



2020-21

INFRASTRUCTURE CANADA

Annual Report on the Administration of the Access to
Information Act

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, 2020 to March 31, 2021.

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.

In 2020-2021, INFC's mandate included 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

During 2020-2021, INFC was overseen by the Minister of Infrastructure and Communities and the Minister for Women and Gender Equality and Rural Economic Development. The Ministers were supported by the Deputy Minister of Infrastructure and Communities, who was 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.

Structure of the Access to Information and Privacy (ATIP) Office

The ATIP Office at INFC is led by the Director of ATIP and Executive Correspondence, who reports to the Director General of the Corporate Secretariat. As of the end of the reporting period, the ATIP Office was comprised of eight members: the director, team leader, four ATIP analysts and two part-time students. The work of the Office 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 Commissioners, 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

The delegation order in effect at the end of this reporting period was signed in February 2020. Under this order, 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 of 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 2020-21

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 2020-21 annual statistical report is provided in Annex B and Annex C (Supplemental Statistical Report).

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 2020-21, INFC closed 187 out of its 188 formal access to information requests within the legislated timelines, giving an overall compliance rate of over 99%. For the past two fiscal years, INFC's compliance rate was 98% or better, representing over a 20% increase in comparison to the three previous fiscal years.

Table 1: Number of requests closed within legislated timelines

	2016-17	2017-18	2018-19	2019-20	2020-21
Number of requests closed	211	145	154	123	188
Number of requests closed within legislated timelines	145	111	109	121	187
Percentage of requests closed within legislated timelines	69%	77%	71%	98%	99%

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 188 formal requests completed during the reporting period, 122 (65%) were completed within 30 days representing a 12% increase over last fiscal year and a 23% increase over fiscal year 2018-19. Over the past five years, INFC has steadily improved its ability to respond quickly to straightforward requests as illustrated in the first row of the following table.

Table 2: Processing time for completed requests

Processing Time	Number of requests				
	2016-17	2017-18	2018-19	2019-20	2020-21
1 to 30 days	89 (42%)	57 (39%)	64 (42%)	64 (53%)	122 (65%)
31 to 60 days	40 (19%)	29 (20%)	10 (6%)	11 (9%)	16 (9%)
61 to 120 days	51 (24%)	46 (32%)	16 (10%)	30 (24%)	21 (11%)
121 to 180 days	19 (9%)	5 (4%)	27 (18%)	11 (9%)	19 (10%)
181 to 365 days	4 (2%)	2 (1%)	17 (11%)	4 (3%)	10 (5%)
Over 365 days	8 (4%)	6 (4%)	20 (13%)	3 (2%)	0 (0%)
Total Requests	211	145	154	123	188

In addition, the ATIP Office completed 346 (99%) access informal requests within 15 days and did not take longer than 30 days to complete any of the 349 informal requests received during 2020-21 despite seeing the largest increase in informal requests in the past five years.

OVERVIEW OF REQUESTS RECEIVED AND CLOSED

The Department received 190 requests pursuant to the *Access to Information Act* during 2020-21 and carried forward 9 requests from 2019-20 representing a 79% increase in requests received from the previous fiscal year. It is important to distinguish that the 11 requests being carried forward into 2021-22 in the table below are requests that straddle reporting periods, not requests that are overdue.

Table 3: Number of Access to Information Act requests received

Formal Requests	2016-17	2017-18	2018-19	2019-20	2020-21
Received in reporting period	178	169	122	106	190
Carried forward from last reporting period	68	34	58	26	9
Total to process in reporting period	246	203	180	132	199
Closed in reporting period	211	145	154	123	188
Carried forward to next reporting period	35	58	26	9	11

OVERALL WORKLOAD

Overall workload of formal and informal requests received increased this fiscal year. There was a 79% increase in formal access to information requests received and an 85% increase in informal requests received. In the same time period, consultations were down by 48% leading to an overall 34% increase in requests received from fiscal year 2019-20 and an 80% increase from fiscal year 2018-19.

