



Annual Report on the  
*Access to Information Act: 2017–2018*



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Annual Report on the Access to Information Act (Library and Archives Canada)

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# 1. Report on the *Access to the Information Act*

## 1.1 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. The Act complements, but does not replace, other means of obtaining government information.

This report has been prepared and tabled in Parliament in accordance with section 72 of the Act. It covers the period from April 1, 2017, to March 31, 2018, for Library and Archives Canada (LAC).

## 1.2 Mandate of Library and Archives Canada

The mandate of LAC is:

- to preserve the documentary heritage of Canada for the benefit of present and future generations;
- to serve as a source of enduring knowledge accessible to all, contributing to the cultural, social and economic advancement of Canada as a free and democratic society;
- to facilitate co-operation among Canadian communities involved in the acquisition, preservation and diffusion of knowledge; and
- to serve as the continuing memory of the Government of Canada and its institutions.

Given LAC's role as the continuing memory of the federal government, all archival records are sent to LAC once they are no longer needed for operational purposes in their creating department. LAC also manages military personnel records in accordance with Order in Council *P.C. 1971-1989* (September 21, 1971). In addition to the Access to Information (ATI) requests received on above-mentioned collections, LAC also receives ATI requests for its own operational records.

Most of the ATI requests received each year by LAC are to access the restricted military personnel files of the Canadian Armed Forces (CAF). These include:

- Canadian Forces regular members (1919 to 1997);
- Canadian Forces reserve members (1919 to 2007);
- Newfoundland Militia members who served in the Second World War.

LAC also holds the dormant records of former federal public servants until the public servant reaches 80 years old and then the records are destroyed.

Archival government records and military and former public servants' records are stored in various locations, including in the National Capital Region, Winnipeg, and Vancouver.

The requests that LAC receives pertaining to Government of Canada archival records are typically voluminous, large in scope and complex. Many of these records contain personal and other sensitive information. LAC processes ATI requests by applying both formal and informal processes.

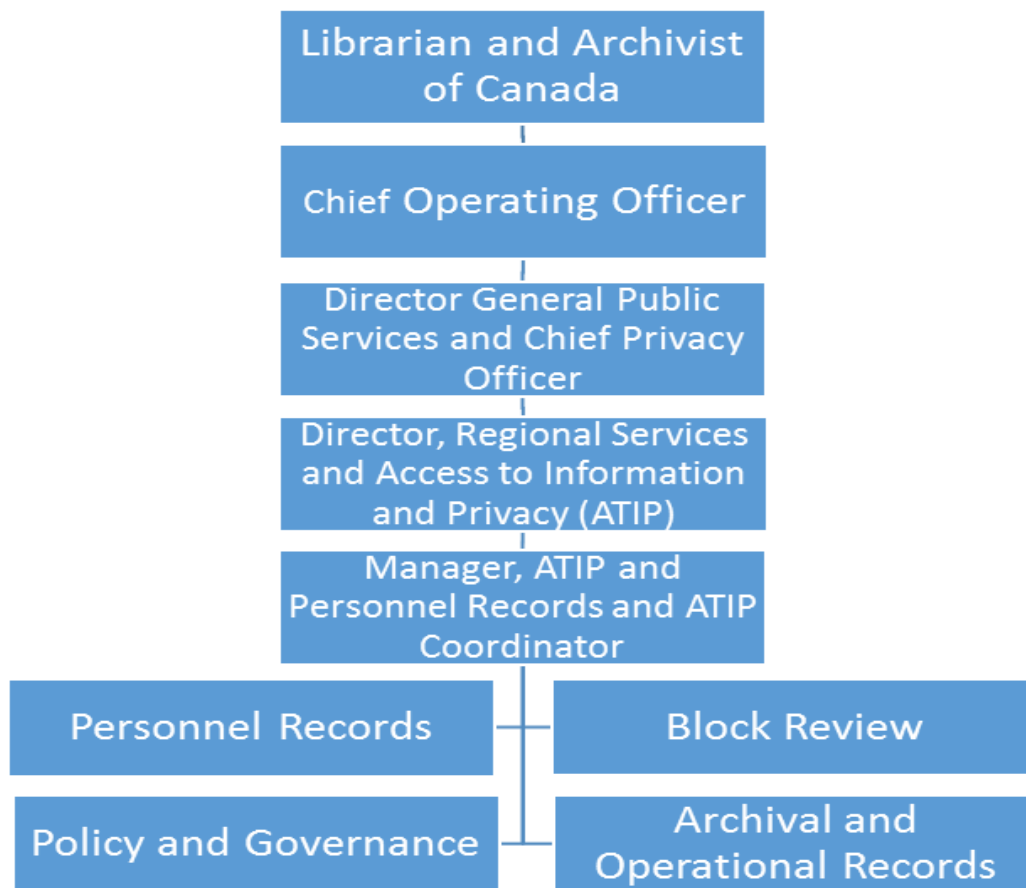
**Table 1: Number of Request**

Type of requests	Number of requests
Informal ATI requests	7,175
Formal ATI requests	1,281
<b>Total number of ATI requests</b>	<b>8,456</b>

### 1.3 Organization

The organizational chart below outlines the reporting structure for the delegated administration of the Act at LAC.

**Figure 1: Access to Information and Privacy Reporting Structure**



There are four business areas within LAC's ATIP and Personnel Records team: Archival and Operational Records, Personnel Records, Policy and Governance, and Block Review. Their functions are described below.

#### Archival and Operational Records:

- Processes formal and informal access and privacy requests on LAC's operational records, restricted government archival records under LAC's control, and consultation requests from other Government of Canada (GC) institutions;
- Reviews restricted finding aids concerning archival records transferred to LAC for permanent custody, and severs information that remains restricted; and
- Provides access to authorized current federal employees to restricted government archival records under LAC's control.

#### Personnel Records:

- Processes formal and informal access, and privacy requests, for restricted personnel files of former members of the CAF as well as former federal government employees;

#### Policy and Governance:

- Reviews the implications of changes to the legislation;
- Develops policies and procedures; and
- Leads the development of a range of internal and external reports.

#### Block Review:

- Performs a proactive risk-based review of government archival records in LAC's holdings in accordance with the *Access to Information Act* and the *Privacy Act*, following a set procedure, to determine if blocks of records can be proactively "opened" and made available to the public and researchers.

## 1.4 Delegation order

For the purposes of the Act, the Minister of Canadian Heritage delegates his or her powers, authorities and responsibilities to the Librarian and Archivist of Canada. The Librarian and Archivist of Canada is accountable for developing, coordinating and implementing effective policies, guidelines, systems, and procedures. This delegation order ensures that the Minister's responsibilities under the Act are met and that information is processed and disclosed appropriately.

At LAC, the Librarian and Archivist of Canada delegates his or her powers, authorities and responsibilities to:

- The Director General, Public Services, and Chief Privacy Officer;

- The Director, Regional Services and ATIP;
- The Manager, ATIP and Personnel Records, and ATIP Coordinator; and
- The ATIP analysts in Archival and Operational Records and in Personnel Records.

The latest delegation order was issued by the Minister of Canadian Heritage to LAC in May 2016 and is available in Appendix A of this report.

## 1.5 Statistical report

Statistical reporting on the administration of the Act has been in place since 1983. The statistical reports prepared by government institutions provide aggregate data on the application of the Act. This information is made public on an annual basis and is also included with the Annual Report on Privacy and Access to Information, which is tabled in Parliament by each institution. Because ATI requests submitted via the formal route are subject to statutory timelines, the statistical report provides data related to compliance by institutions to the legislated time frames, subject to the Act.

A comprehensive statistical report related to the formal requests processed by LAC in the 2017–2018 fiscal year is available in Appendix B of this report.

In addition, LAC receives and processes a high volume of informal ATI requests, and information pertaining to the processing of these requests will be included in this written report. The resources described in this report encompass the processing of both formal and informal ATI requests.



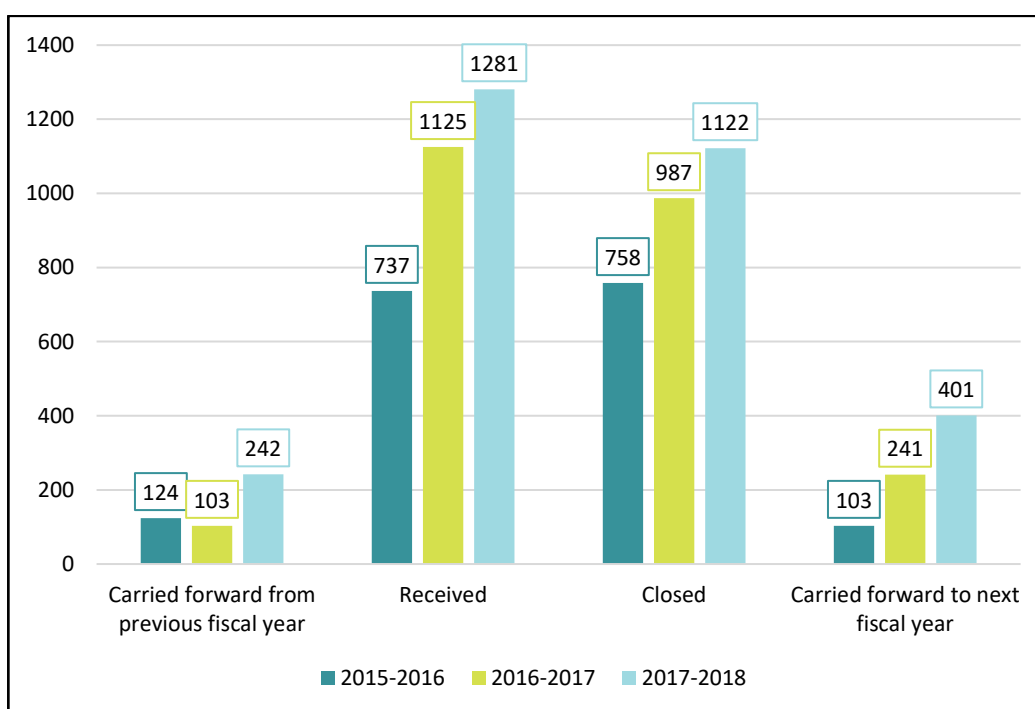
## 2. Interpretation of the Statistical Report for Requests under the *Access to Information Act*

### Part 1 – Requests under the *Access to Information Act*

#### 1.1 Number of formal requests

LAC receives a high volume of ATI requests and processes significantly more informal requests than formal requests. In 2017–2018, LAC completed 5,615 informal requests (83% of ATI requests completed) and completed 1,122 formal requests (17% of ATI requests completed).

