



Library and Archives Canada  
Annual Report on the  
*Access to Information Act: 2019–2020*



Catalogue No.: SB1-14E-PDF

ISSN: 2562-4423

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

Également disponible en français sous le titre : *Rapport annuel concernant la Loi sur l'accès à l'information (Bibliothèque et Archives Canada)*

## Table of Contents

<b>1. Report on the <i>Access to the Information Act</i></b> .....	1
1.1 Introduction.....	1
1.2 Mandate of Library and Archives Canada.....	1
1.3 Organization .....	2
1.4 Delegation order .....	5
1.5 Statistical report.....	6
<b>2. Interpretation of the Statistical Report for Requests under the <i>Access to Information Act</i></b> .....	6
<b>Part 1 – Requests under the <i>Access to Information Act</i></b> .....	6
1.1 Number of formal requests .....	6
1.2 Number of informal requests .....	10
1.3 Additional requests .....	12
<b>Part 2 – Requests closed during the reporting period</b> .....	15
2.1 Disposition and completion time .....	15
2.2 Exemptions.....	16
2.3 Exclusions .....	16
2.4 Format of information released.....	17
2.5 Complexity.....	18
2.6 Deemed refusals .....	21
2.7 Requests for translation.....	24
2.8 Impact of COVID-19-related measures.....	24
<b>Part 3 – Extensions</b> .....	25
3.1 Reasons for extensions and disposition of requests.....	25
3.2 Length of extensions.....	25
<b>Part 4 – Fees</b> .....	26
<b>Part 5 – Consultations received from other institutions and organizations</b> .....	26
5.1 Consultations received from other Government of Canada institutions and other organizations.....	26
5.2 Recommendations and completion time for consultations received from other Government of Canada institutions .....	27
5.3 Recommendations and completion time for consultations received from other organizations.....	27

<b>Part 6</b> – Completion time of consultations on Cabinet confidences.....	27
6.1 Requests with Legal Services.....	27
6.2 Requests with Privy Council Office.....	27
<b>Part 7</b> – Complaints and investigations .....	27
<b>Part 8</b> – Court action .....	28
<b>Part 9</b> – Resources related to the <i>Access to Information Act</i> .....	28
9.1 Costs .....	28
9.2 Human resources .....	30
<b>Part 10</b> – Miscellaneous.....	31
10.1 Education and training.....	31
10.2 Significant changes to organization, programs, operations or policy .....	33
10.3 Changes as a result of issues raised by the Office of the Information Commissioner .....	35
10.4 Changes as a result of issues raised by other agents of Parliament .....	35
10.5 Monitoring.....	35
10.6 Information holdings .....	36
<b>3. Appendices</b> .....	37
Appendix A: Delegation Order – <i>Access to Information Act</i> .....	37
Appendix B: Statistical Report on the <i>Access to Information Act</i> .....	44
Appendix C: Supplemental Statistical Report on the <i>Access to Information Act</i> .....	54

# 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 94 of the Act. It covers the period from April 1, 2019, to March 31, 2020, 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.

LAC has the role of serving as the continuing documentary memory of the federal government. All archival government records are sent to LAC once they are no longer needed for operational purposes in their creating department. The requests that LAC receives pertaining to Government of Canada archival records are typically voluminous, large in scope and complex. LAC also holds the dormant records of former federal public servants (FPS) that were transferred to LAC prior to April 1, 2018. These records are held until a public servant becomes 80 years old, at which time that individual's records are destroyed. Due to a litigation hold currently in place on these records, no records are being destroyed at this time. LAC no longer accepts the personnel files of former FPS for long-term retention. This is aligned with LAC's mandate, which is to acquire and preserve archival records but does not require the storage of dormant records.

Furthermore, LAC manages military personnel records in accordance with Order in Council *P.C. 1971-1989* (September 21, 1971), which transferred the control and supervision of the War Records Division of Veterans Affairs Canada (VAC) and all of its records to LAC. Most of the requests received each year by LAC are to access the restricted military personnel files of former members of the Canadian Armed Forces (CAF). These include:

- Canadian Forces regular members (1919 to 1997);
- Canadian Forces reserve members (1919 to 2007); and

- Newfoundland Militia members who served in the Second World War.

In addition to receiving requests for these restricted records, LAC handles requests for the medical or dental records of the CAF regular and reserve members who were released from service more than five years ago, or who died in service more than five years ago.

Since 1971, LAC has worked with the relevant departments (National Defence [DND], VAC, and Public Services and Procurement Canada [PSPC]) to deliver this unique program and provide the necessary services to Canadians.

The archival government records and records of former CAF members and former FPS described above are stored in various locations, including in the National Capital Region, Winnipeg, and Vancouver.

