



Infrastructure  
Canada



# 2019-20

## INFRASTRUCTURE CANADA

Annual Report on the Administration of the Access  
to Information Act

Canada

## **1. INTRODUCTION**

### **Purpose of the Access to Information Act**

The *Access to Information Act* (the Act) came into effect on July 1, 1983 and remained substantially unaltered until Bill C-58, an Act to amend the *Access to Information Act*, received royal assent on June 21, 2019. The purpose of the Act is to provide the public with a right of access to information contained in government records, subject to certain specific and limited exceptions. The Act also enhances the accountability and transparency of federal institutions, to promote an open and democratic society, and to enable public debate on the conduct of government institutions.

In accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*, the head of Infrastructure Canada (INFC) must prepare and table in Parliament, an annual report, detailing the administration of the Act within the institution for each fiscal year.

This annual report describes how INFC administered the Act from April 1, 2019 to March 31, 2020.

### **Mandate of Infrastructure Canada**

INFC was established in 2002 to ensure that Canadians benefit from world-class public infrastructure from coast to coast to coast. As the federal lead on the Government of Canada's \$180 billion [Investing in Canada](#) plan, INFC develops strategic, long-term and collaborative plans in support of economically vibrant, strategically planned, sustainable and inclusive communities.

INFC's mandate includes enabling investments in social, green, public transit and other core public infrastructure, as well as trade and transportation infrastructure to:

- provide long-term, predictable support to help Canadians benefit from world-class, modern public infrastructure;
- make investments, build partnerships, develop policies, deliver programs, and foster knowledge about public infrastructure in Canada; and
- help address complex challenges that Canadians face every day – ranging from the rapid growth of our cities, to climate change, and environmental threats to our water and land.

INFC works in partnership with provinces, territories, municipalities, Indigenous communities, other federal departments and agencies, the private sector and not-for-profit organizations to achieve its mandate.

## **2. ORGANIZATIONAL STRUCTURE**

### **Departmental organization**

INFC is overseen by the Minister of Infrastructure and Communities and the Minister for Women and Gender Equality and Rural Economic Development. The Ministers are supported by the Deputy Minister of Infrastructure and Communities, who is supported by the Assistant Deputy Ministers of Policy and Results, Program Operations, Corporate Services, Communities and Rural Economic Development, and Investment, Partnerships and Innovation as well as the Directors General of Communications, the Corporate Secretariat, and the Chief Audit and Evaluation Executive.

INFC is part of the Infrastructure and Communities portfolio, which includes the Jacques Cartier and Champlain Bridges Incorporated, the Windsor-Detroit Bridge Authority, the Canada Infrastructure Bank, and federal interests in the Toronto Waterfront Revitalization Corporation.

There was no service agreement under section 96 of the *Access to Information Act* for INFC during this reporting period.

### **Organization of the Access to Information and Privacy (ATIP) Division**

The ATIP Division at INFC is led by the Director, ATIP and Executive Correspondence, who reports to the Director General of the Corporate Secretariat. As of the end of the reporting period, the division was fully staffed and was comprised of eight members: the director, team leader, part-time senior ATIP advisor, two full-time senior analysts, and three full-time junior analysts. The work of the division under the Act involves:

- processing *Access to Information Act* requests and related activities;
- processing consultations received from other institutions;
- providing advice and guidance to employees and senior officials on access-related matters;
- developing and delivering training to departmental employees; and
- representing INFC in dealings with the Treasury Board Secretariat, the Information Commissioner, and other government institutions regarding the application of the ATIP legislation.

Section 10 of Annex B shows a breakdown of resources as they relate solely to the administration of the Act.

### **3. DELEGATION ORDER**

INFC updated its delegation instrument in February 2020 to reflect changes introduced under Bill C-58 and to provide partial delegation to the senior analyst and team leader (PM-05s). Full authority to exercise the powers, duties and functions of the Deputy Minister for all sections of the Act is delegated to all Assistant Deputy Ministers, the Chief Audit and Evaluation Executive, the Director General of Communications and the Director, ATIP and Executive Correspondence. The team leader and senior ATIP advisor are delegated the ability to notify requesters where access is requested, and to notify of an extension to the time limits of a request.

See Annex A for a copy of the signed delegation order.