**Figure 2: Formal Access to Information (ATI) Requests**



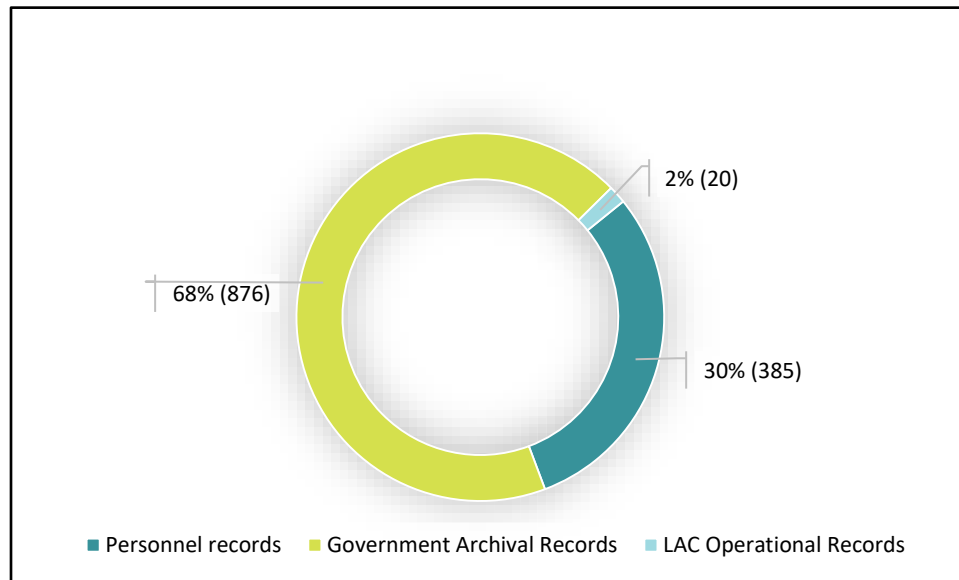
Note: In LAC’s 2016-2017 Annual Report to Parliament on the *Access to Information Act*, LAC reported 241 requests carried forward from 2016-17 to the 2017-2018 fiscal year. Upon further review, one request was re-opened in 2017-2018, and subsequently, the carried forward number of requests was modified from 241 to 242. LAC is reporting 242 requests carried forward in the 2017-2018 fiscal year.

In 2017–2018, LAC responded to 1,122 formal requests. This represents an increase of 13.7% in completed formal requests over the previous fiscal year, in which LAC responded to 987 formal requests. It also represents a 48% increase over the 2015–2016 fiscal year, in which LAC responded to 758 formal requests.

LAC receives formal ATI requests on three types of records in its holdings. The majority of formal ATI requests (68%) are for access to the archival collections of federal departments, and 30% of

requests are for military records and the records of former federal public servants. Only 2% of the formal ATI requests processed by LAC in 2017–2018 were for operational records created by LAC.

**Figure 3: Formal ATI Requests Received by Type of Record**



LAC reviewed 418,908 pages pursuant to formal access to information requests in 2017–2018. LAC’s ability to respond to ATI requests can be attributed to a number of factors, such as the number of requests received in a given year and their volume (number of pages to be reviewed), the staff resources available for this workload, and the implementation of process improvements.

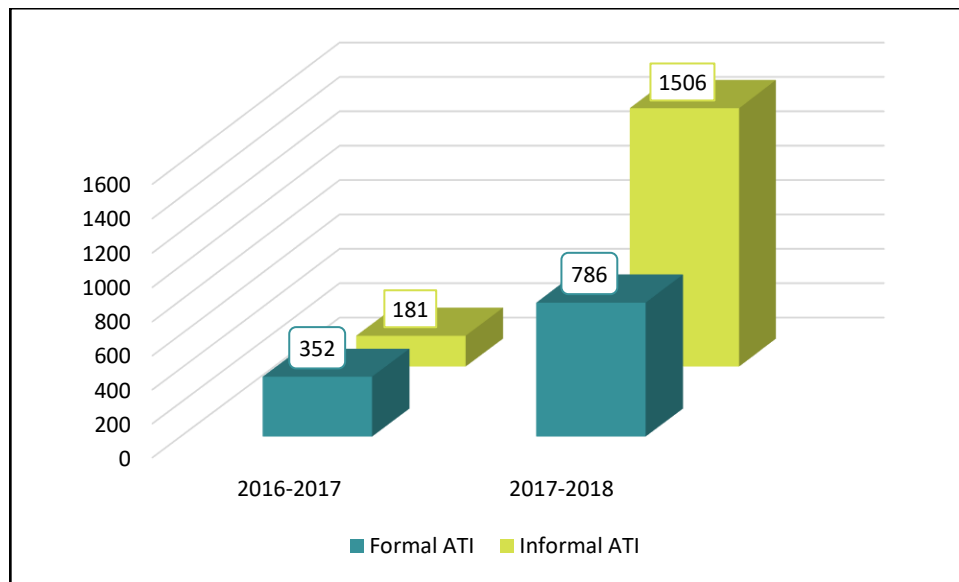
Year after year, LAC has received more and more ATI requests. During 2016–2017, LAC received 1,125 formal ATI requests, 53% more than in 2015–2016 (737). During 2017–2018, the trend of increased formal ATI requests continued, as LAC received 14% more formal ATI requests (1,282) than in 2016–2017. There are several factors that LAC believes have contributed to this upward trend.

In May 2016, the *Interim Directive on the Administration of the Access to Information Act* came into effect. The Interim Directive eliminated all fees except for the \$5 application fee for formal requests. In the three months immediately following the implementation of the Interim Directive, LAC received 38% more formal requests than it did in the preceding three months.

The public and LAC’s clients have demonstrated a greater awareness about their legislated rights under the Act. With increased media coverage related to proposed amendments to the Act and the notable higher interest by some researchers, LAC has received a significant number of requests for records containing certain types of information, for example, historical records containing security and intelligence material. These types of records often also require consultation with the creating department as part of the processing of the request, which can increase the overall processing timeline.

In September 2016, LAC introduced online application forms on its website, for submitting ATI and privacy requests. Since that time, LAC has noted that its clients have used these forms more and more frequently.

**Figure 4: Number of Requests Submitted Online**



In 2017–2018, LAC registered 330% more ATI requests (2,292) submitted via its online forms than in 2016–2017. In 2016-2017, online ATI requests comprised 7% of the ATI requests received by LAC. In 2017-2018, online ATI requests comprised 27% of the ATI requests received by LAC. Providing clients with easier and faster self-serve methods for submitting requests may also be contributing to the overall increase in requests received.

### Sources of requests

LAC received a total of 8,457 ATI requests in 2017–2018, including 1,281 formal and 7,175 informal requests. More than half (55.7%) of the requests received were from entities that declined to self-identify.

**Table 2: Sources of Requests**

Source	Formal	Informal	Total
Media	65	27	92 (1%)
Academia	536	223	759 (9%)

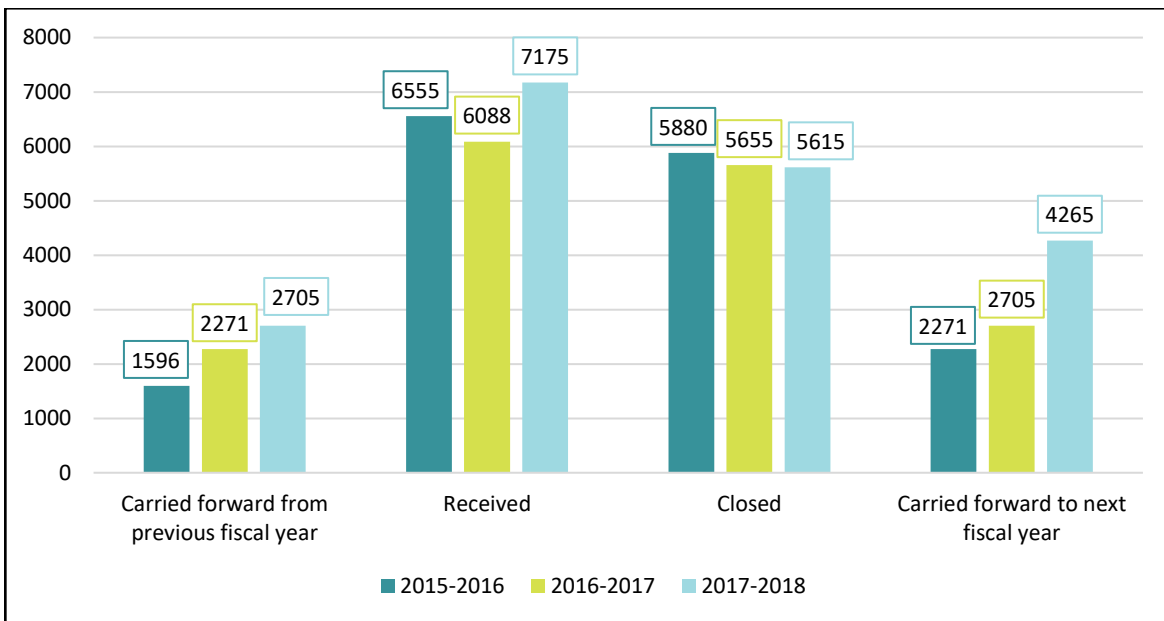
<b>Business (private sector)</b>	45	87	133 (1.6%)
<b>Organization</b>	49	1,558	1,607 (19%)
<b>Public</b>	273	878	1,151 (13.6%)
<b>Decline to identify</b>	313	4,402	4,715 (55.8%)

