



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada



# Annual Report to Parliament on the *Access to Information Act*

Canada Border Services Agency

## 2021–2022

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Catalogue No. PS35-12E-PDF  
ISSN 2562-5055

This document is available on the Canada Border Services Agency website at  
<http://www.cbsa-asfc.gc.ca>

This document is available in alternative formats upon request.

Aussi offert en français sous le titre : Rapport annuel au Parlement sur la Loi sur l'accès à l'information

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## Chapter One: Access to Information Act Report

### Introduction

The Canada Border Services Agency (CBSA) is pleased to present to Parliament, in accordance with section 94 of the *Access to Information Act* and Section 20 of the *Services Fees Act*, its annual report on the management of these Acts. The report describes the activities that support compliance with the *Access to Information Act* for the fiscal year commencing April 1, 2021, and ending March 31, 2022. During this period, the CBSA continued to build on successful practices implemented in previous years.

The purpose of the *Access to Information Act* is to extend the present laws of Canada to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government.<sup>1</sup>

As stated in subsections 94(1) and 94(2) of the *Access to Information Act*, “Every year the head of every government institution shall prepare a report on the administration of this Act within the institution during the period beginning on April 1 of the preceding year and ending on March 31 of the current year.... Every report prepared under subsection (1) shall be laid before each House of Parliament on any of the first 15 days on which that House is sitting after September 1 of the year in which the report is prepared.”<sup>2</sup>

### Organization

#### I. About the Canada Border Services Agency

The CBSA has been, since 2003, an integral part of the Public Safety Canada (PS) portfolio, which was created to protect Canadians and maintain a peaceful and safe society. The Agency is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation.<sup>3</sup>

The CBSA carries out its responsibilities with a workforce of approximately 14,000 employees, including over 6,500 uniformed CBSA officers who provide services at approximately 1,200 points across Canada and at 39 international locations.<sup>4</sup>

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<sup>1</sup> *Access to Information Act*, R.S.C., 1985, Chapter A-1. Retrieved from the Department of Justice Canada webpage: <http://laws-lois.justice.gc.ca/eng/acts/A-1/page-1.html>.

<sup>2</sup> Ibid.

<sup>3</sup> CBSA webpage, CBSA mandate, <https://www.cbsa-asfc.gc.ca/agency-agence/who-qui-eng.html>, accessed July 18, 2022.

<sup>4</sup> CBSA webpage, CBSA mandate, <https://www.cbsa-asfc.gc.ca/agency-agence/what-quoi-eng.html>, accessed July 18, 2022.

## II. Information Sharing, Access to Information and Chief Privacy Office

The Information Sharing, Access to Information and Chief Privacy (ISATICP) Office is comprised of six units: an Administration section, three Case Management units, and two Policy units. The Administration section's function is to receive all incoming requests and consultations, to ensure quality control of all outgoing correspondence, and to support the Case Management units in their day-to-day business. The Case Management units assign branches and regions with retrieval requests, process requests for information under the *Access to Information Act*, and provide daily operational guidance and support to CBSA employees. The Access to Information and Privacy (ATIP) Policy and Governance Unit develops policies, tools, and procedures to support ATIP requirements within the CBSA and provides training to employees. The Information Sharing and Collaborative Arrangement Policy Unit maintains the policy framework for the CBSA's information-sharing and domestic written collaborative arrangements. On average, 71 full-time equivalents, and 0.5 part-time, casual and student employees were employed in the CBSA ISATICP Office during fiscal year 2021–2022.

The ATIP coordinator for the CBSA is the Executive Director of the ISATICP Office. The ISATICP Office is part of the Chief Data Office, which reports to the Vice-President (VP) of the Strategic Policy Branch. Consistent with best practices identified by the Treasury Board of Canada Secretariat (TBS)<sup>5</sup>, the CBSA's ATIP coordinator is positioned within three levels of the President and has full delegated authority, reporting directly to the Chief Data Officer, who in turn reports to the VP of the Strategic Policy Branch.

Key to maintaining compliance with the statutory time requirements of the *Access to Information Act* is the CBSA ISATICP Office's ability to obtain records from branches and regions in a timely and reliable manner. Supported by a network of 16 ATIP liaison officers across the CBSA, the ISATICP Office is well-positioned to receive, coordinate, and process requests for information under the *Access to Information Act*.

The CBSA ISATICP Office works closely with other members of the PS portfolio, including the Canadian Security Intelligence Service, the Correctional Service of Canada, the Parole Board of Canada, and the Royal Canadian Mounted Police, to share best practices and develop streamlined processes for the retrieval of jointly held records within the 30-day legislated time frame required to respond to access to information requests.

## Activities and Accomplishments

### I. Performance

Fiscal year 2021–2022 saw record high volumes of access to information requests made to the CBSA. The volume is largely attributable to individuals seeking copies of their immigration file. In fiscal year 2021–2022, 60% of all access to information requests received by the CBSA came from individuals

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<sup>5</sup> TBS webpage, Report on the TBS Study of Best Practices for Access to Information Requests Subject to Particular Processing, [www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/best-practices-access-information-requests-subject-particular-processing.html](https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/best-practices-access-information-requests-subject-particular-processing.html), accessed July 18, 2022.

seeking their immigration file. The volume is also largely attributable to individuals seeking copies of their Traveller History Report (THR). During the same period, 29% of all access to information requests received by the CBSA came from individuals seeking their THR. Immigration files and THR contain information used to support requirements for programs administered by Immigration, Refugees and Citizenship Canada (IRCC) and Employment and Social Development Canada (ESDC).