### **4. PERFORMANCE 2019-2020**

The Statistical Report on the *Access to Information Act* is prepared by government institutions to assist the Treasury Board of Canada Secretariat (TBS) to analyze trends and exercise oversight. INFC's 2019-20 annual statistical report is provided in Annex B and Annex C (Supplemental Statistical Report – Requests affected by COVID-19 measures).

#### **REQUESTS CLOSED WITHIN LEGISLATED TIMELINES**

One of the key measures of INFC ATIP's performance is the number of requests closed within legislated timelines. In 2019-20, INFC closed 121 out of its 123 formal access to information requests within the legislated timelines, giving an overall compliance rate of over 98%. This demonstrates a substantial increase of over 20% compliance, in comparison to the previous three fiscal years, as outlined in the table below.

**Table 1: Number of requests closed within legislated timelines**

	2016-17	2017-18	2018-19	2019-20
Number of requests closed	211	145	154	123
Number of requests closed within legislated timelines	145	111	109	121
Percentage of requests closed within legislated timelines	69%	77%	71%	98%

#### **OVERVIEW OF REQUESTS RECEIVED AND CLOSED**

The department received 106 requests pursuant to the *Access to Information Act* during 2019-20 and carried forward 26 requests from 2018-19. INFC is in a healthy position, closing 16% more requests than it received. It is important to distinguish that the 9 requests being carried forward into 2020-21 in the table below are requests that straddle reporting periods, not requests that are overdue.

**Table 2: Number of Access to Information Act requests received**

Formal Requests	2016-17	2017-18	2018-19	2019-20
Received in reporting period	178	169	122	106
Carried forward from last reporting period	68	34	58	26
Total to process in reporting period	246	203	180	132
Closed in reporting period	211	145	154	123
Carried forward to next reporting period	35	58	26	9

**OVERALL WORKLOAD**

Although formal requests received decreased, overall workload within the ATIP Division remained higher as consultations and the number of pages processed doubled and informal requests grew by 50%, as detailed below.

**Table 3: All requests received in reporting period**

Request Type	2016-17	2017-18	2018-19	2019-20
Access to Information	178	169	122	106
Access Consultation	46	50	55	111
Access Informal	80	52	124	188
Total	304	271	301	405

**Informal Requests**

An informal request is defined as a request for information made to the ATIP Office of a federal institution that is either not made or not processed under the Act. Informal requests include formal requests that were discontinued in favour of providing information informally and requests for previously released information. INFC completed the processing of 186 informal requests for previously released information in 2019-20, and carried forward two requests, an increase of 50% (62 requests processed) from 2018-19.

**Pages Processed**

Page volume is an important factor in determining overall workload of the ATIP Division. The volume of pages to process does not correlate with the number of requests a department receives and can vary greatly from year to year. The number of pages INFC processed in 2019-20 was 27,849, up 48% from the 14,406 pages processed the previous year.

**OVERVIEW ON COMPLETION TIMES OF CLOSED REQUESTS**

Section 7 of the *Access to Information Act* requires institutions to provide a response to the requester within 30 days of receipt of the request, or to notify the requester that an extension is required. Of the 123 formal requests completed during the reporting period, 64 (52%) were completed within 30 days. The department found it necessary to extend deadlines in many instances in 2019-20 due to the complexity of the requests. However,

over the past four years, INFC has been improving its ability to respond quickly to straightforward requests. This trend is illustrated in the first row of the following table. It shows that in 2019-20, INFC completed 33% of requests in 15 days or less, up by 16% from last fiscal year.

**Table 4: Processing time for completed requests**

Processing Time	Number of requests			
	2016-17	2017-18	2018-19	2019-20
1 to 15 days	10 (5%)	12 (8%)	26 (17%)	40 (33%)
16 to 30 days	79 (37%)	45 (31%)	38 (25%)	24 (20%)
31 to 60 days	40 (19%)	29 (20%)	10 (6%)	11 (9%)
61 to 120 days	51 (24%)	46 (32%)	16 (10%)	30 (24%)
121 to 180 days	19 (9%)	5 (4%)	27 (18%)	11 (9%)
181 to 365 days	4 (2%)	2 (1%)	17 (11%)	4 (3%)
Over 365 days	8 (4%)	6 (4%)	20 (13%)	3 (2%)

In addition, the ATIP Division completed 186 (100%) access informal requests within 15 days compared to 88 (71%) last fiscal year and 101 (91%) consultation requests within 30 days of receiving them compared to 46 (82%) in 2018-19.