**Note:** Percentages may not add up to 100 due to rounding

## 1.2 Informal Requests

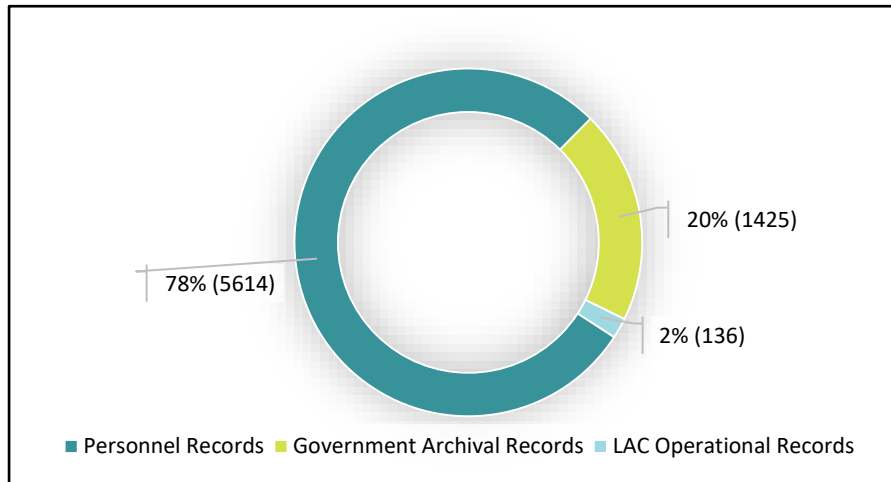
In addition to the significant number of formal ATI requests that LAC completed, LAC responded to 5,615 informal ATI requests in 2017–2018. While this represents an approximate decrease of 0.7% in informal requests completed compared with the previous fiscal year (5,655), informal ATI requests constitute a significant operational activity for LAC’s ATIP and Personnel Records team.

**Figure 5: Informal ATI Requests**



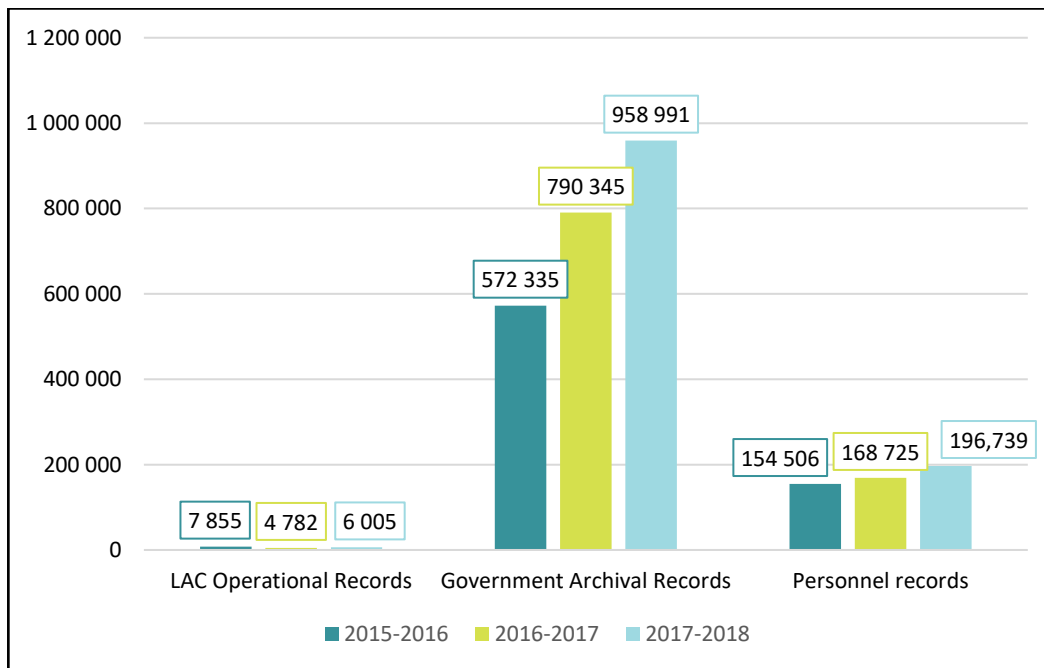
Like formal ATI requests, informal ATI requests are made to access three types of records within LAC’s holdings. These include GC archival records, former military and former federal public servant personnel records, and LAC’s own operational records. More than three quarters (78%) of informal ATI requests applied to former military and former public servant personnel records.

**Figure 6: Informal Requests Received by Type of Records**



In addition to the increased number of formal and informal ATI requests received, the scope and volume of pages reviewed has also increased. In 2017–2018, more than 1 million pages of records were reviewed for informal ATI requests. Of the pages reviewed, nearly 83% were government of Canada archival records.

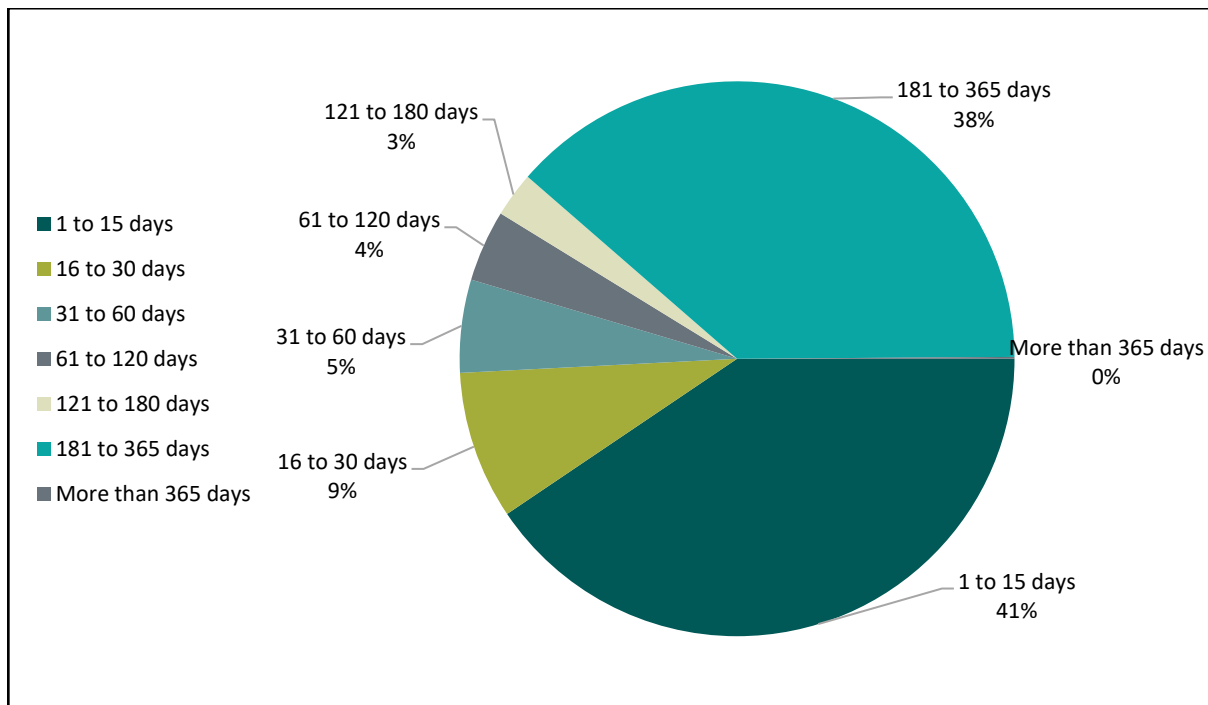
**Figure 7: Informal ATI Requests: Number of Pages Reviewed**



Formal requests are processed based on the statutory time frames under the Act; however, informal requests are not subject to the same time frames. LAC strives to limit the number of days that it takes

to complete informal ATI requests, and it tries to provide responses to its clients in a timely manner: 50% of informal requests were processed within 30 days.

**Figure 8: Informal Requests: Number of Days to Complete**



### Additional requests

LAC undertakes significant efforts to make its archival holdings available so that clients will not have to submit ATI requests:

- Block Review:* On the day they are transferred to LAC, most GC archival records are restricted or closed by default, in case there are legislated exemptions that apply to the records (a complete review of the records, by the creating department, is not routinely done prior to transfer). These restrictions may include any applicable exemptions or exclusions under the *Access to Information Act* or the *Privacy Act*. In alignment with LAC’s mandate, the GC’s direction on Open Government, and LAC’s [Access Policy Framework](#), and in compliance with all applicable laws, LAC proactively reviews records to assess whether enduring exemptions still apply. In cases where LAC’s assessment proves there are no enduring exemptions, the block or series of records is opened. When a GC archival record is declared open or without restrictions, LAC clients can request copies (paper or digital) or consult the records on site in the location where they are stored without having to resort to informal or formal ATI requests. In 2017–2018, LAC opened access to more than 10 million pages of GC archival records. More information about Block Review procedures and how they further contribute to LAC’s services to its clients and the public can be found in Section 10.3 of this report.