In September 2012, IRCC, in consultation with the CBSA, introduced a new consent-based application form which sees applicants for citizenship provide consent on their applications for IRCC to view their travel history directly. The CBSA has allocated 100 accounts to the IRCC to verify (view only) clients' THR to Canada. IRCC has since viewed approximately 1.76 million THR, of which 116,366 were in fiscal year 2021–2022 that might otherwise have been requested formally through the CBSA by way of formal *Access to Information Act* or *Privacy Act* requests.

The CBSA continued to see high volumes of access to information requests submitted through the Access to Information and Privacy Online Request tool. Through this tool, the Agency received 11,207 requests, which amounted to 97.8% of all access to information requests received by the CBSA.

The CBSA also continued to offer the electronic format for responses to access to information requests. Although electronic format made up 77% of all formal access to information requests, these requests accounted for 17.3% of all the pages the CBSA disclosed in their entirety or disclosed in part this fiscal year.

Finally, as per Section 96 of the *Access to Information Act*, the CBSA ISATICP Office has not provided services related to any power, duty or function conferred or imposed on the CBSA under this Act to another government institution that is under the responsibility of the Minister of Public Safety and Emergency Preparedness, and has not received such services from any other such government institution.

## II. Education and Training

In fiscal year 2021–2022, the CBSA ISATICP Office continued to provide support and guidance to employees. To do so, the Office adapted to numerous changes and explored alternative measures to delivery. Not being able to offer in-person training sessions, the CBSA ISATICP office shared its training materials with 26 employees and also provided 14 virtual training sessions to 200 employees. The training sessions are designed to ensure that the participants fully understood their responsibilities under the *Access to Information Act* and the *Privacy Act*, with a focus on requests made pursuant to the Acts and the duty to assist principles.

It should be noted that the CBSA added the Canada School of Public Service's (CSPS) *Access to Information and Privacy Fundamentals* (IO15) course to the list of mandatory training. This training must be successfully completed by all persons employed by the CBSA who occupy an indeterminate or term position on a full-time, part-time or seasonal basis, as well as students and casual employees. It also must be completed within six months of joining the CBSA.

Moreover, the CBSA ISATICP Office delivered six training sessions on section 107 of the *Customs Act*, as well as basic information-sharing, disclosure of intelligence-related information, and business line-specific training sessions to 25 employees. In addition, before attending the training, employees are advised to complete the interactive online training course, regarding information sharing that was developed by the CBSA ISATICP Office.

Further, the CBSA ISATICP Office continues to raise employees' awareness of their obligations under the *Access to Information Act* by leveraging the Agency's daily newsletter as a way to provide employees with important information. The communiqués include key dates, such as Right to Know Week, and other activities at the CBSA to promote ATIP tools, resources, and awareness.

Finally, the CBSA ISATICP Office continues to actively participate in the TBS-led ATIP coordinators and ATIP practitioners meetings. These meetings provide opportunities for employees of the Office to liaise with employees from other institutions to discuss various issues and challenges that have been identified by the ATIP community.

### III. New and Revised *Access to Information Act* Policies and Procedures

During fiscal year 2021–2022, the CBSA ISATICP Office continued to revise existing policies, to develop new ones, and to introduce new procedures.

The Office has continued to take a number of measures to enhance and promote ATIP tools that are readily accessible to CBSA employees by utilizing Apollo (GCDocs). To this end, it ensures that the CBSA ISATICP Office intranet site is up to date and available to all CBSA employees. This allows the Office to quickly share information and best practices and to facilitate collaboration across the Agency.

As required by the Directive on the Administration of the *Access to Information Act* and as part of the open government initiative, the CBSA posts summaries each month of completed access to information requests on the Government of Canada's mandated website. These requests do not include personal information or any other information that would be exempted or excluded under the Act or that could reveal a requester's identity. As most requests received by the CBSA are client-specific, the CBSA only posted 265 requests on the website, representing 2.6% of the requests completed by the Agency. The CBSA also received 381 informal enquiries for requests posted on the website in fiscal year 2021–2022, as compared to 783 in the previous year, a decrease of 51%.

Since June 21, 2019, the CBSA has been respecting the new legal requirements to publish proactively a broad range of information. The CBSA has been publishing proactively titles of briefing notes received by ministers and deputy heads, briefing packages prepared for new or incoming ministers and deputy heads, briefing packages prepared for Parliamentary Committee appearances by ministers and deputy heads, reports tabled in Parliament, and Question Period notes. In keeping with pre-existing policy, and now part of the new legal requirements, the CBSA continued to publish travel and hospitality expenses incurred by selected government officials, contracts over \$10,000, and information concerning the reclassification of occupied positions within the Agency.

The CBSA continued to see high volume in ATIP related audio/video redacting requests. In response to this continual growth, the CBSA ISATICP Office, in partnership with the Chief Transformation Officer Branch and the Information, Science and Technology Branch, and as part of an Innovation Solution Canada challenge initiative, is currently involved in a project allowing private companies to introduce applied concept for the redaction of video recording. This solution will allow video and audio recordings to be automatically processed. This year, Phase 2 of the initiative was undertaken. Once available, this software will be promoted as the solution for processing video and audio recordings for the entirety of the Government of Canada.

