

2020 🍁 2021



ANNUAL REPORT TO PARLIAMENT
on the Administration of the *Access to Information Act*



Shared Services
Canada

Services partagés
Canada

Canada

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Introduction

The [Access to Information Act](#) (the Act) gives Canadian citizens, permanent residents and all individuals and corporations present in Canada the right of access to records under the control of a government institution subject to the Act. This increases the accountability and transparency of federal institutions and supports an open and democratic society.

Shared Services Canada (SSC) is pleased to submit to Parliament its tenth Annual Report on the Administration of the Act. This report is prepared and tabled in Parliament in accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*. It covers the period from April 1, 2020, to March 31, 2021.

Institutional Mandate

SSC was created in 2011 to transform how the Government of Canada managed and secured its information technology (IT) infrastructure.

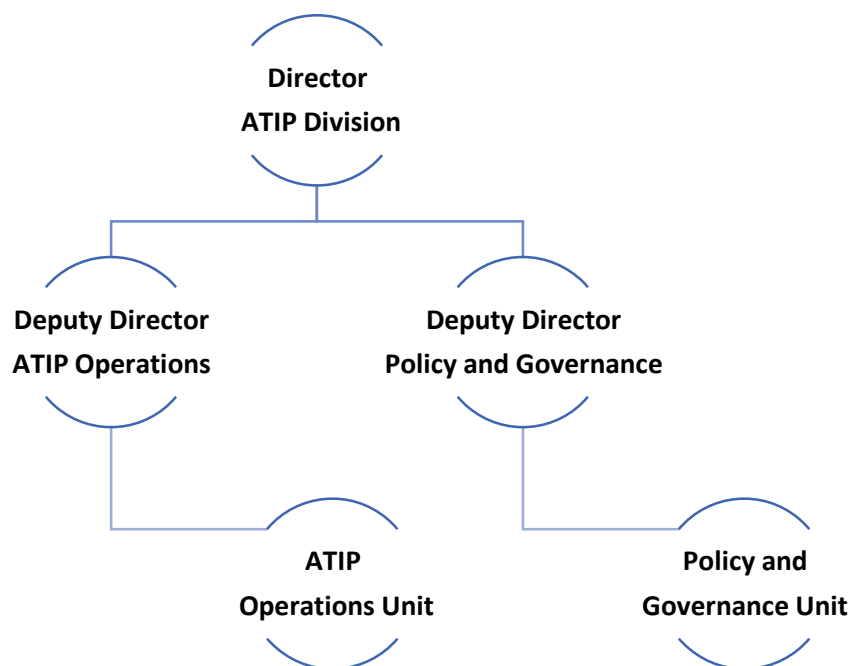
SSC supports the Government of Canada's digital vision to expand and improve the scope of digital service capacity, accelerate the pace of digital modernization and strengthen the ongoing support for digital tools, systems and networks government wide.

In carrying out its mandate, SSC is supporting the [Digital Operations Strategic Plan: 2018-2022](#) and the [Government of Canada Cloud Adoption Strategy](#), as well as working in partnership with public- and private-sector stakeholders, implementing enterprise-wide approaches for managing IT infrastructure services and employing effective and efficient business management processes.

Delegated Authority

The Minister of Digital Government is responsible for handling requests submitted under the *Access to Information Act*. Pursuant to section 95(1) of the Act, the Minister has delegated full powers, duties and functions to members of the Department's senior management, including the Director and the Deputy Directors of the Access to Information and Privacy (ATIP) division, hereafter referred to as the ATIP division (refer to Annex A).

ATIP Division Structure



The ATIP division is part of the Corporate Secretariat, which is overseen by the Director General, Corporate Secretary and Chief Privacy Officer, situated in the Strategy and Engagement Branch (SEB).