- *ATI summaries:* Via proactive disclosure, clients can search for information online first through the Open Data Portal, where LAC posted 492 ATI summaries in 2017–2018. Clients can then request and obtain copies of previously reviewed and released ATI packages. See [Completed Access to Information Requests](#).
- *Departmental researchers:* Sometimes a federal government institution must consult records that have been transferred to LAC. In these circumstances, LAC facilitates access to these records when requested and approved by that department. A procedure is in place to grant designated staff access to records that would otherwise be restricted under the Access to Information and Privacy (ATIP) legislation. Researchers must provide a Departmental Researcher Authorization Letter to LAC, signed by an authority at the Director level or above from the Department that created the records, to access these government archival records. In 2017–2018, LAC processed 215 departmental researcher requests. This represents an increase of 14% (27) in departmental researcher requests processed compared with the 2016–2017 fiscal year (188). This increase can be attributed to ongoing research related to class action litigation.
- *Finding Aids:* When archival records created by federal institutions are transferred to LAC, they are accompanied by indices or lists. These Finding Aids describe the contents and location of each archival file to facilitate its identification within LAC’s archival holdings. Many Finding Aids also contain sensitive or personal information and must be reviewed prior to their being made publicly available. In 2017–2018, LAC reviewed 115 Finding Aids, a decrease of 25% (39) compared with the 2016–2017 fiscal year (154).

## Part 2 – Requests Closed during the Reporting Period

### 2.1 Disposition and Completion Time

In 2017–2018, LAC completed 1,122 formal requests. In 823 (73%) of these cases, all or parts of the records were disclosed.

The following tables provide information about disclosure and completion times for completed formal ATI requests during the last three fiscal years.

**Table 3: Disclosure of Records for Completed Requests**

Disclosure	2017–2018	2016–2017	2015–2016
Fully disclosed	352 (31%)	325 (33%)	223 (29%)
Partially disclosed	471 (42%)	419 (42%)	383 (51%)
Exempted in entirety	2 (0%)	2 (0%)	0 (0%)
Excluded in entirety	64 (6%)	54 (5%)	38 (5%)
No existing records	132 (12%)	86 (9%)	61 (8%)
Transferred to another institution	19 (2%)	25 (3%)	8 (1%)
Request abandoned	82 (7%)	75 (8%)	44 (6%)
Neither confirmed nor denied	0 (0%)	1 (0%)	1 (0%)
<b>Total number of requests</b>	<b>1,122</b>	<b>987</b>	<b>758</b>

Note: Percentages may not add up to 100 due to rounding

**Table 4: Number of Days to Complete Formal Requests**

Number of days	2017–2018	2016–2017	2015–2016
1 to 15 days	499 (44%)	492 (50%)	386 (51%)
16 to 30 days	376 (34%)	215 (22%)	154 (20%)
31 to 60 days	65 (6%)	70 (7%)	45 (6%)
61 to 120 days	91 (8%)	108 (11%)	77 (10%)
121 to 180 days	30 (3%)	45 (5%)	31 (4%)
181 to 365 days	49 (4%)	43 (4%)	33 (4%)
More than 365 days	12 (1%)	14 (1%)	32 (4%)

Note: Percentages may not add up to 100 due to rounding



During 2017–2018, 78% of requests completed were provided to the requester within 30 days. This is an increase over 2016–2017, when 72% of requests were provided within 30 days.

## 2.2 Exemptions

During 2017–2018, LAC invoked 26 exemptions under the Act. Table 5 shows the five most frequent exemptions applied by LAC.

**Table 5: Exemptions Most Frequently Applied by LAC**

Number of Requests	Section	Description
405	19(1)	Personal information about an identifiable individual
20	24(1)	Statutory prohibitions against disclosure
63	23	Solicitor-client privilege
52	15(1)	Contains information the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state
21	13(1)(a)	Obtained in confidence from a foreign government

**Note:** One request may invoke multiple sections of the Act (e.g., paragraphs 13[1][c] and 15[1][c]). However, if the same exemption is used several times for the same request, it is reported only once.

Consistent with the past several reporting periods, the most frequently applied exemption is subsection 19(1).

## 2.3 Exclusions

The Act does not apply to certain information. The following table presents a comparison of the exclusions that LAC has invoked in the three past fiscal years.

**Table 6: Exclusions Invoked by LAC in the Three Past Fiscal Years**

Section of the <i>Access to Information Act</i>	Number of Requests		
	2017–2018	2016–2017	2015–2016
68(a) published material or material available for purchase by the public	109	70	34
68(b) library or museum material preserved solely for public reference or exhibition purposes	6	3	1

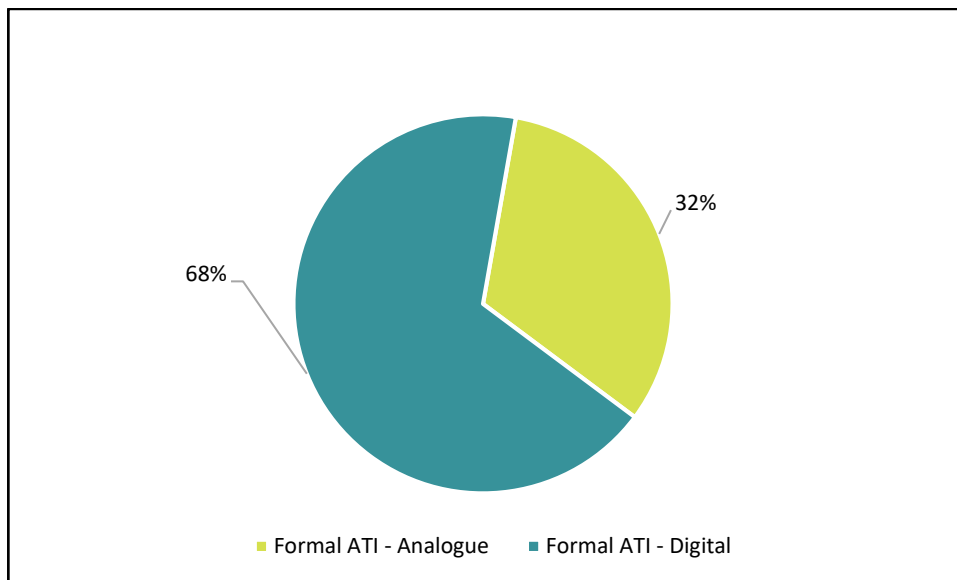
68(c) material placed at LAC, the National Gallery of Canada, the Canadian Museum of History, the Canadian Museum of Nature, or the Canada Science and Technology Museum by or on behalf of persons or organizations other than government institutions	11	5	4
69(1) confidences of the Queen's Privy Council	0	0	1
69(1)(g) re (a) records that contain information about the contents of any record within a class of records (memoranda of proposal or recommendation to council)	0	1	0

## 2.4 Format of Information Released

Applicants continue to have the option of receiving information in either paper or digital format. Digital release packages are saved in PDF format and provided on CD-ROM, thereby reducing the costs associated with printed copies and shipping.

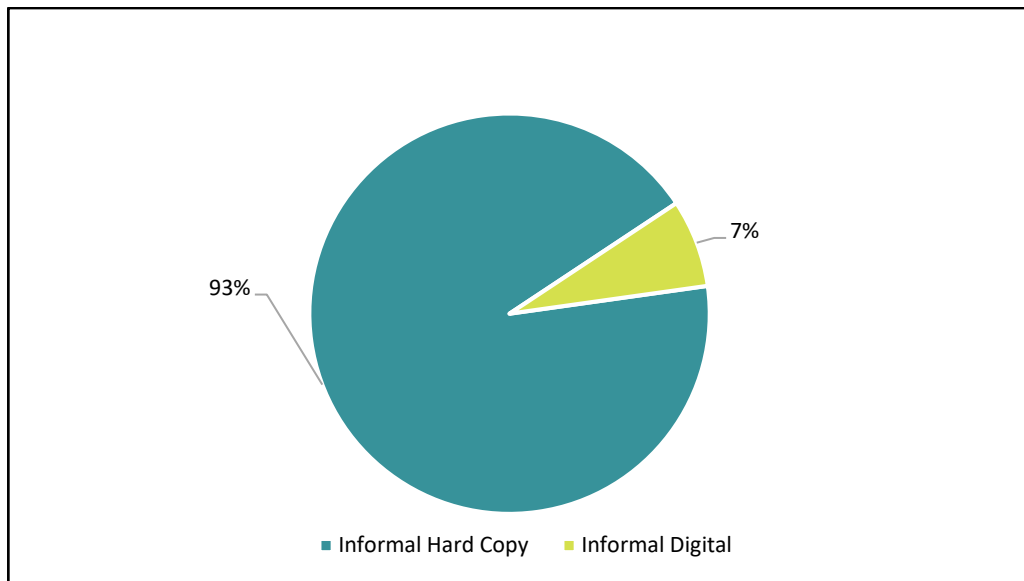
In 2017–2018, the majority of release packages for formal ATI requests were provided on CD-ROM.

**Figure 9: Format of Release Packages for Formal Requests**



For informal ATI requests, the majority of release packages were prepared in an analogue (paper) format. LAC prioritizes formal requests and urgent requests, and therefore, all elements of the processing of these requests (including digitization) are completed to meet statutory deadlines. In addition to release packages that are mailed to clients, LAC offers its clients the ability to consult original records on site. Records that are deemed “open” are available to be consulted on-site in the location where they are stored.

**Figure 10: Format of Release Packages for Informal Requests**



## 2.5 Complexity

Factors that increase the complexity of processing requests may include consultations with creating departments, interwoven personal information of another individual within a record, and legal advice sought. Other complexities may also include mould remediation and digitization, discussed below.

### 2.5.1 Relevant pages processed and disclosed

In 2017–2018, LAC reviewed more than 1.5 million pages of records pursuant to formal and informal ATI requests. This is an 8% overall increase in pages reviewed, compared with the 2016–2017 fiscal year.