Many of these records contain personal and other sensitive information. LAC processes requests by applying both formal and informal processes.

Lastly, in addition to the requests received on above-mentioned collections, LAC receives requests for its own operational records.

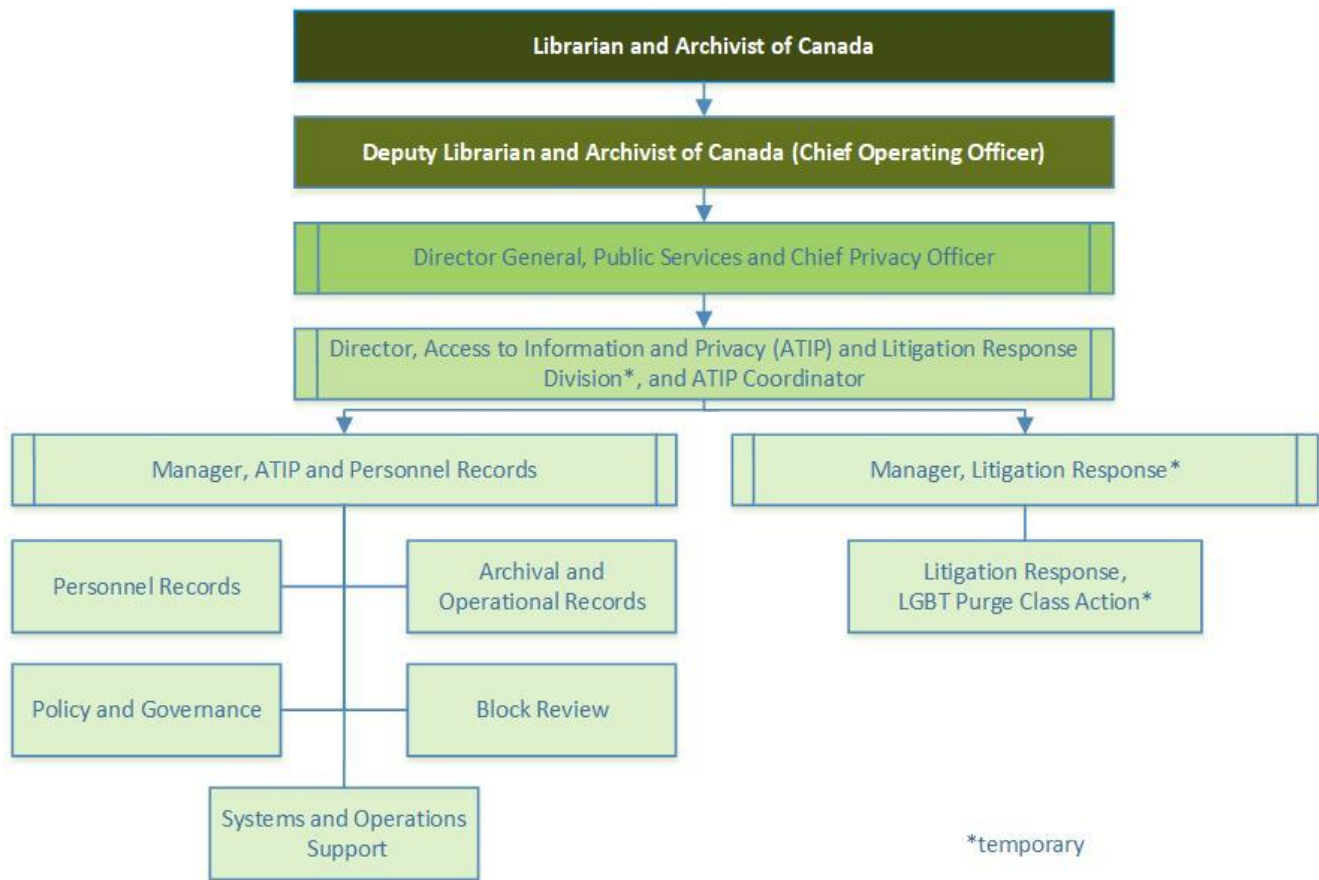
**Table 1: Access to Information (ATI) requests received by LAC in 2019–2020**

Type of Request	Number of Requests
Formal ATI request	2,127
Informal ATI request	7,926
<b>Total number of ATI requests</b>	10,053

### 1.3 Organization

The organizational chart below outlines the reporting structure relating to Access to Information and Privacy (ATIP) at LAC.