Table 4: All requests received in reporting period

Request Type	2016-17	2017-18	2018-19	2019-20	2020-21
Access to Information	178	169	122	106	190
Access Consultation	46	50	55	111	58
Access Informal	80	52	124	188	347
Total	304	271	301	405	541

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 349 informal requests for previously released information in 2020-21, and carried forward one request representing an increase of 88% (186 requests processed) from 2019-20.

EXTENSIONS

The Act recognizes that there are factors that make a request for information more complex resulting 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 2020-21.

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	8	0
31 to 60 days	7	0	9	9
61 to 120 days	6	17	5	0
121 to 180 days	0	4	1	0
Over 181 days	2	13	0	0
Total requests per extension	27	34	23	9

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 Office 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 2020-21 INFC received 58 consultation requests, carried forward one from 2019-20 and closed 55 consultation requests. INFC continues to make every effort to assist other institutions and organizations in meeting their statutory deadlines. Of the 55 consultation requests completed during the reporting period, 38 (69%) were completed within 15 days. 12 (22%) requests were completed within 16 to 30 days and 5 (9%) requests were completed within 31 to 45 days.

As the table below illustrates, consultation-related workload (although down significantly from 2019-20) is in line with the number of requests received and processed in 2016-17, 2017-18 and 2018-19.

Table 6: Consultations received and processed

Consultation requests	2016-17	2017-18	2018-19	2019-20	2020-21
Received during the reporting period	46	50	55	111	58
Outstanding from the previous period	2	3	2	1	1
Total consultations to process	48	53	57	112	59
Completed in the reporting period	45	51	56	111	55
Increase in requests received from previous period (as a percentage)	3 (+7%)	4 (+8%)	5 (+9%)	56 (+51%)	-53 (-47%)

PERCENTAGE OF REQUESTS FOR WHICH RECORDS WERE ALL DISCLOSED AND DISCLOSED IN PART

The act requires that institutions provide the right of access to information in records under the control of a government institution and that necessary exceptions to the right of access should be limited and specific. In accordance with this principle, INFC ATIP disclosed in full 15 requests (8%) and disclosed in part 104 requests (55%) of requests.

Table 7: Disposition percentages for 2020-21

Disposition of Requests	2016-17	2017-18	2018-19	2019-20	2020-21
All disclosed	25 (12%)	19 (13%)	2 (1%)	13 (11%)	15 (8%)
Disclosed in part	122 (58%)	102 (70%)	99 (64%)	78 (63%)	104 (55%)
Closed in reporting period	211	145	154	123	188

IMPACT OF COVID-19

Although Infrastructure Canada's operations were not affected during the reporting period due to exceptional measures put in place to curb the spread of COVID-19, some departments have faced challenges to maintain this important function while operating within a fully remote work environment which has caused some delays for INFC during the consultation process. Overall INFC was able to continue to process and complete requests in a timely manner and was operating at full working capacity. This is because of procedures previously put in place by the Department, and the ATIP Office, 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. These measures were augmented early in the fiscal year by increasing the Virtual Private Network (VPN) capacity and adopting new collaborative software tools. The ATIP Office had previously begun transitioning from many paper-based operations to more electronic practices where possible, prior to the COVID-19 pandemic.

INFC ATIP worked remotely for the entire fiscal year. During this time, the ATIP Office 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. For larger files that cannot be sent via email, electronic tools are used to share documents. INFC has also been investigating other long-term solutions to sending files for consultations and to requesters when they are too large to send by email.

Annex C includes statistical information related to the 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: \$590
- 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 \$360 in application fees for 72 requests.
- Cost of operating the program in 2020-21: \$492,948.

6. TRAINING AND AWARENESS

The ATIP Office provided access to information training to 74 employees over the span of five sessions in 2020-21. Due to the ongoing health restrictions during the pandemic, all training was held remotely via Microsoft Teams.

The formal ATIP training framework was implemented in the fiscal year 2018-19 and is still in use. It established 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. This year, the ATIP Office also updated its training materials to account for new electronic practices for processing ATIP requests.

Institution-specific training was offered in a variety of formats to best suit the needs of employees across the Department. Courses offered included a 90-minute general ATIP course available to all employees and a 1-hour 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.