The division administers the *Access to Information Act* and the *Privacy Act*, led by a Director who acts as the ATIP Coordinator for the Department. Two units carry out the work under two Deputy Directors, each leading either Operations or Policy and Governance. While an average of 18 person-years were dedicated to the ATIP program, 13 person-years were dedicated to the administration of the *Access to Information Act*. These person-years include full-time equivalents, casual employees and students. Multiple staffing processes were completed during the year, including a joint PM-05 (Team Leader) process with the Treasury Board of Canada Secretariat (TBS).

The Operations Unit is responsible for processing requests under the *Access to Information Act* and the *Privacy Act*. This includes, but is not limited to the following:

- Liaising with subject-matter experts within SSC.
- Performing line-by-line reviews of records requested and conducting external consultations as required to balance the public's right of access and the government's need to safeguard certain information in limited and specific cases.
- Providing briefings to senior management as required on matters relating to requests and institutional performance.

- Acting as the main point of contact with the Office of the Information Commissioner (OIC) and the Office of the Privacy Commissioner (OPC) with respect to the resolution of complaints related to requests under both Acts.

The Policy and Governance Unit is responsible for, but not limited to the following:

- Providing policy advice and guidance to SSC's senior management team on access to information (ATI) and the protection of personal information.
- Developing ATIP policy instruments and tools.
- Assisting program officials in conducting privacy impact assessments and drafting personal information-sharing agreements.
- Preparing and delivering training and awareness sessions throughout SSC.
- Coordinating SSC's annual reporting requirements.
- Publishing an updated version of SSC's [Info Source chapter](#).
- Acting as the main point of contact with the OIC and OPC with respect to various audits, reviews, systemic investigations and privacy breaches.

The ATIP division's administration of the Acts is facilitated at the branch and the directorate level of SSC. There are 14 liaison officers at the Assistant Deputy Minister Office level and 64 liaison officers at the branch level that coordinate the collection of requested records and information. Also, they provide guidance to branch and directorate managers on the application of the Acts. Finally, the administration of the act would not be possible without the large number of SSC employees across the department who identify and review information to meet requests.

SSC was not party to any service agreements under section 96 of the *Access to Information Act* during the reporting period.

Highlights of the 2020–2021 Statistical Report

The Statistical Report (Annex B) on the administration of the *Access to Information Act* provides a summary of ATI requests and consultations processed during the 2020–2021 reporting period.

Requests Received

SSC processed 191 ATI requests, which represents a 39-percent increase from the previous year. This increase had a large impact on the institution specifically SSC operational employees who have to identify and review documents related to requests.

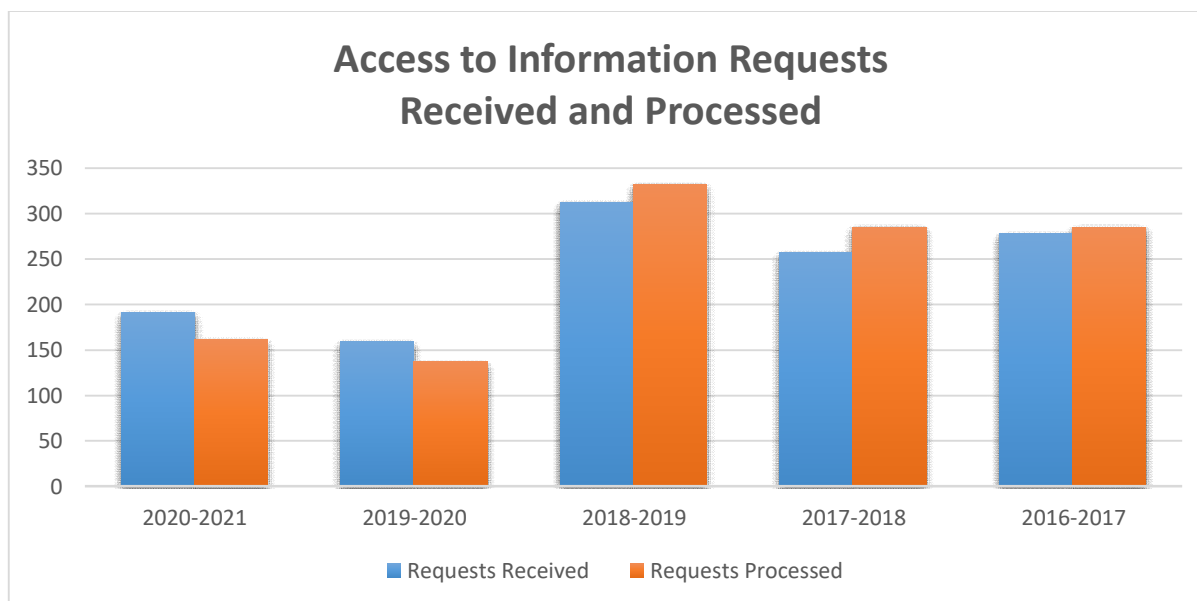
Two specific areas within SSC have been the subject of almost 80 percent of all requests this past year:

- Networks, Security and Digital Services (over 30 percent) is responsible for the planning, design and operations of the Government of Canada IT network infrastructure, the management of cyber and IT security services that protect government data and technology assets, and the deployment of modern, reliable and cost-effective digital services, including telecommunication services and support, hardware and software provisioning and digital communications solutions.
- The Procurement and Vendor Relationships directorate (almost 50 percent) enables SSC to follow a strategic sourcing and procurement plan through the centralization of contract administration, and the acquisition of IT and other goods and services.

Similarly, the annual report demonstrates a 27-percent increase in the number of pages processed at 131,092 pages. However, the statistical report only captures pages from closed files. As per previous years, a large number of pages being processed will only be reflected in future reports once the files are closed.

It is important to note that SSC achieved a compliance rate of 97.5 percent. Although a slight decrease from last year's 100-percent mark, SSC is well above the community average.

SSC carried forward 27 requests from 2019–2020 for a total of 218 requests for the reporting period. The ATIP division continues to ensure it monitors its turnaround times in processing requests on a regular basis, and tracks the timeliness of their completion.



Informal Requests

SSC posts summaries of completed ATI requests pertaining to corporate records on the [Open Government Portal](#). During the reporting period, the Department received and processed 139 informal requests for previously released documents. This represents a 58-percent increase from last year.

Impact of COVID-19

The ATIP division was able to adapt quickly to the realities of working from home on a full-time basis. The majority of ATIP employees were already set up to work from home in the event of a building closure. Some of our accomplishments during the pandemic included the following:

- Operational from day one of the pandemic with the exception of the processing of Secret and Top Secret records. The office encountered no late files owing to this constraint.
- Adapted all processes to continue to respond to requests from the Canadian public.
- Found solutions for consultations with other government departments and third parties. Paper and DVD format consultations were replaced by ePost and encrypted emails.
- Provided guidance to other institutions on the implementation of ePost.
- Provided extensive privacy advice to SSC senior leaders in relation to COVID-19.
- Participated in various collaborative working groups to address the current COVID-19 realities.