**Table 7: Number of Pages Reviewed**

Type of Request	Number of Pages Reviewed
Informal	1,161,704
Formal	418,925
<b>Total</b>	<b>1,580,629</b>

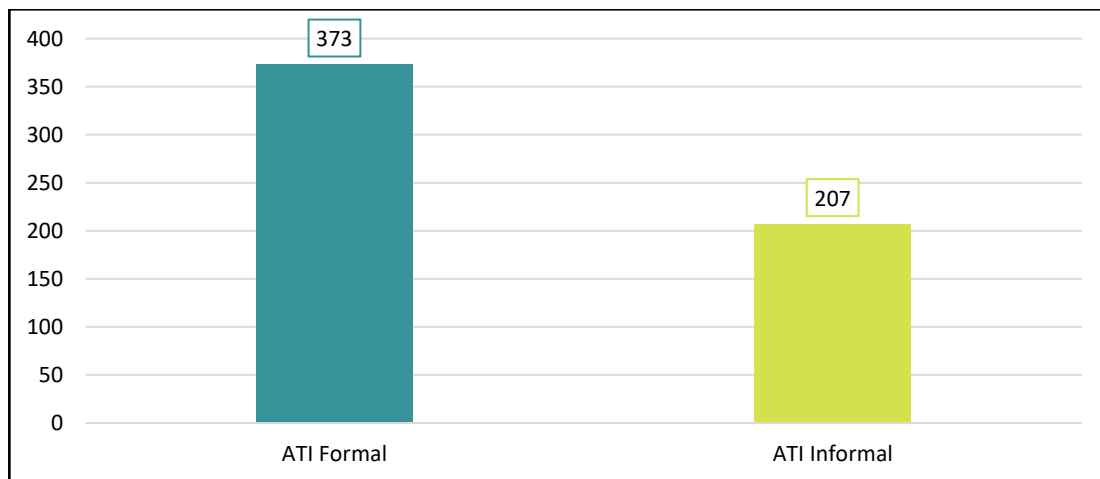
LAC responds to formal and informal ATI requests in Ottawa, as well as informal requests in Winnipeg and Vancouver for records stored in those locations.

Of the 1,580,629 pages reviewed, 1,388,722 pages were released in their entirety. This represents an 88% disclosure rate. Of the pages not entirely disclosed, a significant amount of the material reviewed this year contained exemptions for national security and/or intelligence.

### 2.5.2 Relevant pages processed and disclosed by size of requests

Of the 1,122 ATI formal requests completed, 774 (69%) requests required the review of up to 500 pages. A total of 348 (31%) formal requests involved the review of more than 500 pages, including 13 requests that required the review of more than 5,000 pages.

**Figure 11: Average Number of Pages Reviewed per Request**



As indicated above, the average number of pages reviewed per ATI formal request is 373 pages; the average number of pages reviewed per ATI informal request is 207 pages. Notably, the number of pages reviewed for formal and informal requests for government archival records is significantly higher than the average number of pages reviewed for personnel records and LAC's operational records. The following table outlines the average number of pages by record type.

**Table 8: Average Number of Pages Reviewed by Type of Record**

Average Number of Pages Reviewed by Type of Record	ATI formal	ATI informal
Personnel records	78	48
LAC operational records	346	43
Government archival records	538	681

### 2.5.3 Other Complexities

LAC’s ATIP analysts, with their knowledge and experience, are often able to provide open access to what was once restricted and/or classified information. In these cases, LAC applies the Treasury Board Secretariat (TBS) [Security Organization and Administration Standard](#) s.12.4 when processing formal ATI requests: “A decision to deny access to a record, or any part of it, must be based solely on the exemption provisions of the Acts as they apply at the time of the request. A decision to deny access must not be based on the security classification or designation, however recently it may have been assigned.”

When enduring exemptions likely still do apply, LAC consults with the creating department for advice on potential severances. LAC does not consult creating departments when there are no apparent exemptions that still apply. LAC also does not consult creating departments on informal ATI requests. In the course of reviewing an informal request, if LAC’s ATIP analyst determines that there may be potential enduring exemptions or exclusions, LAC will close the informal request and require the requester to instead submit a formal request for access to these records.

Consultations with creating departments on ATI formal requests account for almost half (45%) of the total complexities identified (183 of 408). The other complexities categorized as “Other” include mould remediation, digitization and quality assurance. Mould remediation on records and digitization of records is undertaken by preservation and digitization specialists at LAC, not the ATIP and Personnel Records team. Mould remediation on archival records can be a lengthy process, as it includes several technical steps.

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

In 2017–2018, LAC closed 55 formal requests past the statutory deadline, resulting in a status of “deemed refusals.” This is almost double the number in the 2016–2017 fiscal year, when 28 deemed refusals were identified. An institution calculates deemed refusals once the request is closed. In some cases, the deemed refusals pertain to requests that were carried forward from the previous fiscal year.

**Table 9: Reasons for Deemed Refusals**

Reasons for Deemed Refusals	Total
External consultation	34
Other*	16
Workload	5
Internal consultation	0

\*Reasons categorized as “Other” may include analyst absences. In addition, LAC holds records that are also accessed by other federal departments. This means that, at times, the relevant records may not be available for LAC ATI review.

Section 7.7.2 of the *Interim Directive on the Administration of the Access to Information Act*, issued in May 2016, directed federal institutions to apply the same importance to consultation as to the processing of their own ATI requests.

With the elevated number of formal ATI requests being submitted to LAC, LAC is in turn sending higher numbers of consultation requests to creating departments for advice on severances. Though consultations and ATI formal requests are prioritized equally to new requests coming into the queue for processing, LAC has identified that increasingly the departments being consulted are requesting longer time extensions and are then still sometimes also not able to respond to LAC in accordance with their consultation time frames. These delays then affect LAC’s ability to respond within the statutory time limits, even with the extensions taken.

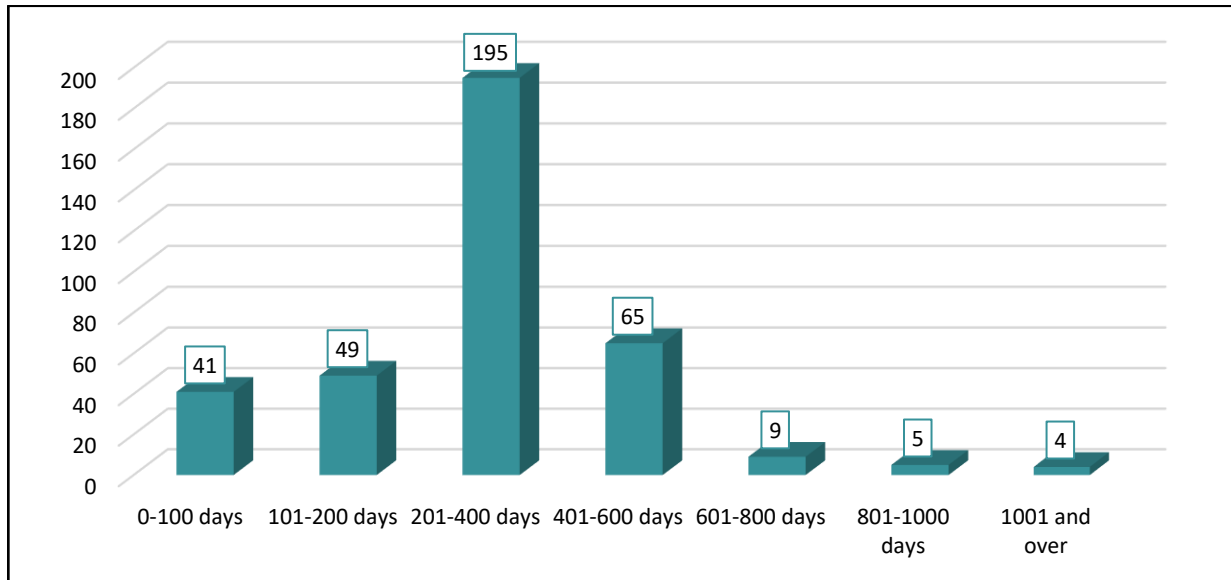
In 2017–2018, LAC sent 465 consultation packages to creating departments. During this same time, departments responded with advice on 317 requests. Of the 317 requests returned from creating departments, 43% were for consultations sent to them between 2012–2013 and 2016–2017.

**Table 10: Consultation Requests Returned to LAC during 2017-2018**

2012-2013	2
2014-2015	1
2015-2016	7
2016-2017	126
<b>Total Consultations closed from past FY's</b>	<b>136</b>
<b>2017-2018</b>	<b>181</b>
<b>Grand Total Consultations closed this reporting FY</b>	<b>317</b>

At the end of the 2017–2018 fiscal year, there were 368 consultation requests pending a response from creating departments. The following graph illustrates the number of consultation packages and the number of days that have elapsed.

**Figure 12: Consultation Requests Pending at the end of 2017-2018 and Number of Days Elapsed**



LAC has been informed by many departments with which it is consulting that they are experiencing higher volumes of ATI and privacy requests, which is affecting their ability to respond. LAC reached out at the beginning of the fiscal year to a number of departments to discuss overdue consultation requests, and it has instituted an internal peer review process to reduce the number of consultation requests being sent to departments.

During the fourth quarter of the 2017–2018 fiscal year, LAC dedicated a staff resource to reviewing long-overdue consultation requests, to proactively make recommended severances, and to request the advice of the creating department on the recommended severances. LAC will analyze the results of this new process in 2018–2019 to determine whether it results in completing overdue consultations in a more timely way.

### 2.6.2 Number of days past deadline

Of the 55 deemed refusals, 76% (42 requests) exceeded timelines including additional extensions taken, and 24% exceeded timelines where the request had not been identified as requiring or eligible for an extension.