## **EXTENSIONS**

The Act recognizes that there are factors that complicate a request for information and result in processing times longer than 30 days. Section 9 of the Act provides for the extension of statutory time limits if consultations are required, or if the request is for a large volume of records and processing the request within the original timeframe would unreasonably interfere with the operations of the department. The table below shows the length of time required for extensions taken in 2019-20. The majority of extensions were required to extend deadlines by 31 to 60 days.

**Table 5: Length of extensions**

Days taken	Number of requests per extension			
	9(1)(a)	9(1)(b)		9(1)(c)
	Operational Interference	Consultations - Section 69	Consultations - Other	Third Party Notice
30 days or less	12	0	5	2
31 to 60 days	5	2	8	19
61 to 120 days	2	18	3	0
121 to 180 days	2	4	0	0
Over 181 days	3	0	0	0
Total requests per extension	24	24	16	21

## Consultations Received from Other Government Institutions and Organizations

When other institutions and organizations retrieve information that concerns or originates from INFC in response to *Access to Information Act* requests, they may consult the INFC ATIP Division for recommendations on release. Other government institutions are defined as federal institutions subject to the Act. Other organizations include the governments of the provinces, territories and municipalities, and of other countries.

In 2019-20 INFC received 111 consultation requests and carried forward one from 2018-19. As the table below illustrates, consultation-related workload has increased significantly in the past year with an additional 56 (51%) consultation requests received. However, INFC continues to make every effort to assist other institutions and organizations in meeting their statutory deadlines.

**Table 6: Consultations received and processed**

Consultation requests	2016-17	2017-18	2018-19	2019-20
Received during the reporting period	46	50	55	111
Outstanding from the previous period	2	3	2	1
Total consultations to process	48	53	57	112
Completed in the reporting period	45	51	56	111
Increase in requests received from previous period (as a percentage)	3 (+7%)	4 (+8%)	5 (+9%)	56 (51%)

## **IMPACT OF COVID-19**

The Act helps to ensure openness, transparency and accountability within the Government of Canada. Due to exceptional measures put in place to curb the spread of COVID-19, departments have faced challenges to maintain this important function while operating within a fully remote work environment. At the end of the fiscal year, INFC was able to continue to process and complete requests in a timely manner and was operating at nearly full working capacity. This is because of procedures previously put in place by the department, and the ATIP Division, to help reduce the operational impact of administering the Act, as well as new measures adopted in light of the remote working environment.

In recent years, the department issued tablets and cellphones to all employees, allowing for greater flexibility to work remotely. This included upgrading our network to allow for secure remote access and the ability to process records from a distance. In addition, the ATIP Division had previously begun transitioning from many paper-based operations to more electronic practices where possible, prior to the COVID-19 pandemic.

INFC has been working remotely since March 16, 2020. During this time the division has been able to conduct all record retrieval and approval processes electronically through the use of departmental shared drives. Email is used for external correspondence whenever possible, including notices, consultations and release packages. Limitations due to file size, security and reduced functionality of other departments have posed some challenges to the ATIP Division, however, ATIP continues to adapt and find new avenues to increase its functionality and maintain its high rate of compliance.

Annex C includes statistical information related to impact of COVID-19.

## **5. REPORTING ON 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
- Total revenue: \$460
- Fees waived: In accordance with the Interim Directive on the Administration of the *Access to Information Act*, issued on May 5, 2016, and the changes to the *Access to Information Act* that came into force on June 21, 2019, Infrastructure Canada 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 which is waived in special circumstances. This reporting period, INFC waived \$70 in application fees for 14 requests.
- Cost of operating the program in 2019-20: \$472,612.

A breakdown of the cost of operating the program is found in Section 10 of Annex B.

## **6. TRAINING AND AWARENESS**

The ATIP Division provided access to information training to 45 employees over the span of five sessions in 2019-20. The formal ATIP training framework, which was implemented in the previous fiscal year, establishes training expectations for employees, as well as course criteria, duration and frequency. The framework capitalizes on training offered by the Canada School of Public Service, as employees are required to take the school's introductory ATIP course as a pre-requisite to the institution-specific training. Not only does this framework standardize ATIP training offerings and uptake, but also facilitates the ability to track and plan for future training needs.