**Figure 1: Access to Information and Privacy reporting structure**



In the 2018–2019 fiscal year, the division responsible for ATIP at LAC temporarily changed its name from the *Regional Services and ATIP Division* to the *Access to Information and Privacy (ATIP) and Litigation Response Division*. This division has experienced ongoing growth as well as changes in its human resources and reporting structure to streamline and effectively respond to the increasing number of ATIP requests. Changes included the temporary addition of a Litigation Response Team in support of the Government of Canada’s (GC) response to the [LGBT Purge Class Action Final Settlement Agreement](#) (for more information, see Section 10.2: Significant changes to organization, programs, operations or policy) as well as the addition of human resources with diverse skill sets to support evolving business needs.

Currently, LAC’s ATIP and Litigation Response team comprises five core business areas: Personnel Records, Archival and Operational Records, Block Review, Policy and Governance, and Systems and Operations Support. Their functions are described below.

**Personnel Records:**

- Processes formal and informal access, and privacy requests, for restricted personnel files of former members of the CAF as well as former FPS.

#### Archival and Operational Records:

- Processes formal and informal access, and privacy requests on LAC's operational records, restricted archival records under LAC's control, and consultation requests from other 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 FPS to restricted archival records under LAC's control.

#### Block Review:

- Performs a proactive risk-based review of 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.

#### Policy and Governance:

- Reviews the implications of changes to ATIP legislation on LAC's business;
- Develops policies and procedures; and
- Leads the development of a range of internal and external reports and analysis of statistics.

#### Systems and Operations Support (now a separate team, its functions were previously encompassed under Policy, Governance and Operations Support):

- Registers requests and responds to telephone inquiries regarding the status of requests;
- Provides clerical support to the Division's incoming and outgoing requests;
- Manages the institution's use of ATIP-specific software; and
- Generates statistical reports from this software for ATIP work completed on various classified networks.

In addition to these five business areas, the Division currently includes the temporary Litigation Response Team, which LAC formed in 2018–2019 to meet its temporary needs related to its role in supporting the GC's response to the [LGBT Purge Class Action Final Settlement Agreement](#) (for more information, see Section 10.2: Significant changes to organization, programs, operations or policy) and to prepare for future upcoming class actions. Given the nature of the records held at LAC, this organization is typically involved in the GC's response to class action lawsuits, whether in providing access to historical records documenting the policies of the GC or, more specifically, the personnel files of former CAF members, former FPS and some former members of the Royal Canadian Mounted Police (RCMP).



#### Litigation Response:

- Works collaboratively with DND, Treasury Board of Canada Secretariat (TBS), the RCMP, and PSPC to ensure that LAC provides all relevant responsive records for the claims settlement process;
- Retrieves files, prepares files for digitization, and ensures quality control of digitized records of former FPS and former members of the CAF to provide these to the lead responsive department for the class action; and
- Performs informal privacy review on records of former members of the CAF from within LAC holdings prior to providing these records to DND.

During this reporting period, LAC's ATIP Division had 24.4 full-time equivalents (FTEs) assigned to processing ATI requests, but this does not include members of the Litigation Response team, whose work relates to performing informal privacy reviews.

#### Service agreements

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

### 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, ATIP and Litigation Response Division (temporary name change), and ATIP Coordinator;
- The Managers, ATIP and Personnel Records, and Litigation Response; and
- The ATIP Analysts in the Division.

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 pertaining to 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 included with the annual reports on ATIP tabled in Parliament by each institution. Because 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 on the formal ATI requests processed by LAC in the 2019–2020 fiscal year is available in **Appendix B** of this report, and several segments are highlighted in the relevant sections.

LAC processes significantly more informal than formal ATI requests (79% of ATI requests received in 2019–2020 were informal). Information on the processing of informal requests will also be described within this report. The resources described in this report encompass the processing of both formal and informal ATI requests.

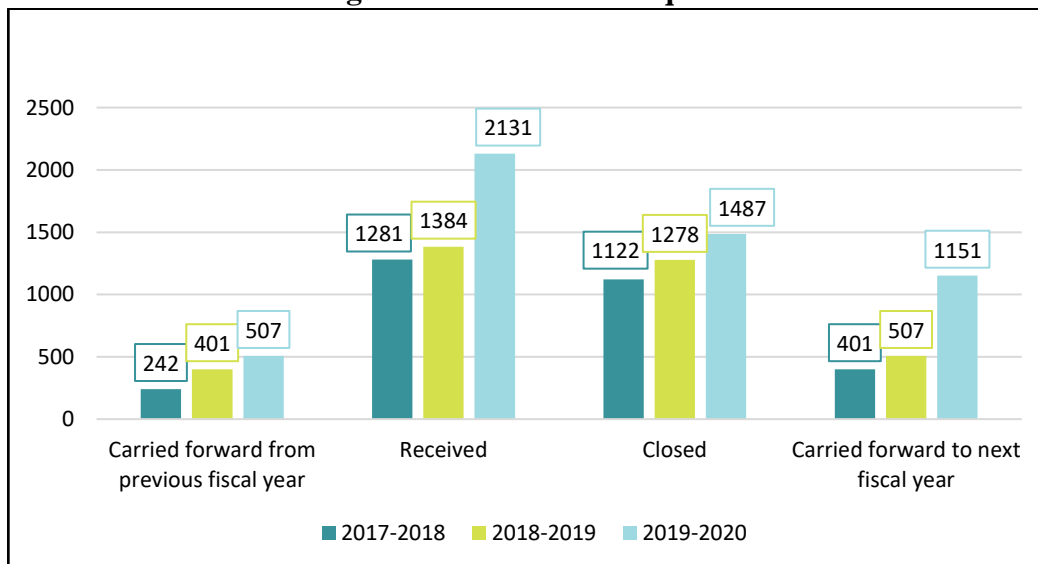
## 2. Interpretation of the Statistical Report for Requests under the *Access to Information Act*