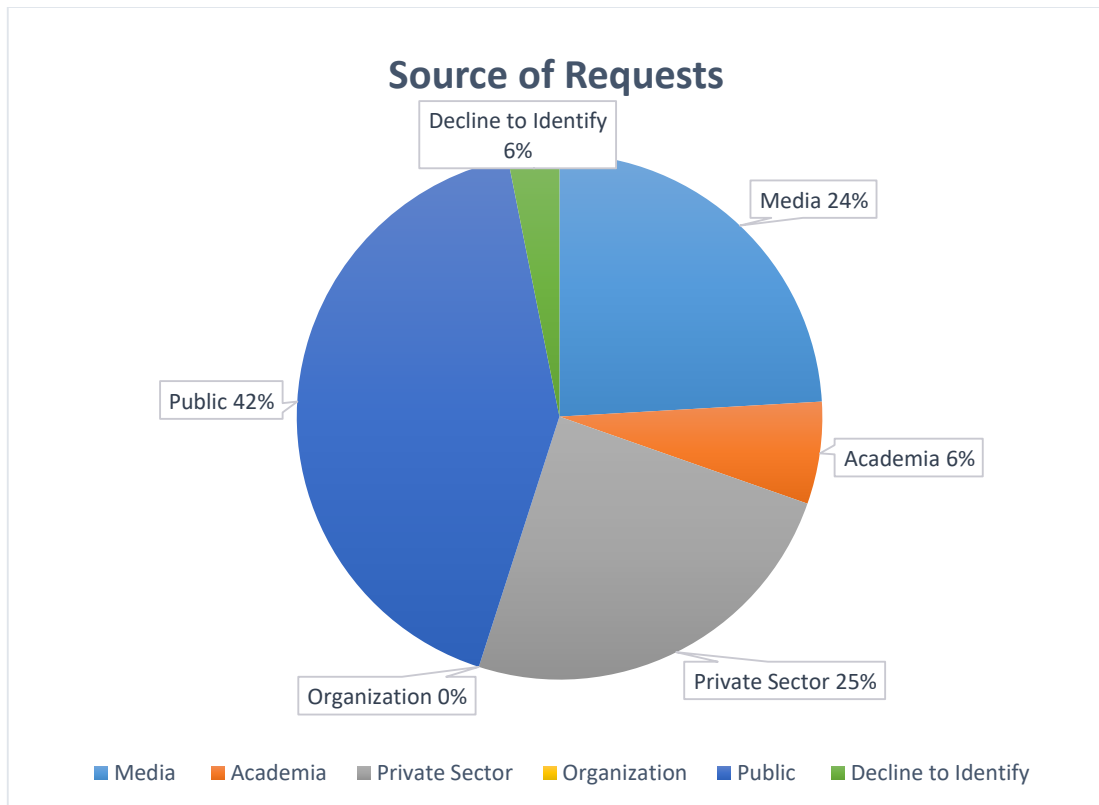
- Provided advice and recommendations on the use of the Microsoft (MS) 365 suite, such as privacy notice statements and best practices for MS Teams and MS Stream.

The ATIP division was able to achieve these accomplishments while facing many challenges. Listed below are some of the major challenges faced by the Division, and what was done to overcome them:

- The lack of adequate office equipment at employees' homes affected their efficiency. Employees were able to enter the building individually and retrieve office equipment and supplies as directed by management. What could not be retrieved was purchased to accommodate employees.
- Mail requests were delayed owing to building closures. Mail was retrieved once access to the building was granted. The ATIP division continued regular visits to the office to retrieve mail. No late files resulted from early building closures.
- All requesters were advised that mailing of responsive records would be delayed as this could only be done once the ATIP division returns to the office. To prevent delays, ePost was used for all requests.
- Secret and Top Secret records must flow through the secure network that is only accessible at certain areas in the office, therefore, processing records above Protected B is still problematic. SSC is working on upgrading its infrastructure to manipulate records more easily with a Secret security classification.
- The mental health of employees was a concern. SSC provided COVID-19 support sessions to help employees with this challenge. In addition, management and coworkers supported each other during this period. The division shifted its priorities to focus primarily on essential tasks, and introduced more flexible work schedules.

Source of Requests

The general public is the largest source of ATI requests, accounting for 42 percent of all requests. The media represented 24 percent of the requests received, whereas those from the private sector and sources that declined to identify themselves accounted for 25 percent, and 3 percent of the requests received respectively. Requests from organizations and academic sources comprised 6 percent.



Decline to Act

Section 6.1 of Bill C-58—which received Royal Assent June 17, 2019—states that the head of a government institution may call upon the Information Commissioner of Canada to investigate a request deemed vexatious, made in bad faith, or an abuse of the right of access. The Information Commissioner of Canada’s approval is needed to refuse the request for access to records. During the reporting period, SSC did not invoke this section.