Institution-specific training was offered in a variety of formats to best suit the needs of employees across the department. Courses offered included a two-hour general ATIP course available to all employees and a 90-minute ATIP essentials course for executives. In addition, group training outside of the regularly scheduled sessions was offered to meet the specific content needs and schedules of teams or employees. Lastly, the division offered 1-on-1 coaching to all newly appointed ATIP contacts, to ensure consistency and comfort in this role across the department.

Information related to training offered by the ATIP Division can be accessed by all employees through our newly updated intranet webpage. Over the past fiscal year, the ATIP Division has expanded its web presence by redesigning the webpage to include a variety of resources related to roles and responsibilities under the *Access to Information Act*. The updated webpage includes resources on processing ATIP requests, identifying sensitive information, guidance on proactive disclosure, and frequently asked questions.

The ATIP Division will continue to offer three training sessions per year to all INFC employees, 1-on-1 coaching for new ATIP contacts and customized group sessions, as requested. This will help to maintain consistent and current approaches to access to information functions across the department.

## **7. POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES**

In 2019-20, the ATIP Division made a number of positive changes, with a large focus on the implementation of Bill C-58, as well as increasing measures to reduce our reliance on paper-based functions.

Bill C-58 (An Act to Amend the Access to Information Act and the Privacy Act) received royal assent on June 21, 2019. As the Bill C-58 implementation lead within the department, the ATIP Division worked with internal partners to implement new business procedures in order to roll out proactive publication requirements efficiently and effectively. New templates and streamlined procedures were implemented across the department to ensure statutory deadlines are met. In addition, the ATIP Division updated INFC's transparency webpage, to fall in line with Treasury Board Secretariat's new guidelines, and to house the new proactive disclosure materials.

The ATIP Division continued to roll out several electronic initiatives throughout the past fiscal year. These new initiatives allowed INFC to maintain ATIP operations when the public health measures were put in place to curb the spread of the COVID-19 and protect the health and safety of Canadians. Employees within the ATIP office are equipped with tablets, and VPN access to telework. The rollout of electronic record retrieval and approvals throughout the entire department has proven to be an effective means of reducing retrieval times and lessening the operational burden of paper-based retrieval on our Offices of Primary Interest. Shared drives are setup as a means to assist with the process and email is used for smaller files.

The ATIP Division began working with our Information Technology Division and third party vendor to launch a major case management and redaction system update. This update will automate many administrative tasks and allow the division to process access requests more efficiently. The update to the system is expected to launch in late 2020.

## **8. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS OR AUDITS**

The Office of the Information Commissioner (OIC) has the mandate to investigate complaints about federal institutions' handling of access requests. In 2019-20, INFC received four new complaints and the OIC issued a report of findings on four complaints (three of which were received in previous fiscal years). No issues were raised, and no actions were taken, as a result of the access to information complaints INFC received.

No audits were completed during the reporting period.

## **9. MONITORING COMPLIANCE**

INFC intensified its monitoring activities in 2019-20. Monitoring begins as soon as a request is received by the ATIP Division, entered into the case management system and assigned to an analyst. Deadlines are tracked electronically as well as on whiteboards in the office (prior to the pandemic), which highlight files nearing completion or targeted deadlines. Maintaining positive working relationships with the programs areas by engaging in early discussions of requests, providing guidance when needed, and sending weekly status reports to the offices of the Assistant Deputy Ministers/Directors General (highlighting the requests in retrievals, under consultation and in approvals) has been instrumental to ensuring INFC's compliance with the legislation.

## **ANNEXES**

- Annex A: *Access to Information Act Delegation Order*
- Annex B: *2019-20 Statistical Report on the Access to Information Act*
- Annex C: *2019-20 Supplemental Statistical Report – Requests affected by COVID-19 measures*

# Annex A

## *Access to Information Act*

### Delegation Order

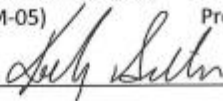
**Access to Information Act and Privacy Act Delegation Order /**  
**Arrêté de délégation en vertu de la Loi sur l'accès à l'information et**  
**de la Loi sur la protection des renseignements personnels**

The Deputy Minister of Infrastructure and Communities, pursuant to section 95(1) of the *Access to Information Act* and section 73(1) 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 Deputy Minister as the head of Infrastructure and Communities, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

En vertu de l'article 95(1) de la *Loi sur l'accès à l'information* et de l'article 73(1) de la *Loi sur la protection des renseignements personnels*, la sous-ministre de l'Infrastructure et des Collectivités délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de l'Infrastructure et des Collectivités, investie par les dispositions de la Loi ou de son règlement mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté antérieur.