The CBSA ISATICP Office continued sending documents safely via email to clients when consent was provided. The Office will soon adopt the Online Request Services/Online Management Tool developed by TBS, which will allow it to interact with the requesters directly, and also securely disclose documents to clients.

During fiscal year 2021-2022, the CBSA ISATICP Office introduced a new automated tool to register new incoming access to information and privacy requests without the requirement for human intervention. In the past, employees had to manually enter the information received from clients in our database. This automated tool access the same information, and perform the same tasks, that employees used to do to register the new requests received via the Online portal.

The CBSA ISATICP Office continued to provide the service of informally reviewing CBSA records for internal programs as if they had been requested under the *Access to Information Act*. The Office received 27 internal requests of this nature in fiscal year 2021–2022.

The CBSA closely monitors the time it takes to process access to information requests. Monthly reports, which show trends and performance, are submitted to the Assistant Directors of the Case Management units, and to the Executive Director of the ISATICP Office. Monthly reports consisting of statistics on the performance of the offices of primary interest are also distributed to all ATIP liaison officers. Finally, weekly reports listing recently received Consultations from other Government Departments, recently received ATIP requests, upcoming releases, and recently closed ATIP requests are reviewed and discussed during meetings of the Agency's Executive Committee<sup>6</sup>. These reports are produced and provided to help increase access to branch ATIP requests, as well as to help branches identify and manage any concerns in advance of ATIP requests being released.

#### IV. Reading Room

The CBSA, in accordance with the *Access to Information Act*, maintains a reading room for applicants who wish to review material in person at the CBSA. Applicants may access the reading room by

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<sup>6</sup> The Executive Committee (EC) is the CBSA's senior management decision-making forum responsible for the overall strategic management and direction of the Agency's policy, program, and corporate responsibilities. Membership on the EC is as follows: President, Executive VP, VPs, Senior General Counsel, and the Director General of Internal Audit and Program Evaluation.



contacting the CBSA's ISATICP Office by telephone at 343-291-7021 or by sending an email to [ATIP-AIPRP@cbsa-asfc.gc.ca](mailto:ATIP-AIPRP@cbsa-asfc.gc.ca). The reading room is located at:

Place Vanier Complex, 14th Floor, Tower A  
333 North River Road  
Ottawa, Ontario K1A 0L8

#### **V. Audits of, and Investigations into the Access to Information Practices of the Canada Border Services Agency**

In 2021–2022, there were no key issues raised as a result of access to information investigations, and no audits were conducted that related to the access to information practices of the CBSA.

#### **Delegation Order**

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

# Chapter Two: Statistical Report

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

See Annex B for the CBSA’s statistical report on the *Access to Information Act*.

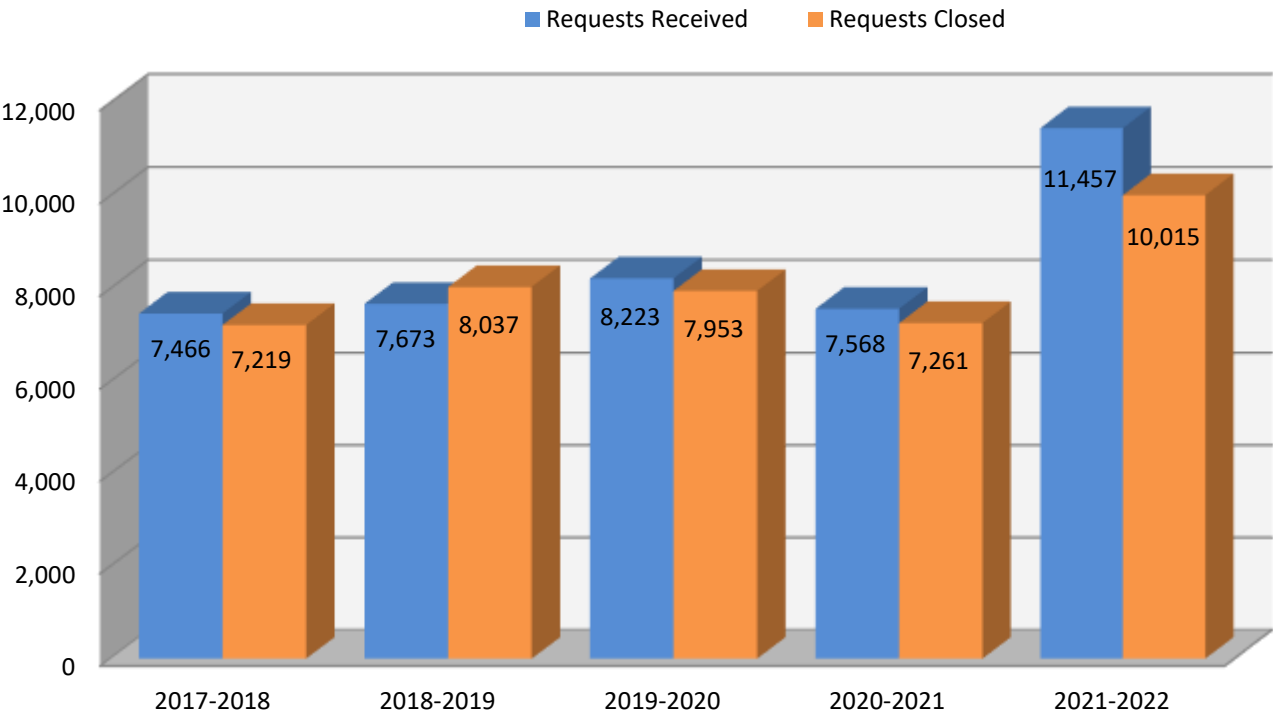
### Interpretation of the Statistical Report