Disposition of Requests Completed

During the reporting period, SSC released records in full in 11 percent of files.

For 99 requests (61 percent), the Department invoked exemptions. Requests for which the responsive records were entirely exempted or excluded occurred in 2 instances (1 percent). Of the remaining 43 requests (27 percent), either no records existed, the request was abandoned by the requester, or the request was transferred.

Extensions

Section 9 of the *Access to Information Act* allows the statutory time limits to be extended if consultations are required, or if the request is for a large volume of records, and processing within the original timeframe would unreasonably interfere with the operations of the Department.

Extensions were necessary in 43 cases (27 percent) when SSC consulted with its departmental Legal Services Unit and other government departments prior to responding to the requester. In addition, extensions were taken in 48 instances (25 percent) to reduce the risk of interference with daily operations, owing to a large volume of records. The Department also invoked 21 extensions (11 percent) to conduct third-party notifications.

Completion Time

The *Access to Information Act* sets timelines for responding to ATI requests. It also allows for extensions in cases where responding to the request requires the review of a large volume of information or extensive consultations with other government institutions or other third parties.

SSC responded to 82 requests (51 percent) within 30 days or fewer and a further 20 requests (12 percent) within 31 to 60 days. The Department completed 29 requests (18 percent) within 61 to 120 days, 14 requests (9 percent) within 121 to 180 days, 14 requests (9 percent) were processed within 181 days or over and 1 request required more than 365 days.

Exemptions

Whenever SSC invoked exempting provisions, the principle of severing, as described in section 25 of the Act, was applied in order to release as much information as possible. Only one request was exempted in its entirety.

The ATIP division has opted to highlight the three subsections of the Act, as they are the most relied upon. They are as follows:

- Paragraph 16(2)(c) concerns security and the vulnerability of buildings, structures or systems (50 instances or 26 percent).
- Subsection 19(1) protects personal information (75 instances or 39 percent).
- Paragraph 20(1)(c) protects Information that could lead to financial loss or gain of a third party (76 instances or 40 percent).

Paragraph 16(2)(c) is a discretionary exemption, whereas subsection 19(1) and paragraph 20(1)(c) are mandatory exemptions.

Exclusions

The *Access to Information Act* does not apply to information that is already publicly available, such as government publications and material in libraries and museums (section 68). It also excludes material such as Cabinet Confidences (section 69). During 2020–2021, SSC excluded records based on section 68 on 9 occasions, and section 69 was invoked in 22 cases.

Consultations

This reporting period, SSC received 64 consultations from other government institutions. The Department carried over 8 consultations at the end of the reporting period 2020–2021.

Complaints, Audits and Investigations

During the 2020–2021 fiscal year, SSC received 1 report of finding from previous complaints. 9 complaints were received for this reporting period.

During this fiscal year, complaint investigations affected 1 file under the *Access to Information Act*.

No audits involving SSC were completed by the OIC under the Act.

Key Issues and Action Taken on Complaints

The ATIP division continues to work diligently in resolving complaints. From the onset of receiving a request, the division works diligently with the requesters to fully understand the request in order to reduce the processing time and ensure the relevancy of the records provided. In addition, the Department has taken diverse actions with the goal of keeping the number of complaints received at a minimum. For instance, the division revises its procedures on a regular basis to improve performance and also to reduce the response time for requests with the goal of decreasing complaints. Ongoing training is provided to ATIP analysts on the complaints process and the handling of complaints received from the OIC. The division established a streamlined process for handling complaints where the Deputy Director, Operations Unit, is responsible for providing representations to the OIC.

Monitoring Compliance

The division has implemented various internal procedures to ensure ATI requests are processed in a timely and efficient manner. For example, meetings are held between ATIP management and analysts on a regular basis to monitor workloads and progress on ATI requests. These meetings provide greater accountability and clarity for the team.