**Table 11: Number of Days Past Deadline**

<b>Number of days past deadline</b>	<b>Number of requests past deadline where no extension was taken</b>	<b>Number of requests past deadline where an extension was taken</b>	<b>Total</b>
1 to 15 days	10	10	20
16 to 30 days	2	1	3
31 to 60 days	1	3	4
61 to 120 days	0	7	7
121 to 180 days	0	11	11
181 to 365 days	0	7	7
More than 365 days	0	3	3
<b>Total</b>	13	42	55

## 2.7 Requests for translation

Consistent with the previous fiscal years, in 2017–2018 there were no requests for translation from English to French or from French to English.



## Part 3 – Extensions

### 3.1 Reasons for extensions and disposition of requests

**Table 12: Reasons for Extensions and Disposition of Requests**

Extension		2017–2018	2016–2017	2015–2016
9(1)(a) Large volume of records		177	114	40
9(1)(b) Consultation necessary	s.69	1	0	1
	Other	162	244	182
9(1)(c) Third party notice required		3	0	0
<b>Total</b>		<b>343</b>	<b>358</b>	<b>223</b>

As mentioned previously, LAC sends a high number of consultation requests to creating departments. With the elevated number of formal ATI requests being submitted to LAC, and the complexity of the records being sought, LAC is in turn sending higher numbers of consultation requests to creating departments for advice on severances. This contributes to the volume of consultation packages and often affects extensions taken.

Because of an increased research interest in national security and intelligence records, LAC has undertaken more consultations with certain government departments.

### 3.2 Length of extensions

LAC did not only require extensions to timelines when consulting creating departments. In 2017–2018, the number of pages requested in response to an ATI request also increased, which in turn has had an effect on the number of extensions that LAC sought due to volume. The following table shows the number of days of extension that LAC requested for 343 of the formal ATI requests received in 2017–2018.

**Table 13: Length of Extensions**

Length of Extension	Number of Requests
0 to 30 days	35
31 to 60 days	103
61 to 120 days	123

121 to 180 days	43
181 to 365 days	34
366 days or more	5
<b>Total</b>	<b>343</b>

## Part 4 – Fees

During the reporting period, LAC collected \$5,320 in application fees. Consistent with section 7.5 of the *Interim Directive on the Administration of the Access to Information Act*, LAC no longer collects fees over and above the \$5.00 application fee for each submitted formal request. In addition, LAC waived or refunded fees related to 355 requests.

## Part 5 – Consultations received from other institutions and organizations

### 5.1 Consultations received from other Government of Canada institutions and organizations

During the 2017–2018 fiscal year, LAC received 27 consultation requests from other GC institutions and also completed 25 consultation requests from other government institutions. LAC provided consultation on 277 pages and has two requests pending (18 pages). This is an increase from the 2016–2017 fiscal year, in which LAC received and completed 20 consultation requests; however, the number of pages requiring consultation was significantly lower. In 2016–2017, those 20 consultation requests from other GC institutions comprised 1,863 pages for LAC to review.

### 5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

The table below outlines the period of time required to process the consultation requests completed by LAC in 2017–2018.

**Table 14: Number of Days Required to Complete Consultation Requests**

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
Disclose entirely	15	1	0	0	0	0	0

Disclose in part	16	47	2	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0
Consult other institution	9	0	0	0	0	0	0

### 5.3 Recommendations and completion time for consultations received from other organizations

LAC did not receive any requests for consultation from other (private sector) organizations.

## Part 6 – Completion time of consultations on Cabinet confidences

### 6.1 Requests involving Legal Services

LAC consulted Legal Services on one occasion on Cabinet confidences in 2017–2018.

### 6.2 Requests involving the Privy Council Office

LAC did not consult the Privy Council Office on Cabinet confidences in 2017–2018.

## Part 7 – Complaints and Investigations

In 2017–2018, LAC received 25 notifications of complaints or investigations. This represents a significant increase from the 15 notifications of complaints or investigations received in 2016–2017 and the 13 received in 2015–2016.

**Table 15: Complaints and Investigations Received by LAC in 2017-2018**

Section 32 Notice of intention to investigate	Section 35 Investigations in private	Section 37 Commissioner shall provide a record of report	Total complaints
21	0	4	25

Key issues that were raised this year as a result of complaints received by LAC relate to time extensions and LAC’s application of exemptions. In an effort to deal with these concerns, LAC is implementing new procedures to address outstanding consultations with other government departments in order to improve response times. LAC is also developing a more robust process of review in advance of consulting other government departments.

## Part 8 – Court action

In 2017–2018, there were no new court cases involving LAC.

## Part 9 – Resources related to the *Access to Information Act*

### 9.1 Costs

During the 2017–2018 fiscal year, the costs associated with the administration of the Act totalled \$1,981,565.68.

**Table 16: Costs**

Cost Category	Cost to Administer the Act
Salary: ATIP & Personnel Records (National Capital Region), including Director	\$1,602,161.13
Salary: ATIP Regions	\$36,882.50
Salary: Digitization	\$239,431.86
<b>Total salary</b>	<b>\$1,878,475.50</b>
Operations and Maintenance (O&M): ATIP & Digitization (including overtime)	\$25,944.88
Contract for ATIP software licences	\$60,613.03
IT hardware	\$0
Shipping	\$16,532.27
<b>Total O&amp;M</b>	<b>\$103,090.18</b>
<b>Total cost associated with the administration of the Act</b>	<b>\$1,981,565.68</b>

### 9.2 Human Resources

In 2017–2018, there were 26.32 full-time equivalent (FTE) staff assigned to processing formal and informal ATI requests, compared with 22 FTEs in 2016–2017.

LAC made efforts to staff previously vacant positions during the reporting period. As a result, LAC used several hiring mechanisms, including the hiring of casual and temporary staff, as well as indeterminate hiring at various classification levels. In addition, the team that was digitizing records prior to ATIP review had to grow, given the increased number of requests received and pages requiring review.

## Part 10 – Miscellaneous

### 10.1 Education and Training

During the reporting period, several initiatives were undertaken to raise awareness of the roles and responsibilities of ATIP analysts and to train LAC employees on their specific responsibilities.

#### **Information session for LAC management**

In May 2017, LAC's ATIP Management team made a presentation to its Senior Leaders' Forum to highlight the work of the ATIP and Personnel Records team to the executives and managers of the institution. It highlighted the volume of requests handled, implications across the organization to different operational areas, and reminded managers of their roles and responsibilities under the *Access to Information Act* and *Privacy Act*.

#### **Right to Know Day**

In September 2017, LAC participated in international [Right to Know Day](#), which aims to raise awareness of individuals' right to access government information, including personal information about themselves held by the government. This event promotes freedom of information as essential to both democracy and good governance.

LAC co-hosted the *Right to Know: Balancing Access and Privacy Symposium* in partnership with Dalhousie University in Halifax on September 29, 2017, as part of its Right to Know Week events. The symposium reached a public audience and informed participants, which included information management specialists, researchers and archivists, about LAC's programs related to access and privacy. There were a total of 52 participants. Presentations were given by the Information and Privacy Commissioner for Nova Scotia, LAC, Dalhousie University, and Service Nova Scotia.

Additionally, LAC set up two information booths in the National Capital Region to advise LAC clients and LAC staff about access and privacy. One booth was set up at LAC's public-facing building in Ottawa to provide information to researchers and clients about access and privacy. Another booth was set up in Gatineau to provide LAC employees with more information about ATIP legislation. Throughout Right to Know Week, internal messaging was sent to all LAC employees publicizing the event and reminding them of their roles and responsibilities, both for LAC in its role as the continuing memory of government and as individual federal public servants. Employees at LAC were also encouraged to take the ATIP courses offered by the Canada School of Public Service.

#### **Training for LAC client service staff**

In November 2017, ATIP provided additional training and information to the Regional Services team members in Halifax, Winnipeg and Vancouver about the role of ATIP at LAC. The purpose of this training session was to provide additional guidance and information to members of the regional team who process informal Access to Information requests, and to train LAC staff on how to guide LAC clients who visit the service points in Halifax, Winnipeg and Vancouver. In the 2017–2018 fiscal

year, the regional offices of LAC located in Halifax and Vancouver significantly modified their service offerings to LAC clients; in addition, LAC staff in Vancouver relocated to offer a service point inside the Vancouver Public Library Central Branch, and the public service point in Halifax was relocated to the Scotiabank Family History Centre inside the Canadian Museum of Immigration at Pier 21. Both of these relocations increased the number of clients visiting LAC directly in these sites. Recognizing the unique opportunity that LAC has to engage with these clients, regional team members were provided with additional coaching regarding the types of privacy and access requests that the ATIP and Personnel Records team receive and how they are processed. The two-hour training session covered various topics including the processes associated with informal requests, and policies regarding access for departmental researchers.

In December 2017, ATIP and Personnel Records provided training to the Reference Services Division at LAC. This training provided information on the newly created Policy and Governance unit as well as additional information about volume increases, the application of federal legislation, and the authorization of access to personal information under paragraphs 8(2)(j) and 8(2)(k) of the *Privacy Act*.

Furthermore, in March 2018, ATIP provided an information session to the Orientation team within the Public Services Branch. The Orientation team provides client services in person in the Genealogy Centre, over the phone via dedicated phone lines for LAC clients, and by email or fax. The information session provided additional support to the Orientation team in its interactions with LAC clients who express interest in receiving information about their own military or public servant personnel files or the personnel files of their family members.

### **Blanket Exercise**

LAC is committed to the reconciliation process with Indigenous communities and to the recognition of their rights. However, LAC cannot achieve these objectives unless collaboration with Indigenous communities and their representatives is based on a genuine and respectful commitment and knowledge of their history.