**Schedule / Annexe**

Position / Poste	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et Règlement</i>	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et Règlement</i>
Assistant Deputy Ministers / Sous-ministre adjoint (e)	Full authority / Autorité absolue	Full authority/ Autorité absolue
Chief Audit and Evaluation Executive / Dirigeant (e) principal (e) de la vérification et de l'évaluation	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General of Communications / Directeur (trice) général (e) des communications	Full authority / Autorité absolue	Full authority / Autorité absolue
ATIP Coordinator / Coordonnateur (trice) de l'AIPRP	Full authority / Autorité absolue	Full authority / Autorité absolue
ATIP Team Lead and Senior ATIP Advisor (PM-05) / Chef d'équipe de l'AIPRP et Conseiller (ère) principal (e) de l'AIPRP (PM-05)	7(a) Notice where access requested / Notification 9 Extension of time limits / Prorogation du délai	14(a) Notice where access requested / Notification 15 Extension of time limits / Prorogation du délai



Kelly Gillis

Deputy Minister of Infrastructure and Communities / Sous-ministre de l'Infrastructure et des Collectivités

FEB 19 2020

Date

# Annex B

## 2019-20 Statistical Report on the *Access to Information Act*



## Statistical Report on the *Access to Information Act*

Name of institution: Infrastructure Canada

Reporting 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	106
Outstanding from previous reporting period	26
<b>Total</b>	132
Closed during reporting period	123
Carried over to next reporting period	9

#### 1.2 Sources of requests

Source	Number of Requests
Media	33
Academia	1
Business (private sector)	13
Organization	15
Public	19
Decline to Identify	25
<b>Total</b>	106

#### 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
186	0	0	0	0	0	0	186

**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
<b>Total</b>	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							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	8	2	1	2	0	0	0	13
Disclosed in part	2	20	10	28	11	4	3	78
All exempted	1	0	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	20	2	0	0	0	0	0	22
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	8	0	0	0	0	0	0	8
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	40	24	11	30	11	4	3	123

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	3	16(2)	17	18(a)	5	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	8	20.2	0
13(1)(c)	17	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	11	16(2)(c)	8	18(d)	6	21(1)(a)	48
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	51
14	21	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	9
14(a)	18	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	6	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	1	16.1(1)(d)	0	19(1)	57	22.1(1)	0
15(1) - I.A.*	3	16.2(1)	0	20(1)(a)	0	23	10
15(1) - Def.*	0	16.3	0	20(1)(b)	26	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	3
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	21	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	21		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	4				
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)	22
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)	20
68.1	0	69(1)(c)	0	69(1)(g) re (d)	4
68.2(a)	0	69(1)(d)	4	69(1)(g) re (e)	3
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	3
		69(1)(f)	0	69.1(1)	0

### 3.4 Format of information released

Paper	Electronic	Other
15	76	0



### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
27849	22978	101

#### 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	12	217	0	0	1	827	0	0	0	0
Disclosed in part	50	1123	18	3028	4	1659	5	9328	1	6796
All exempted	0	0	0	0	0	0	1	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	8	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>71</b>	<b>1340</b>	<b>18</b>	<b>3028</b>	<b>5</b>	<b>2486</b>	<b>6</b>	<b>9328</b>	<b>1</b>	<b>6796</b>

### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	3	0	0	0	3
Disclosed in part	56	0	0	0	56
All exempted	2	0	0	0	2
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>61</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>61</b>

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

	<b>Requests closed within legislated timelines</b>
<b>Number of requests closed within legislated timelines</b>	121
<b>Percentage of requests closed within legislated timelines (%)</b>	98.4

### 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
2	0	0	0	2

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

<b>Number of Days Past Legislated Timelines</b>	<b>Number of Requests Past Legislated Timeline Where No Extension Was Taken</b>	<b>Number of Requests Past Legislated Timeline Where an Extension Was Taken</b>	<b>Total</b>
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	1	1
61 to 120 days	0	1	1
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	0	2	2