#### I. Requests Processed Under the *Access to Information Act*

The CBSA received 11,457 *Access to Information Act* requests in fiscal year 2021–2022, which was an 51% increase over the previous year. Moreover, the CBSA responded to 10,015 *Access to Information Act* requests, representing 74.8% of the total number of requests received and outstanding from the previous reporting period. Finally, the CBSA processed over 773,748 pages under the *Access to Information Act*.

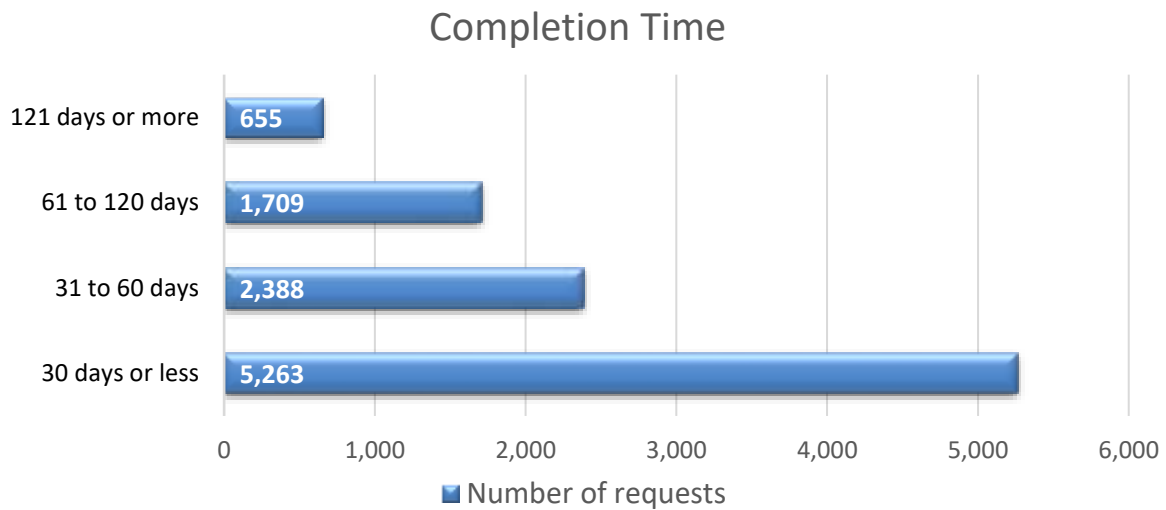
For the past five years, the CBSA has consistently been among the top government departments in terms of workload. While receiving a substantial number of requests each year, the CBSA has been able to maintain its performance.

**Access to Information Requests Received/Completed**



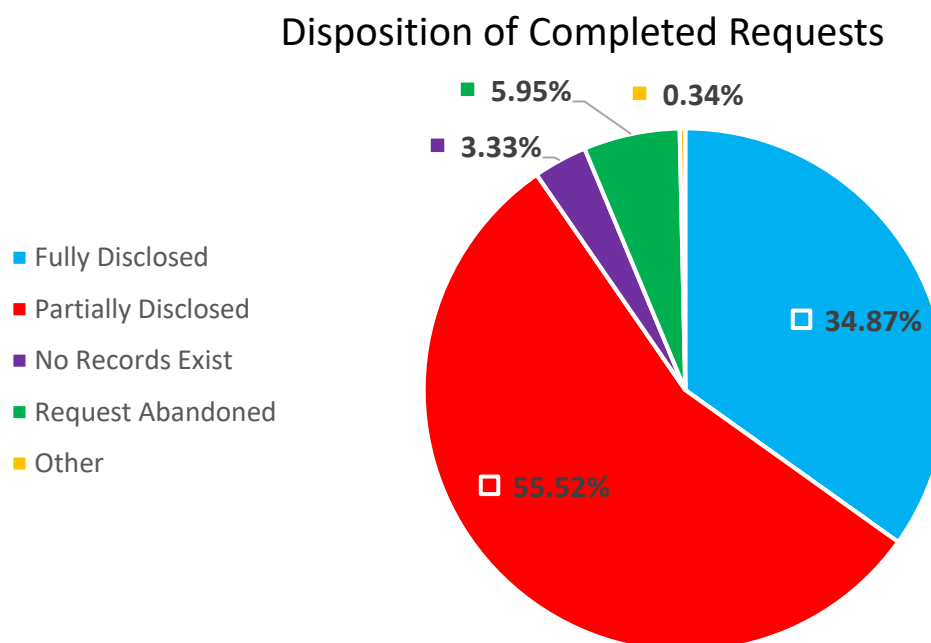
## II. Completion Time

In fiscal year 2021-2022, a total of 10,015 requests were completed. The graph below presents the response times for the requests that the CBSA completed this fiscal year.