The ATIP division provides reports to the Communications team and the President's Office and meets on a weekly basis to discuss upcoming files. ATIP has a five-business-day service standard for records retrieval and tracks branch performance. Each month, ATIP produces a performance report for Assistant Deputy Ministers and the President's Office, which allows senior management to address issues across the Department. In addition, the division holds a monthly meeting with branch liaison officers to identify any common issues and concerns to help improve retrieval and recommendations. This fiscal year, four late files were reported. Consultations with Legal Services/Other Government Departments and a large volume of pages processed were the main reasons for these late files.

Fees

The *Service Fees Act* requires SSC to report annually to Parliament on the 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*.

In 2020–2021, SSC collected \$885 and waived \$70 in application fees. In accordance with the *Interim Directive on the Administration of the Access to Information Act*, issued on May 5, 2016, SSC waived all fees prescribed by the Act and regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the regulations.

Costs

For this reporting period, the ATIP division spent a total of \$1,015,130 for the administration of the *Access to Information Act*, of which \$978,102 was spent on salaries and \$33,419 was spent on goods and services.

These costs are not a true reflection of the actual cost to administer the *Access to Information Act* at SSC. Outside of the ATIP Division staff, a large number of SSC employees are responsible for identifying and reviewing documents to meet the information requested to support the administration of the Act.

Training and Awareness Activities

The ATIP division is dedicated to fostering a culture of ATIP excellence across SSC. As a result, the division continues to develop and deliver training and awareness activities aimed at more openness and transparency throughout the Department.

Mandatory Training

In order to ensure that all SSC employees, regardless of their position or level, are made aware of their responsibilities related to ATIP and that they gain an in-depth understanding of the related best practices and principles, SSC launched, in collaboration with the Canada School of Public Service, the

online Access to Information and Privacy Fundamentals course (I015) on July 14, 2016. While this course is optional for all federal Public Service employees through the Canada School of Public Service website, its completion has been made mandatory for all SSC employees. For this reporting period, 945 SSC employees successfully completed the course.

ATIP Internal Training

In order to maintain our training and awareness practices, the ATIP division was required to adapt their training from in-person to online. As a result, the trainers successfully delivered 31 internal training and awareness sessions to approximately 840 participants, which included SSC executives, managers and employees at all levels. The number of participants who received training this fiscal year increased by 71 percent. In the previous fiscal year, 490 SSC employees participated in training.

The division delivered numerous ATIP 101 training sessions over the course of 2020–2021. A total of 247 employees attended this course. With the help of other branches in the Department, the ATIP division also developed a new Tasking Request training focusing on how to respond to a request by an office of primary interest. The training was delivered to 168 employees.

Right to Know Week

In 2020, Right to Know week took place from September 28 to October 4. Right to Know day has been celebrated for the past 17 years around the world. It is intended to raise awareness of an individual's right to access government information, to promote freedom of information as an essential feature of democracy and good governance. The ATIP division delivered two Ask Me Anything virtual sessions for 152 employees, developed communiqués for SSC's intranet page, published content on social media by senior leaders and promoted ATIP training through SSC's internal communication network.

Policies, Guidelines, Procedures and Initiatives

To maintain a high standard of excellence and to continuously improve client services under the *Access to Information Act*, SSC's ATIP division undertook several projects:

- The Policy and Governance Unit developed a new Tasking Request training on the retrieval of records from offices of primary interest following an ATI request. The division continues to educate all SSC employees on their roles and responsibilities related to ATIP.
- The division assisted other government departments with their ePost onboarding, which allows for the electronic delivery of responsive records to requesters. With the addition of e-signatures for signing correspondence with requesters, SSC's ATIP division has been fully digital since the beginning of 2020.