This role-playing exercise in which participants took on the role of Indigenous peoples is designed to provide participants with an overview of the last 500 years of history on the territory we now call Canada from the perspective of Indigenous communities, as well as the impacts of that history. An Indigenous Elder was on hand to accompany staff in this exercise and help them deal with emotions that may have arisen. From November 2017 to February 2018, LAC invited staff to participate in the Blanket Exercise. This exercise had 220 participants in the 6 sessions that were offered in both English and French.

### **Additional Training**

Experienced ATIP and Personnel Records analysts mentor new ATIP analysts who have recently joined LAC or taken on new roles and responsibilities. This provides guidance to ensure the successful processing of new incoming requests.

A training plan was also developed to address LAC’s general ATIP needs, and its implementation is ongoing into 2018–2019.

**Table 17: Training and Learning**

Training Type	Date	Target Audience
Presentation at Senior Leaders Forum	May 24, 2017	LAC executives LAC managers (75 participants)
Awareness activity: Right to Know Week Symposium (partnership between Dalhousie University and LAC) in Halifax	September 28, 2017	LAC staff University students LAC clients and researchers (52 participants)
Awareness activity: Right to Know Week information booth in Ottawa	September 28, 2017	LAC staff working in Ottawa Researchers/LAC clients (30 participants)
Awareness activity: Right to Know Week information booth in Gatineau	September 28, 2017	LAC staff (25 participants)
Training For Regional Services	November 20, 2017	LAC staff working in the regions (20 participants)
Training: For References Services	December 6, 2017	LAC staff working in client services (10 participants)
Awareness activity: Blanket Exercise: Indigenous Cultures Awareness and Learning Program	November 2017 to February 2018	LAC staff (220 participants)
Training: For Orientation team	March 22, 2018	LAC staff with direct client interactions over the phone and in LAC’s Genealogy Centre (15 participants)
Job shadowing: Experienced ATIP analysts support the learning of newer ATIP analysts	Ongoing throughout the fiscal year	ATIP staff and LAC staff with an interest in ATIP (5 participants)

Overall, in 2017–2018, LAC raised awareness regarding ATI within LAC and the public by developing, presenting and participating in several key initiatives.

## 10.2 Significant Changes to Organization, Programs, Operations or Policy

At the end of March 2017, LAC's ATIP team added a Policy and Governance unit that is responsible for the drafting of the annual reports to Parliament, the publication of LAC's *Info Source* chapter, the oversight of LAC's reporting via the Open Canada portal regarding the promotion of access to information release packages, Privacy Impact Assessments and corporate reporting.

In June 2017, LAC decided that effective April 1, 2018, the Human Resources Multi-Institutional Disposition Authority (MIDA) (98/005) will be revoked, and this will end the transfer of records of former federal public servants to LAC. New disposition authorizations will be issued, which will provide GC institutions with the authority to dispose of their human resources records at the end of their respective retention periods. Files that are currently stored at LAC (in Winnipeg) will be managed until the end of their predetermined retention period. This decision is aligned with LAC's mandate to only acquire, preserve and store archival records. Managing dormant records of former federal public servants was a historical role of the National Archives of Canada that was not continued under the *Library and Archives of Canada Act* (2004). For additional information, see: [MIDA 98/005](#).

In the fourth quarter of 2017–2018, LAC began a pilot project, approved as part of LAC's National Public Service Week Dragon's Lair Innovation Initiative in June 2017, to test different methods and processes for digitizing military service files in order to gauge capacity, infrastructure and processes, to inform future opportunities for efficiencies.

## 10.3 Overview of New or Revised ATI-related Policies and Procedures Implemented

In March 2017, LAC approved its formalized *Procedure for the Public Disclosure of Government of Canada Records via Block Review*. In alignment with LAC's access mandate, the GC's direction on the Open Government and Information Management Policy Framework and [LAC's Access Policy Framework](#), and in compliance with all applicable laws, LAC is proactively opening portions of its restricted government archival records using a risk-informed process.

Block Review is the identification and risk-based assessment of blocks or series of government archival records in LAC's collection to determine if they can be opened. More information about [Block Review](#) can be found online.

The application of Block Review continues to result in the regular, ongoing and timely removal of access restrictions on government archival records in LAC's holdings, with the outcome of improved availability of material for Canadians, and an overall reduction in the number of formal and informal ATIP requests. For information about the records opened via Block Review, see [Index of records opened through LAC's block review initiative](#).



In 2017–2018, 11,066,897 pages were reviewed under Block Review, and 10,190,631 (92%) of those pages were opened.

In addition to the substantial efforts made to apply Block Review procedures to government archival records, LAC also actively shared information on the initiative during the 2017–2018 fiscal year.

**Table 18: Presentations Promoting Block Review**

Date	Event
June 2017	Association of Canadian Archivists – Presentation on Block Review
March 2018	Meeting with representatives from the Archives of Ontario – Presentation on ATIP and Block Review

#### 10.4 Changes as a result of issues raised by the Office of the Information Commissioner

In the fourth quarter of 2017–2018, LAC responded to issues raised by the Office of the Information Commissioner (OIC) regarding the timelines associated with formal ATI requests in which consultations were sent to creating departments. The OIC presented complaints from clients regarding lengthy extensions on requests. LAC addressed this concern by proactively assigning an FTE to review requests in which the time frames for consultation exceeded the allowable days.

#### 10.5 Changes as a result of issues raised by other agents of Parliament

There are no changes to report for the 2017–2018 fiscal year.

#### 10.6 Monitoring

LAC monitors the time to process access requests through the specialized ATIP software Access Pro Case Management from CSDS Systems Inc. This software enables LAC to track all request-related activities (e.g., time management, correspondences, consultations and fees) and allows each activity to be reported with specific timelines. A system feature called the “Dashboard” also provides system users, supervisors and managers with information about various data fields. Data fields available for review include the number of requests and request actions that are due within a specific period and the number of late requests. Other features, such as system-designed reports and search-builders, allow users, managers and the system administrator to track all active and closed requests for accuracy, completeness and compliance with regard to regulations, policies and procedures. The System Specialist reviews the Dashboard to ensure the accuracy of reporting. The Dashboard is one tool pertaining to monitoring and compliance; however, LAC has designed several tools and reporting mechanisms to review progress and level of completion of requests.

If an irregularity is identified, it is brought to the attention of section Team Leads. Depending on the severity of the irregularity identified, the case may be brought to the attention of the ATIP Coordinator and/or Director of Regional Services and ATIP.

## 10.7 Information holdings

*Sources of Federal Government and Employee Information (Info Source)* is a series of bulletins containing information about and collected by the Government of Canada. The primary purpose of *Info Source* is to assist individuals in exercising their rights under the Act. *Info Source* also supports the federal government's commitment to facilitate access to information regarding its activities.

A description of LAC's functions, programs, activities and related information holdings can be found in [\*Sources of Federal Government and Employee Information 2017\*](#).

To improve service delivery and reduce the technical burdens for the requesters who chose to submit their request online, the Public Services Branch at LAC has updated its program-related information available online, including *Info Source*. All *Info Source* publications are available online free of charge.

Additional copies of this report are available upon request:

**Access to Information and Privacy Coordinator**

Library and Archives Canada

395 Wellington Street

Ottawa, Ontario K1A 0N4

### 3. Appendices

#### Appendix A – Delegation Order

#### **DELEGATION ORDER**

#### **Access to Information Act and Privacy Act**

Pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, I, as head of Library and Archives Canada, hereby designate the persons holding the positions set out in the schedule hereto, or persons occupying on an acting basis those positions, to exercise my powers and functions under these Acts specified opposite each position.

This Delegation Order supersedes all previous  
*Access to Information Act* and *Privacy Act* Delegation Orders.



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The Honourable Mélanie Joly  
Minister of Canadian Heritage

**MAY 26 2016**

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Date

**Powers and functions delegated pursuant to Section 73 of the *Access to Information Act* and the *Access to Information Regulations***

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b><i>Access to Information Act</i></b>							
4(2.1)	Responsibility of government institutions	x	x	x	x	x	x
7(a)	Notice where access requested	x	x	x	x	x	x
7(b)	Giving access to record	x	x	x	x	x	x
8(1)	Transfer of request to another government institution	x	x	x	x	x	x
9	Extension of time limits	x	x	x	x	x	x
11(2), (3), (4), (5), (6)	Additional fees	x	x		x	x	x
12(2)(b)	Language of access	x	x	x	x		
12(3)(b)	Access in an alternative format	x	x	x	x		
13	Exemption - Information obtained in confidence	x	x	x	x	x	x
14	Exemption - Federal-provincial affairs	x	x	x	x	x	x
15	Exemption - International affairs and defence	x	x	x	x	x	x
16	Exemption - Law enforcement and investigation	x	x	x	x	x	x
16.5	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	x	x	x
17	Exemption - Safety of individuals	x	x	x	x	x	x
18	Exemption - Economic interests of Canada	x	x	x	x	x	x
18.1	Exemption - Economic interests of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	x	x	x	x	x	x
19	Exemption - Personal information	x	x	x	x	x	x
20	Exemption - Third party information	x	x	x	x	x	x
21	Exemption - Operations of Government	x	x	x	x	x	x
22	Exemption - Testing procedures, tests and audits	x	x	x	x	x	x
22.1	Exemption - Audit working papers and draft audit reports	x	x	x	x	x	x
23	Exemption - Solicitor-client privilege	x	x	x	x	x	x
24	Exemption - Statutory prohibitions	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Access to Information Act</i>							
25	Severability	X	X	X	X	X	X
26	Exemption - Information to be published	X	X	X	X	X	X
27(1), (4)	Third-party notification	X	X	X	X	X	X
28(1)(b), (2), (4)	Third-party notification	X	X	X	X	X	X
29(1)	Where the Information Commissioner recommends disclosure	X	X	X	X	X	X
33	Advising Information Commissioner of third-party involvement	X	X	X	X	X	X
35(2)(b)	Right to make representations	X	X	X	X	X	X
37(4)	Access to be given to complainant	X	X	X	X	X	X
43(1)	Notice to third-party (application to Federal Court for review)	X	X	X	X	X	X
44(2)	Notice to applicant (application to Federal Court by third-party)	X	X	X	X	X	X
52(2)(b), (3)	Special rules for hearings	X	X	X	X	X	X
71(1)	Facilities for inspection of manuals	X	X	X	X	X	X
72	Annual report to Parliament	X	X	X	X	X	X