Information related to training offered by the ATIP Office can be accessed by all employees through our intranet webpage. The ATIP Office has continued to keep the intranet page up to date as new resources are created and made available. The webpage includes resources on processing ATIP requests, identifying sensitive information, guidance on proactive disclosure, and frequently asked questions.

The ATIP Office will continue to offer three training sessions per year to all INFC employees, one-on-one 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. Upcoming training sessions were included in departmental weekly information bulletins for at least three weeks prior to the training.

7. POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES

In 2020-21, the ATIP Office made a number of positive changes to improve our end-to-end electronic processing of ATIP requests. As a result, the ATIP Office no longer uses any paper-based processes and has become completely electronic. All employees within the ATIP Office are equipped with tablets, and VPN access to telework. INFC ATIP has retained the capability to receive paper requests and consultations to accommodate the operational capabilities of external stakeholders. While teleworking to curb the spread of COVID-19 and protect the safety of all Canadians, these initiatives have allowed INFC to maintain full ATIP operations throughout the entire fiscal year.

Electronic record retrieval and approvals throughout the entire department continue 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 set up as a means to assist with the process and email is used for smaller files. These processes have improved the ATIP Office's efficiency when compared to the paper-based process used previously.

The ATIP Office has continued to work on improving processes pertaining to Proactive Disclosure. The templates continue to be updated and procedures modified to become more efficient at fulfilling the Department's obligations under the Act. The ATIP Office will be engaging INFC's Data Science team in the new fiscal year to generate a dashboard to be used to retrieve the necessary data for INFC's proactive disclosure of briefing note titles. This is expected to improve the overall efficiency and effectiveness of the process.

The ATIP Office also participated in the Treasury Board Secretariat-led departmental consultations regarding the *Access to Information Act* review. As part of this process, the ATIP Office engaged with our Office of Primary Interests (OPIs) and Crown corporations and incorporated their feedback into our recommendations to TBS. Additionally, ATIP updated the retrieval and consultation processes with the branches as a result of the feedback provided from our OPIs. To improve the efficiency of the retrieval process, ATIP no longer requires recommendations from the OPIs at the point of the retrieval of documents stage of the process and instead returns for recommendation on an as needed basis once the analyst has triaged the file, removing duplicates and not relevant documents. This has sped up the retrieval times immensely.

The ATIP Office worked closely with our Information Technology Division and a third party vendor to launch a major case management and redaction system update. The update has automated many administrative tasks and allowed the ATIP Office to process access requests more efficiently. In addition, letter and email templates have been updated throughout the fiscal year.

SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

The Office of the Information Commissioner (OIC) has the mandate to investigate complaints about federal institutions' handling of access requests. In 2020-21, INFC received three new complaints and the OIC issued three final reports. No issues were raised requiring action as a result of the access to information complaints INFC received or concluded.

8. MONITORING COMPLIANCE

INFC makes every effort to meet statutory deadlines and actively monitors the time taken to process requests. Monitoring begins as soon as a request is received by the ATIP Office, entered into the case management system and assigned to an ATIP analyst. Deadlines are tracked and monitored electronically highlighting files nearing completion or targeted deadlines. The analysts and management monitor the time taken to process access to information requests on an ongoing basis. Statistics on the active caseload are provided to, and analyzed by, the Director of ATIP and Executive Correspondence on a weekly basis. Any needed action is taken as a result of this analysis to ensure timely access to documents requested.

Maintaining positive working relationships with the program 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: *2020-21 Statistical Report on the Access to Information Act*
- Annex C: *2020-21 Supplemental Statistical Report*

Annex A
Access to Information Act
Delegation Order

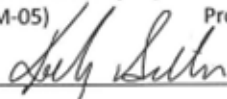
Access to Information Act and Privacy Act Delegation Order /
Arrêté de délégation en vertu de la Loi sur l'accès à l'information et
de la Loi sur la protection des renseignements personnels

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</i> and Regulations / <i>Loi sur l'accès à l'information</i> et Règlement	<i>Privacy Act</i> and Regulations / <i>Loi sur la protection des renseignements personnels</i> et Règlement
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

