 days | 0 | 0 | 0 | 0 |
| 61 to 120 days | 0 | 0 | 0 | 0 |
| 121 to 180 days | 0 | 0 | 0 | 0 |
| 181 to 365 days | 0 | 0 | 0 | 0 |
| 365 days or more | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

Section 5: Fees

| Fee Type | Fee Collected | | Fee Waived or Refunded | |
|--------------|-----------------------|--------|------------------------|--------|
| | Number of Requests | Amount | Number of Requests | Amount |
| Application | 7 | \$35 | 1 | \$5 |
| Other fees | 0 | \$0 | 0 | \$0 |
| Total | 7 | \$35 | 1 | \$5 |

Section 6: Consultations Received From Other Institutions and Organizations

6.1 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 | 1 | 120 | 0 | 0 |
| Outstanding from the previous reporting period | 0 | 0 | 0 | 0 |
| Total | 1 | 120 | 0 | 0 |
| Closed during the reporting period | 1 | 120 | 0 | 0 |
| Carried over to next reporting period | 0 | 0 | 0 | 0 |

6.2 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

6.3 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 |

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 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 | 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 |

7.2 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 |

Section 8: Complaints and investigations

| Section 32 Notice of intention to investigate | Subsection 30(5) Ceased to investigate | Section 35 Formal representations | Section 37 Reports of finding received | Section 37 Reports of finding containing recommendations issued by the Information Commissioner | Section 37 Reports of finding containing orders issued by the Information Commissioner |
|--|--|--------------------------------------|---|--|---|
| 0 | 0 | 0 | 0 | 0 | 0 |

Section 9: Court Action

9.1 Court actions on complaints received before June 21, 2019 and on-going

| Section 41 (before June 21, 2019) | Section 42 | Section 44 |
|--------------------------------------|------------|------------|
| 0 | 0 | 0 |

9.2 Court actions on complaints received after June 21, 2019

| Section 41 (after June 21, 2019) | | | | |
|----------------------------------|-----------------|-----------------|--------------------------|-------|
| Complainant (1) | Institution (2) | Third Party (3) | Privacy Commissioner (4) | Total |
| 0 | 0 | 0 | 0 | 0 |

Section 10: Resources Related to the *Access to Information Act*

10.1 Costs

| Expenditures | | Amount |
|-----------------------------------|-------|-----------------|
| Salaries | | \$37,874 |
| Overtime | | \$0 |
| Goods and Services | | \$187 |
| • Professional services contracts | \$0 | |
| • Other | \$187 | |
| Total | | \$38,061 |

10.2 Human Resources

| Resources | Person Years Dedicated to Access to Information Activities |
|----------------------------------|--|
| Full-time employees | 0.49 |
| Part-time and casual employees | 0.00 |
| Regional staff | 0.00 |
| Consultants and agency personnel | 0.00 |
| Students | 0.00 |
| Total | 0.49 |

Note: Enter values to two decimal places.

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