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Access to Information Regulations</i>							
6(1)	Transfer of request	x	x	x	x		
7(2)	Search and preparation fees	x	x	x	x		
7(3)	Production and programming fees	x	x	x	x		
8	Providing access to record(s)	x	x	x	x		
8.1	Limitations in respect of format	x	x	x	x		

**Legend:**

LAC Librarian and Archivist of Canada

DGS Director General, Services

DIR Director, Regional Services and ATIP

MAI Manager, Access to Information and Privacy Division, PM-06

A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04

A2 Personnel Records Analyst, Access to Information and Privacy Division, PM-03

**Powers and functions delegated pursuant to Section 73 of the *Privacy Act* and *Privacy Regulations***

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Privacy Act</i>							
8(2)(j)	Disclosure for research purposes	x	x	x	x		
8(2)(m)	Disclosure in the public interest or in the interest of the individual	x	x	x	x		
8(4)	Copies of requests under 8(2)(e) to be retained	x	x	x	x	x	x
8(5)	Notice of disclosure under 8(2)(m)	x	x	x	x	x	x
9(1)	Record of disclosures to be retained	x	x	x	x	x	x
9(4)	Consistent uses	x	x	x	x	x	x
10	Personal information to be included in personal information banks	x	x	x	x	x	x
14	Notice where access requested	x	x	x	x	x	x
15	Extension of time limits	x	x	x	x	x	x
17(2)(b)	Language of access	x	x	x	x		
17(3)(b)	Access to personal information in alternative format	x	x	x	x	x	x
18(2)	Exemption (exempt bank) - Disclosure may be refused	x	x	x	x	x	x
19(1)	Exemption - Personal information obtained in confidence	x	x	x	x	x	x
19(2)	Exemption - Where authorized to disclose	x	x	x	x	x	x
20	Exemption - Federal-provincial affairs	x	x	x	x	x	x
21	Exemption - International affairs and defence	x	x	x	x	x	x
22	Exemption - Law enforcement and investigation	x	x	x	x	x	x
22.3	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	x	x	x
23	Exemption - Security clearances	x	x	x	x	x	x
24	Exemption - Individuals sentenced for an offence	x	x	x	x	x	x
25	Exemption - Safety of individuals	x	x	x	x	x	x
26	Exemption - Information about another individual	x	x	x	x	x	x
27	Exemption - Solicitor-client privilege	x	x	x	x	x	x
28	Exemption - Medical record	x	x	x	x	x	x
31	Notice of intention to investigate	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Privacy Act</i>							
33(2)	Right to make representation	x	x	x	x	x	x
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	x	x	x	x	x	x
35(4)	Access to be given	x	x	x	x	x	x
36(3)	Report of findings and recommendations (exempt banks)	x	x	x	x	x	x
37(3)	Report of findings and recommendations (compliance review)	x	x	x	x	x	x
51(2)(b)	Special rules for hearings	x	x	x	x		
51(3)	Ex parte representations	x	x	x	x		
72(1)	Report to Parliament	x	x	x	x	x	x



Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b><i>Privacy Regulations</i></b>							
9	Reasonable facilities and time provided to examine personal information	x	x	x	x		
11(2)	Notification that correction to personal information has been made	x	x	x	x		
11(4)	Notification that correction to personal information has been refused	x	x	x	x		
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	x	x	x	x		
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	x	x	x	x		

**Legend:**

LAC Librarian and Archivist of Canada

DGS Director General of Services

DIR Director

MAI Manager, Access to Information and Privacy Division, PM-06

A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04

A2 Analyst, Access to Information and Privacy Division, PM-03

## Appendix B : Statistical Report on the Access to Information Act

**Name of institution:** Library and Archives Canada

**Reporting period:** 2017-04-01 to 2018-03-31

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

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	1281
Outstanding from previous reporting period	242
<b>Total</b>	<b>1523</b>
Closed during reporting period	1122
Carried over to next reporting period	401

#### 1.2 Sources of requests

Source	Number of Requests
Media	65
Academia	536
Business (private sector)	45
Organization	49
Public	273
Decline to Identify	313
<b>Total</b>	<b>1281</b>

#### 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
2277	485	304	234	147	2162	6	5615

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

## Part 2: Requests Closed During the Reporting Period

### 2.1 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	130	127	25	43	6	18	3	352
Disclosed in part	142	182	36	47	24	31	9	471
All exempted	2	0	0	0	0	0	0	2
All excluded	54	8	2	0	0	0	0	64
No records exist	87	44	1	0	0	0	0	132
Request transferred	18	1	0	0	0	0	0	19
Request abandoned	66	14	1	1	0	0	0	82
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>499</b>	<b>376</b>	<b>65</b>	<b>91</b>	<b>30</b>	<b>49</b>	<b>12</b>	<b>1122</b>

### 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	21	16(2)	0	18(a)	0	20.1	0
13(1)(b)	4	16(2)(a)	1	18(b)	0	20.2	0
13(1)(c)	7	16(2)(b)	0	18(c)	1	20.4	0
13(1)(d)	15	16(2)(c)	1	18(d)	1	21(1)(a)	2
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	2
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	44	16.1(1)(d)	0	19(1)	405	22.1(1)	0
15(1) - I.A.*	3	16.2(1)	0	20(1)(a)	1	23	63
15(1) - Def.*	2	16.3	0	20(1)(b)	14	24(1)	20
15(1) - S.A.*	3	16.4(1)(a)	0	20(1)(b.1)	0	26	1
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	11		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	2		
16(1)(a)(iii)	0	17	0				
16(1)(b)	1						
16(1)(c)	3						
16(1)(d)	1						

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

## 2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	109	69(1)	0	69(1)(g) re (a)	0
68(b)	6	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	11	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

## 2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	110	242	0
Disclosed in part	157	314	0
<b>Total</b>	267	556	0

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	147684	140947	352
Disclosed in part	270899	255615	471
All exempted	0	0	2
All excluded	20	0	64
Request abandoned	305	0	82
Neither confirmed nor denied	0	0	0

## 2.5.2 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	180	5821	102	24962	29	22087	38	64331	3	23746
Disclosed in part	207	5715	137	34922	52	35751	65	112101	10	67126
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	64	0	0	0	0	0	0	0	0	0
Request abandoned	80	0	2	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>533</b>	<b>11536</b>	<b>241</b>	<b>59884</b>	<b>81</b>	<b>57838</b>	<b>103</b>	<b>176432</b>	<b>13</b>	<b>90872</b>

## 2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	85	0	0	85	170
Disclosed in part	96	0	0	130	226
All exempted	0	0	0	0	0
All excluded	0	0	0	2	2
Request abandoned	2	0	0	8	10
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>183</b>	<b>0</b>	<b>0</b>	<b>225</b>	<b>408</b>

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
55	5	34	0	16

### 2.6.2 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	10	10	20
16 to 30 days	2	1	3
31 to 60 days	1	3	4
61 to 120 days	0	7	7
121 to 180 days	0	11	11
181 to 365 days	0	7	7
More than 365 days	0	3	3
<b>Total</b>	13	42	55

## 2.7 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

## Part 3: Extensions

### 3.1 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	72	0	81	1
Disclosed in part	103	1	80	2
All exempted	0	0	0	0
All excluded	1	0	0	0
No records exist	0	0	0	0
Request abandoned	1	0	1	0
<b>Total</b>	<b>177</b>	<b>1</b>	<b>162</b>	<b>3</b>

### 3.2 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	28	1	6	0
31 to 60 days	84	0	17	2
61 to 120 days	47	0	75	1
121 to 180 days	8	0	35	0
181 to 365 days	7	0	27	0
365 days or more	3	0	2	0
<b>Total</b>	<b>177</b>	<b>1</b>	<b>162</b>	<b>3</b>

## Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1064	\$5,320	22	\$115
Search	0	\$0	0	\$0
Production	0	\$0	1	\$3
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	318	\$675
Reproduction	0	\$0	14	\$62
<b>Total</b>	<b>1064</b>	<b>\$5,320</b>	<b>355</b>	<b>\$855</b>

## Part 5: Consultations Received From Other Institutions and Organizations

### 5.1 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	27	295	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	27	295	0	0
Closed during the reporting period	25	277	0	0
Pending at the end of the reporting period	2	18	0	0

### 5.2 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	15	1	0	0	0	0	0	16
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	9	0	0	0	0	0	0	9
Other	0	0	0	0	0	0	0	0
<b>Total</b>	24	1	0	0	0	0	0	25



### 5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0

## Part 6: Completion Time of Consultations on Cabinet Confidences

### 6.1 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	1	2	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>	1	2	0	0	0	0	0	0	0	0

## 6.2 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

### Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
21	0	4	25

### Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

## Part 9: Resources Related to the Access to Information Act

### 9.1 Costs

Expenditures		Amount
Salaries		\$1,878,476
Overtime		\$588
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$1,879,064</b>

### 9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	24.12
Part-time and casual employees	1.37
Regional staff	0.50
Consultants and agency personnel	0.00
Students	0.32
<b>Total</b>	<b>26.31</b>

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