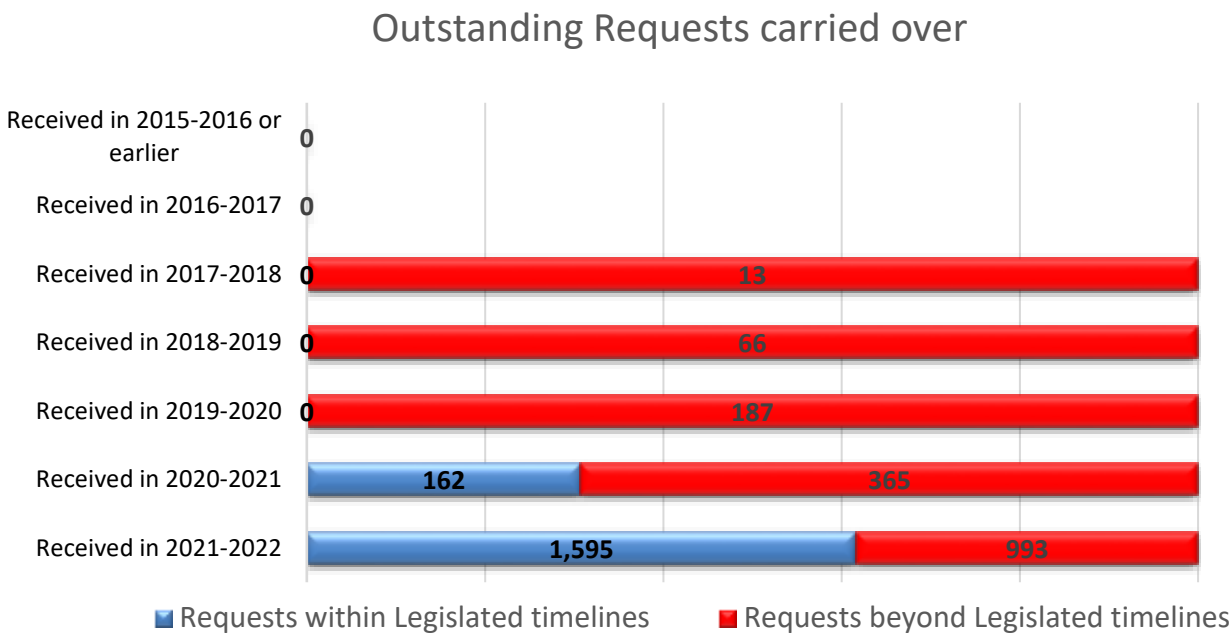
Of the 10,015 completed requests, the CBSA was successful in responding to 90.7% within the legislated timelines, an increase from the 89.8% achieved last fiscal year.

Furthermore, the pie chart below provides an overview of the disposition of these completed requests.



Of the completed requests, 3,492 records were fully disclosed and 5,560 were partially disclosed. See Annex B for all the details on the disposition of the completed requests.

Of the 3,381 requests carried over to fiscal year 2022–2023, 1,757 were on time and 1,624 were late. The graph below provides an overview of the requests carried over that were within or beyond legislated timelines.



See Annex C for all the details related to the number of outstanding requests carried over to next fiscal year.

### III. Extensions

In total, 3,039 extensions were applied for in fiscal year 2021–2022. This represents an increase of 85.8% in extensions in comparison to the previous fiscal year. Extensions were applied 99.2% of the time because of workload and meeting the original 30-day time limit would have resulted in unreasonable interference with the CBSA operations. The remaining 0.8% of the time was for consulting with third parties or other government institutions, or to provide notice to third parties.

### IV. Consultations received from other institutions and organizations

In 2021–2022, the CBSA completed 362 consultation requests from other government institutions and organizations. This represents an increase of 59.5% in comparison to the previous fiscal year. Furthermore, to respond to these requests, 11,644,999 pages were reviewed, a significant increase from the previous fiscal year.

## V. Completion time of consultations on Cabinet confidences

Although Cabinet confidences are excluded from the application of the *Access to Information Act* (section 69), the policies of the TBS require agencies and departments to consult their legal services to determine if requested information should be excluded. If there is any doubt or if the records contain discussion papers, legal counsel must consult the Office of the Counsel to the Clerk of the Privy Council Office (PCO).

In 2021–2022, the CBSA did not consult CBSA Legal services regarding Cabinet confidence exclusions, due to the fact that requesters are excluding Cabinet confidences from their requests.