- In order to further the knowledge of employees of the ATIP division, the following training was provided: privacy impact assessments, investigating privacy breaches, negotiation skills training and internal learning sessions.
- The division is in the final stage to deploy newly acquired software, Amped FIVE and Audacity. Amped FIVE is meant to process video records in response to ATIP requests. Audacity will be used for processing audio files only. These software are part of a comprehensive suite of tools for editing audio and video records.
- The ATIP division is working in collaboration with TBS toward being an early adopter for the TBS-led next-generation ATIP Request Processing Software Solution. This next-generation software will propel the division forward in order to better address current and future ATIP challenges.
- The ATIP division is actively collaborating with the SSC's Digital Enablement team in the Chief Technology Officer Branch to explore Robotic Process Automation and Machine Learning technologies to automate manual and repetitive tasks in records management and processing. This technology will enable a response to ATIP requests in the most efficient manner possible, optimize service delivery and ultimately serve as a model to future adopters within the Government of Canada.

Annex A—Delegation Order

Shared Services Canada Access to Information Act and Privacy Act Delegation Order

The Minister of Digital Government, pursuant to subsection 95(1) of the *Access to Information Act* and subsection 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 Minister as the head of Shared Services Canada, under the provisions of the acts and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

Position	Access to Information Act and Regulations	Privacy Act and Regulations
President	Full authority	Full authority
Executive Vice President	Full authority	Full authority
Corporate Secretary and Chief Privacy Officer	Full authority	Full authority
Director, Access to Information and Privacy Protection Division	Full authority	Full authority
Deputy Directors, Operations and Policy & Governance, Access to Information and Privacy Protection Division	Full authority	Full authority

Dated, at Ottawa this 26 day of June, 2020.



The Honourable Joyce Murray / L'honorable Joyce Murray
Minister of Digital Government and Head of Shared Services Canada/
Ministre du Gouvernement numérique et Responsable de Services partagés Canada

Services partagés Canada Arrêté de délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels

En vertu du paragraphe 95(1) de la *Loi sur l'accès à l'information* et du paragraphe 73(1) de la *Loi sur la protection des renseignements personnels*, la Ministre du Gouvernement numérique 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 Services partagés Canada, investie par les dispositions des lois ou de leurs règlements mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté de délégation antérieur.

Annexe

Poste	Loi sur l'accès à l'information et Règlement	Loi sur la protection des renseignements personnels et Règlement
Président	Autorité absolue	Autorité absolue
Première vice-présidente	Autorité absolue	Autorité absolue
Secrétaire ministérielle et chef de la protection des renseignements personnels	Autorité absolue	Autorité absolue
Directeur, Division de l'accès à l'information et de la protection de la vie privée	Autorité absolue	Autorité absolue
Directeurs adjoints, Opérations et Politique et gouvernance, Direction de l'accès à l'information et protection des renseignements personnels	Autorité absolue	Autorité absolue

Daté, à Ottawa, ce _____ jour de _____, 2020.

Annex B—Statistical Report



Government
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Statistical Report on the *Access to Information Act*

Name of institution: Shared Services Canada

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

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

1.1 Number of requests

	Number of requests
Received during the reporting period	191
Outstanding from the previous reporting period	27
Total	218
Closed during the reporting period	161
Carried over to the next reporting period	57

1.2 Sources of requests

Sources	Number of requests
Media	46
Academia	12
Business (private sector)	47
Organization	0
Public	80
Decline to identify	6
Total	191

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
139	10	0	0	0	0	0	139
Note: All requests previously recorded as “treated informally” will now be accounted for in this section only.							



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

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

Part 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	1	13	2	1	0	0	0	17
Disclosed in part	2	23	16	28	15	14	1	99
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	1	0	0	0	0	1
No records exist	10	11	0	0	0	0	0	21
Request transferred	3	1	0	0	0	0	0	4
Request abandoned	16	1	1	0	0	0	0	18
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	32	50	20	29	15	14	1	161