2020-21 Statistical Report on the *Access to Information Act*



Statistical Report on the *Access to Information Act*

Name of institution: Infrastructure Canada

Reporting period: 2020-04-01 to 2021-03-31

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

1.1 Number of requests

	Number of Requests
Received during reporting period	190
Outstanding from previous reporting period	9
Total	199
Closed during reporting period	188
Carried over to next reporting period	11

1.2 Sources of requests

Source	Number of Requests
Media	64
Academia	31
Business (private sector)	16
Organization	4
Public	24
Decline to Identify	51
Total	190

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	
346	3	0	0	0	0	0	349

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

Section 2: Decline to act 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	4	7	4	0	0	0	0	15
Disclosed in part	8	42	11	19	15	9	0	104
All exempted	0	0	1	0	0	1	0	2
All excluded	0	0	0	2	3	0	0	5
No records exist	46	12	0	0	0	0	0	58
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	3	0	0	0	1	0	0	4
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	61	61	16	21	19	10	0	188

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)	28	18(a)	4	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	6	20.2	0
13(1)(c)	17	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	12	16(2)(c)	0	18(d)	4	21(1)(a)	73
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	80
14	41	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	5
14(a)	1	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	1	22	0
15(1)	3	16.1(1)(d)	0	19(1)	60	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	6
15(1) - Def.*	0	16.3	0	20(1)(b)	19	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	4
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	16	26	1
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	19		
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)	3	69(1)	0	69(1)(g) re (a)	19
68(b)	0	69(1)(a)	4	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	16
68.1	0	69(1)(c)	0	69(1)(g) re (d)	2
68.2(a)	0	69(1)(d)	4	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	2	69(1)(g) re (f)	1
		69(1)(f)	1	69.1(1)	0

3.4 Format of information released

Paper	Electronic	Other
0	119	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
13224	6172	130

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	14	198	1	252	0	0	0	0	0	0
Disclosed in part	87	1872	11	1884	5	1815	1	116	0	0
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	3	0	2	0	0	0	0	0	0	0
Request abandoned	3	0	0	0	0	0	1	35	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	109	2070	14	2136	5	1815	2	151	0	0

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	4	0	0	0	4
Disclosed in part	46	0	5	2	53
All exempted	1	0	1	0	2
All excluded	5	0	0	0	5
Request abandoned	1	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	57	0	6	2	65

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	187
Percentage of requests closed within legislated timelines (%)	99.5

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
1	0	0	0	1

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	1	1
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	1	1

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	1	0	3	0
Disclosed in part	22	27	19	8
All exempted	1	1	1	0
All excluded	2	5	0	0
No records exist	0	0	0	0
Request abandoned	1	1	0	1
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	27	34	23	9

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	8	0
31 to 60 days	7	0	9	9
61 to 120 days	6	17	5	0
121 to 180 days	0	4	1	0
181 to 365 days	2	13	0	0
365 days or more	0	0	0	0
Total	27	34	23	9

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	118	\$590	72	\$360
Other fees	0	\$0	0	\$0
Total	118	\$590	72	\$360

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	47	746	11	720
Outstanding from the previous reporting period	1	13	0	0
Total	48	759	11	720
Closed during the reporting period	45	659	10	115
Carried over to next reporting period	3	100	1	605

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	23	5	1	0	0	0	0	29
Disclose in part	5	4	4	0	0	0	0	13
Exempt entirely	2	0	0	0	0	0	0	2
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Total	31	9	5	0	0	0	0	45

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	3	1	0	0	0	0	0	4
Disclose in part	4	2	0	0	0	0	0	6
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	7	3	0	0	0	0	0	10

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 Request	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	1	36	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	4	71	0	0	0	0	0	0	0	0
61 to 120	20	319	2	0	0	0	0	0	0	0
121 to 180	1	10	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	26	436	2	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 Request	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
3	2	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		\$489,088
Overtime		\$0
Goods and Services		\$2,860
• Professional services contracts	\$0	
• Other	\$2,860	
Total		\$491,948

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	4.250
Part-time and casual employees	1.100
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.500
Total	5.850

Note: Enter values to three decimal places.

Annex C

2020-21 Supplemental Statistical Report



Supplemental Statistical Report on the Access to Information Act and Privacy Act

Name of institution: Infrastructure Canada

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	52