## VI. Complaints and Investigations

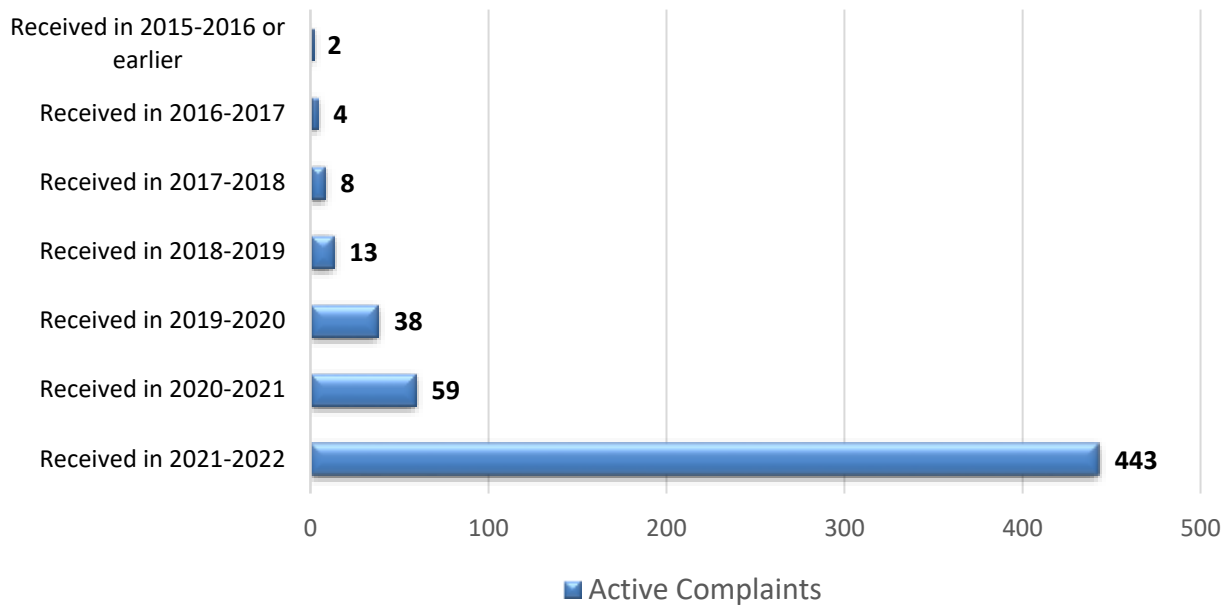
Subsection 30(1) of the *Access to Information Act* describes how the Office of the Information Commissioner of Canada (OIC) receives and investigates complaints from individuals regarding the information held by a government institution. Examples of complaints the OIC may choose to investigate include refusal to disclose records, missing information, or failure to provide information in the official language requested by the individual.

For 2021–2022, 750 *Access to Information Act* complaints were filed against the CBSA, which represents a significant increase compared to fiscal year 2020–2021. For context, the number of complaints filed relate to 7.5% of the 10,015 access to information requests completed during this period. The complaints received during the fiscal year were related to the following issues: time delay (547); application of exemptions or exclusions (45); time extension (135); missing / incomplete records (22); and miscellaneous (1).

Of the 256 complaints that were closed in fiscal year 2021–2022, 6 were deemed well-founded, and none were deemed not well-founded. Additionally, 238 complaints were resolved; 9 were discontinued; and three were settled. Where complaints are substantiated, the matter is reviewed by the delegated Assistant Directors and processes are adjusted if required.

At the end of fiscal year 2021–2022, the CBSA had 567 active complaints that were outstanding from previous reporting periods. The graph below provides an overview of the active complaints that are outstanding.

## Outstanding Active Complaints



See Annex C for all the details related to the active complaints that are outstanding.

### VII. Fees

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 payable: \$5.00 application fee is the only fee charged for an access to information request.
- Total revenue: The total fee revenue for this reporting period is \$55,605.
- Fees waived: The total amount of fees waived for this reporting period is \$1,680. 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, the CBSA waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.
- Cost of operating the program: The total cost for operating the *Access to Information Act* program during this reporting period is \$2,480,425.

### VIII. COVID-19 – Impact on the CBSA ISATICP Office

Since the beginning of the pandemic, the CBSA has played a critical role in managing the border in a safe and efficient manner, contributing to Canadians' health and security. During fiscal year 2021-2022, many

CBSA employees were reassigned, and called upon to work around the clock to provide critical and essential services to Canadians and travelers. Despite the implementation of these new measures, the CBSA was able to maintain the ability to process requests received under the *Access to Information Act* in a timely manner, responding to requests within their statutory timelines in more than 9 out of 10 cases.

This success is also due to the implementation of interim measures for processing *Access to Information Act* requests. Since paper records were not accessible, the CBSA ISATICP Office contacted each requester, for new and outstanding requests, to offer that they limit their request to non-secret and electronic records, thereby making them retrievable remotely. This new measure was very well received by requesters, and has allowed the CBSA ISATICP Office to process 100% of the electronic, non-secret documents.

During this period, the CBSA ISATICP Office collaborated closely with TBS and coordinators in the access to information and privacy community. The CBSA ISATICP Office has completed, every two weeks, the TBS request capacity questionnaire on the status of ATIP offices during COVID-19, which is being published on the Open Government website.

During the Covid-19 pandemic, the CBSA implemented the *Temporary Exceptional Procedures for Cabinet Confidences* to allow access to some of the Cabinet Confidence Documents, classified up to “Secret”, on the corporate network. This exception applies only to the following Cabinet documents defined in the PCO *Policy on the Security of Cabinet Confidences* (Memoranda to Cabinet, decks, Treasury Board submissions, drafts and briefing materials, as well as policy development and analysis that could lead to Ministerial and/or cabinet consideration).

Finally, in accordance with the *Access to Information Act*, the Agency continued to meet the legal requirements to publish proactively a broad range of information, such as the briefing note titles report and the report of summaries of closed non-personal access requests.

## IX. Conclusion

The achievements portrayed in this report reflect the CBSA’s commitment to ensuring that every reasonable effort is made to meet its obligations under the *Access to Information Act*. The CBSA strives to provide Canadians with the information to which they have a right in a timely and helpful manner by balancing the right of access with the need to protect the integrity of the border services that support national security and public safety priorities.