3.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	1	16(2)	50	18(a)	3	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	2	20.2	0
13(1)(c)	0	16(2)(b)	2	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	50	18(d)	0	21(1)(a)	14
13(1)(e)	1	16(3)	0	18.1(1)(a)	1	21(1)(b)	21
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	14
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	1	18.1(1)(d)	0	22	2
15(1)	3	16.1(1)(d)	0	19(1)	75	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	0	23	9
15(1) - Def.*	1	16.3	0	20(1)(b)	41	23.1	0
15(1) - S.A.*	15	16.4(1)(a)	0	20(1)(b.1)	2	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	76	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	4		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	6						
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)	9	69(1)	0	69(1)(g) re (a)	9
68(b)	0	69(1)(a)	2	69(1)(g) re (b)	1
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	2
68.1	0	69(1)(c)	0	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	1
68.2(b)	0	69(1)(e)	4	69(1)(g) re (f)	1
		69(1)(f)	0	69.1(1)	0

3.4 Format of information released

Paper	Electronic	Other formats
0	116	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of pages processed	Number of pages disclosed	Number of requests
131,092	51,743	136



3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	100 pages or less processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	16	315	1	102	0	0	0	0	0	0
Disclosed in part	39	802	27	5,246	10	4,411	16	16,745	7	24,122
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	1	0	0	0	0	0	0	0
Request abandoned	17	0	0	0	1	0	0	0	0	0
Neither confirmed nor denied	0	0	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	0	0
Total	73	1,117	29	5,348	11	4,411	16	16,745	7	24,122

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	54	0	9	0	63
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	1	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0
Total	58	0	9	0	67

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	157
Percentage (%) of requests closed within legislated timelines	97.5

3.7 Deemed refusals

3.7.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal reason			
	Workload	External consultation	Internal consultation	Other
4	1	2	0	1

3.7.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	2	2
31 to 60 days	0	0	0
61 to 120 days	0	1	1
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	0	0
Total	0	4	4

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

Part 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	1	1
Disclosed in part	48	8	33	20
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	1	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	48	8	35	21

4.2 Length of extensions

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	
30 days or less	17	1	4	3
31 to 60 days	9	2	11	15
61 to 120 days	14	5	17	3
121 to 180 days	6	0	0	0
181 to 365 days	1	1	3	0
365 days or more	1	0	0	0
Total	48	8	35	21

Part 5: Fees

Fee type	Fee collected		Fee waived or refunded	
	Number of requests	Amount	Number of requests	Amount
Application	177	\$885	14	\$70
Other fees	0	\$0	0	\$0
Total	177	\$885	14	\$70

Part 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 the reporting period	64	4,369	1	3
Outstanding from the previous reporting period	7	1,278	0	0
Total	71	5,647	1	3
Closed during the reporting period	63	3,607	1	3
Pending at the end of the reporting period	8	2,040	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							
	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
Disclosed entirely	32	7	1	0	0	0	0	40
Disclosed in part	5	8	5	2	0	0	0	20
Exempted entirely	0	0	0	0	0	0	0	1
Excluded entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	3	0	0	0	0	0	0	3
Total	40	15	6	2	0	0	0	63

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclosed entirely	1	0	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
Exempted entirely	0	0	0	0	0	0	0	0
Excluded 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

Part 7: Completion time for consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	100 Pages or Less Processed		101-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
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	1	24	1	88	0	0	0	0	0	0
61 to 120	3	23	2	191	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	1	5	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	5	52	3	279	0	0	0	0	0	0

7.2 Requests with the Privy Council Office

Number of Days	100 Pages or Less Processed		101-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 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
9	2	1	1	0	0

Part 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

Part 10: Resources related to the *Access to Information Act*

10.1 Costs

Expenditure	Amount
Salaries	\$978,102
Overtime	\$3,609
Goods and services	\$33,419
• Professional services contracts	\$0
• Other	\$33,419
Total	\$1,015,130

10.2 Human Resources

Resources	Person-years dedicated to Access to Information activities
Full-time employees	9.333
Part-time and casual employees	1.292
Regional staff	0.000
Consultants and agency personnel	0.000
Students	1.667
Total	12.292
Note: Enter values to three decimal places.	