### 3.8 Requests for translation

<b>Translation Requests</b>	<b>Accepted</b>	<b>Refused</b>	<b>Total</b>
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	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	1	0	1	2
Disclosed in part	22	23	15	18
All exempted	1	1	0	1
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	24	24	16	21

#### 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	12	0	5	2
31 to 60 days	5	2	8	19
61 to 120 days	2	18	3	0
121 to 180 days	2	4	0	0
181 to 365 days	0	0	0	0
365 days or more	3	0	0	0
<b>Total</b>	24	24	16	21

## Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	92	\$460	14	\$70
Other fees	0	\$0	0	\$0
<b>Total</b>	92	\$460	14	\$70

## 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	98	2728	13	1380
Outstanding from the previous reporting period	0	0	1	22
<b>Total</b>	98	2728	14	1402
Closed during the reporting period	97	2715	14	1402
Carried over to next reporting period	1	13	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	54	5	2	0	0	0	0	61
Disclose in part	12	11	5	1	0	0	0	29
Exempt entirely	3	0	0	0	0	0	0	3
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	1	0	0	0	0	0	3
Other	0	1	0	0	0	0	0	1
<b>Total</b>	71	18	7	1	0	0	0	97

## 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	2	1	0	0	0	0	0	3
Disclose in part	5	2	0	1	0	0	0	8
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	2	1	0	0	0	0	3
<b>Total</b>	7	5	1	1	0	0	0	14

## 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	1	10	1	181	0	0	0	0	0	0
16 to 30	3	48	0	0	0	0	0	0	0	0
31 to 60	11	225	1	274	0	0	0	0	0	0
61 to 120	8	175	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
<b>Total</b>	23	458	2	455	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
365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	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
4	0	0	4	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		\$421,239
Overtime		\$40
Goods and Services		\$51,333
• Professional services contracts	\$47,853	
• Other	\$3,480	
<b>Total</b>		<b>\$472,612</b>

### 10.2 Human Resources



<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	4.26
Part-time and casual employees	1.48
Regional staff	0.00
Consultants and agency personnel	0.20
Students	0.13
<b>Total</b>	<b>6.07</b>

**Note:** Enter values to two decimal places.

# Annex C

## 2019-20 Supplemental Statistical Report – Requests affected by COVID-19 measures

## 2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures

In addition to completing the forms for the Statistical Reports on the ATIA and Privacy Act for 2019-20, institutions are asked to complete this Supplemental Report to help identify the impact of COVID-19 measures on institutional performance for 2019-20 and going forward. The data requirements are set out in the tables below.

### Supplemental Statistical Report on the *Access to Information Act*

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 1 – Requests Received**

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	106
Row 2	Received from 2020-03-14 to 2020-03-31	0
Row 3	<b>Total<sup>1</sup></b>	106

<sup>1</sup> – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1 Row 1

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 2 – Requests Closed**

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	121	2
Row 2	Received from 2020-03-14 to 2020-03-31	0	0
Row 3	<b>Total<sup>2</sup></b>	121	2

<sup>2</sup> – Total for Row 3 Col. 1 should equal the total in the ATI Statistical Report section 3.6.1 Row 1 -- Total for Row 3 Col. 2 should equal the total in the ATI Statistical Report section 3.7.1. Col. 1 Row 1

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 3 – Requests Carried Over**

		Col. 1
		Number of requests
Row 1	Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	9
Row 2	Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
Row 3	<b>Total<sup>3</sup></b>	9

<sup>3</sup> – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1 Row 5

## Supplemental Statistical Report on the *Privacy Act*

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 4 – Requests Received**

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	16
Row 2	Received from 2020-03-14 to 2020-03-31	0
Row 3	<b>Total<sup>1</sup></b>	16

<sup>1</sup> – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 1

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 5 – Requests Closed**

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	15	0
Row 2	Received from 2020-03-14 to 2020-03-31	0	0
Row 3	<b>Total<sup>2</sup></b>	15	0

<sup>2</sup> – Total for Row 3 Col. 1 should equal the total in the Privacy Statistical Report Section 2.6.1 Row 1 -- Total for Row 3 Col. 2 should equal the total in the Privacy Statistical Report Section 2.7.1. Col. 1 Row 1

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 6– Requests Carried Over**

		Col. 1
		Number of requests
Row 1	Requests from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	1
Row 2	Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
Row 3	<b>Total<sup>3</sup></b>	1

<sup>3</sup> – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 5