## Annex A – Delegation Order

### Ministerial Order Access to Information Act & Privacy Act

Pursuant to section 73 of the *Access to Information Act*<sup>1</sup> and section 73 of the *Privacy Act*<sup>2</sup>, I hereby designate the persons holding the positions set out in the schedule hereto, or a person authorized to exercise the powers or perform the duties and functions of that position, to exercise or perform the powers, duties and functions of the Minister of Public Safety and Emergency Preparedness as the head of the Canada Border Services Agency under the provisions of the Act and related regulations set out in the schedule opposite each position.

This Order replaces previous designation orders and comes into force on the date on which it is signed.

Dated at Ottawa, Province of Ontario, this 27 day of January, 2020.



The Honourable Bill Blair, P.C., C.O.M., M.P.  
Minister of Public Safety and Emergency Preparedness

<sup>1</sup> R.S.C., 1985, c. A-1

<sup>2</sup> R.S.C., 1985, c. P-21



Schedule  
Ministerial Order under the Access to Information Act & the Privacy Act

Positions	<i>Access to Information Act and Regulations</i>	<i>Privacy Act and Regulations</i>
President	Full authority	Full authority
Executive Vice-President	Full authority	Full authority
Vice-President, Strategic Policy Branch	Full authority	Full authority
Director General, Chief Data Office	Full authority	Full authority
Executive Director, Information Sharing, Access to Information and Chief Privacy Office (ISATICPO)	Full authority	Full authority
Assistant Director, ISATICPO	Full authority	Full authority (except 8(2)(m))
Team Leader, ISATICPO	Full authority	Full authority (except 8(2)(m))

## Annex B – Statistical Report

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

Name of institution: Canada Border Services Agency

Reporting period: 2021-04-01 to 2022-03-31

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

##### 1.1 Number of requests

		Number of Requests
Received during reporting period		11,457
Outstanding from previous reporting period		1,939
• Outstanding from previous reporting period	307	
• Outstanding for more than one reporting period	1,632	
<b>Total</b>		13,396
Closed during reporting period		10,015
Carried over to next reporting period		3,381
• Carried over within legislated timelines	1,757	
• Carried over beyond legislated timelines	1,624	

##### 1.2 Sources of requests

Source	Number of Requests
Media	79
Academia	243
Business (private sector)	4,274
Organization	237
Public	4,474
Decline to Identify	2,150
<b>Total</b>	11,457

### 1.3 Channels of requests

Source	Number of Requests
Online	11,207
E-mail	60
Mail	160
In person	0
Phone	0
Fax	30
<b>Total</b>	<b>11,457</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		381
Outstanding from previous reporting period		0
• Outstanding from previous reporting period	0	
• Outstanding for more than one reporting period	0	
<b>Total</b>		<b>381</b>
Closed during reporting period		381
Carried over to next reporting period		0

### 2.2 Channels of informal requests

Source	Number of Requests
Online	381
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>381</b>

## 2.3 Completion time of 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
381	0	0	0	0	0	0	381

## 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

## 2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
197	4,587	90	15,140	35	19,498	58	71,359	1	11,631

## Section 3: Applications to the Information Commissioner on Declining to Act on 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 4: Requests Closed During the Reporting Period

### 4.1 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	488	2,204	575	171	35	17	2	3,492
Disclosed in part	227	1,700	1,670	1,424	314	142	83	5,560
All exempted	2	1	7	4	3	3	1	21
All excluded	2	2	1	1	1	0	0	7
No records exist	34	125	74	69	15	6	10	333
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	375	100	59	39	13	7	3	596
Neither confirmed nor denied	1	2	2	1	0	0	0	6
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1,129</b>	<b>4,134</b>	<b>2,388</b>	<b>1,709</b>	<b>381</b>	<b>175</b>	<b>99</b>	<b>10,015</b>

### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	4,001	16(2)	62	18(a)	1	20.1	0
13(1)(b)	10	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	10	16(2)(b)	6	18(c)	0	20.4	0
13(1)(d)	23	16(2)(c)	1,334	18(d)	0	21(1)(a)	45
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	41
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	6
14(a)	5	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	6
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	5
15(1)	0	16.1(1)(d)	0	19(1)	2,661	22.1(1)	0
15(1) - I.A.*	29	16.2(1)	0	20(1)(a)	0	23	38
15(1) - Def.*	9	16.3	0	20(1)(b)	13	23.1	0
15(1) - S.A.*	1,457	16.31	0	20(1)(b.1)	2	24(1)	23
16(1)(a)(i)	5	16.4(1)(a)	0	20(1)(c)	6	26	24
16(1)(a)(ii)	2	16.4(1)(b)	0	20(1)(d)	6		
16(1)(a)(iii)	1	16.5	0				
16(1)(b)	50	16.6	0				
16(1)(c)	4,690	17	503				
16(1)(d)	3						

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

### 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	5	69(1)	2	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
138	0	8,914	10	3	0

### 4.5 Complexity

#### 4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
773,748	617,294	9,682

#### 4.5.2 Relevant pages processed per request disposition for paper and e-record formats 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	3,434	33,758	50	9,341	2	1,800	5	9,481	1	10,561
Disclosed in part	3,574	99,088	1,773	390,087	159	109,159	51	78,821	3	24,985
All exempted	17	413	4	828	0	0	0	0	0	0
All excluded	7	17	0	0	0	0	0	0	0	0
Request abandoned	582	769	12	3,404	2	1,236	0	0	0	0
Neither confirmed nor denied	6	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
<b>Total</b>	7,620	134,045	1,839	403,660	163	112,195	56	88,302	4	35,546

#### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes Processed	Number of Minutes Disclosed	Number of Requests
789	682	3

#### 4.5.4 Relevant minutes processed per requests disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60-120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	1	15	0	0	1	667
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	1	107	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	1	15	1	107	1	667

#### 4.5.5 Relevant minutes processed and disclosed for video formats

Number of minutes Processed	Number of Minutes Disclosed	Number of Requests
3,419	1,620	10

#### 4.5.6 Relevant minutes processed per requests disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60-120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	1	2	1	73	1	132
Disclosed in part	1	10	0	0	4	2,613
All exempted	1	12	0	0	1	577
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	3	24	1	73	6	3,322



#### 4.5.7 Other complexities

<b>Disposition</b>	<b>Consultation Required</b>	<b>Legal Advice Sought</b>	<b>Other</b>	<b>Total</b>
All disclosed	7	0	0	7
Disclosed in part	82	0	0	82
All exempted	2	0	0	2
All excluded	0	1	0	1
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	91	1	0	92

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

<b>Number of requests closed within legislated timelines</b>	9,085
<b>Percentage of requests closed within legislated timelines (%)</b>	90.71392911

## 4.7 Deemed refusals

### 4.7.1 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
930	382	7	6	535

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

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	219	3	222
61 to 120 days	96	196	292
121 to 180 days	25	118	143
181 to 365 days	30	144	174
More than 365 days	14	85	99
<b>Total</b>	384	546	930

## 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## Section 5: Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations / Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	295	0	3	0
Disclosed in part	2,500	0	20	1
All exempted	15	0	0	0
All excluded	2	0	0	0
Request abandoned	101	0	0	0
No records exist	102	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	3,015	0	23	1

### 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations / Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	765	0	3	1
31 to 60 days	1,129	0	7	0
61 to 120 days	1,101	0	12	0
121 to 180 days	20	0	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	3,015	0	23	1

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	11,121	\$55,605.00	336	\$1,680.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	11,121	\$55,605.00	336	\$1,680.00	0	\$0.00

## Section 7: Consultations Received From Other Institutions and Organizations

### 7.1 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	297	11,609,537	10	85
Outstanding from the previous reporting period	65	35,462	2	41
<b>Total</b>	362	11,644,999	12	126
Closed during the reporting period	266	11,612,815	10	125
Carried over within negotiated timelines	96	32,184	2	1
Carried over beyond negotiated timelines	0	0	0	0

## 7.2 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	26	28	29	21	10	10	2	126
Disclose in part	15	31	28	24	8	8	4	118
Exempt entirely	0	3	3	1	1	0	0	8
Exclude entirely	0	0	0	0	1	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	5	0	0	1	0	2	5	13
<b>Total</b>	46	62	60	47	20	20	11	266

## 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

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	1	1	0	0	0	5
Disclose in part	0	2	1	0	1	1	0	5
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
<b>Total</b>	2	3	2	1	1	1	0	10

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### 8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 9: Investigations and Reports of findings

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
750	0	7

### 9.2 Investigations and Reports of findings

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
1	1	0	256	0	0

## Section 10: Court Action

### 10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
3	0	0	0	3

### 10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 – under paragraph 28(1)(b)
0

## Section 11: Resources Related to the *Access to Information Act*

### 11.1 Allocated Costs

Expenditures		Amount
Salaries		\$2,120,964
Overtime		\$60,741
Goods and Services		\$298,720
• Professional services contracts	\$0	
• Other	\$298,720	
<b>Total</b>		<b>\$2,480,425</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	23.880
Part-time and casual employees	0.130
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	<b>24.010</b>



## Annex C – Supplemental Statistical Report on the *Access to Information Act*

### Section 1: Capacity to Receive Requests

1.1 The following are the number of weeks the CBSA 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 The following are the number of weeks the CBSA was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	14	17	21	52
Protected B Paper Records	14	17	21	52
Secret and Top Secret Paper Records	22	13	17	52

2.2 The following are the number of weeks the CBSA 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	23	13	16	52

### Section 3: Open Requests and Complaints

3.1 The following are the number of open requests that are outstanding from the previous reporting periods.

Fiscal Year Open Requests were received	Open Requests that are within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	1,595	993	2,588
Received in 2020-2021	162	365	527
Received in 2019-2020	0	187	187
Received in 2018-2019	0	66	66
Received in 2017-2018	0	13	13
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
<b>Total</b>	<b>1,757</b>	<b>1,624</b>	<b>3,381</b>

**3.2 The following are the number of open complaints with the Information Commissioner that are outstanding from the previous reporting periods.**

<b>Fiscal Year Open Complaints were received</b>	<b>Number of Open Complaints</b>
Received in 2021-2022	443
Received in 2020-2021	59
Received in 2019-2020	38
Received in 2018-2019	13
Received in 2017-2018	8
Received in 2016-2017	4
Received in 2015-2016 or earlier	2
<b>Total</b>	<b>567</b>