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

#### 1.1 Number of formal requests

Each year, LAC receives a significant number of ATI requests and processes significantly more informal requests than formal requests.

**Figure 2: Formal ATI requests**



### Requests completed

In 2019–2020, LAC completed 5,813 informal requests (80% of ATI requests completed) and completed 1,487 formal requests (20% of ATI requests completed). This represents an increase of 16% in completed formal requests over the previous fiscal year, in which LAC responded to 1,278 formal requests. It also represents a 33% increase over the 2017–2018 fiscal year, in which LAC responded to 1,122 formal requests.

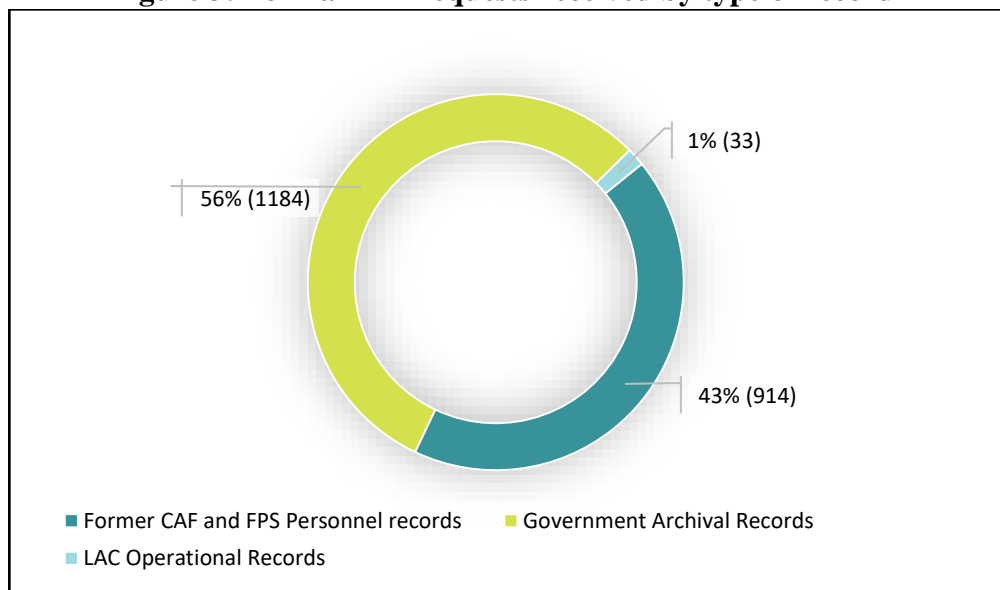
LAC reviewed 289,979 pages pursuant to formal access to information requests in 2019–2020.

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.

### Requests received

LAC receives formal ATI requests on three types of records in its holdings. The majority of formal ATI requests (56%) are for access to the archival collections of federal departments, and 43% of requests are for records of former CAF members and former FPS. Only 1% of the formal ATI requests processed by LAC in 2019–2020 were for operational records created by LAC.

**Figure 3: Formal ATI requests received by type of record**



During the past four years, LAC has experienced significant ongoing growth in the number of ATI requests that it receives. In 2016–2017, LAC received 1,125 formal ATI requests, 53% more than in 2015–2016 (737). In 2017–2018, the trend of increased formal ATI requests continued, as LAC received 14% more formal ATI requests (1,282) than in 2016–2017. In 2018–2019, LAC received another 8% more formal ATI requests (1,382) than in 2017–2018.

This past year, in 2019–2020, LAC received 54% more formal ATI requests (2,131) than in 2018–2019. This represents the largest year-over-year increase to date. There are several factors that LAC believes have contributed to this upward trend over recent years.

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.

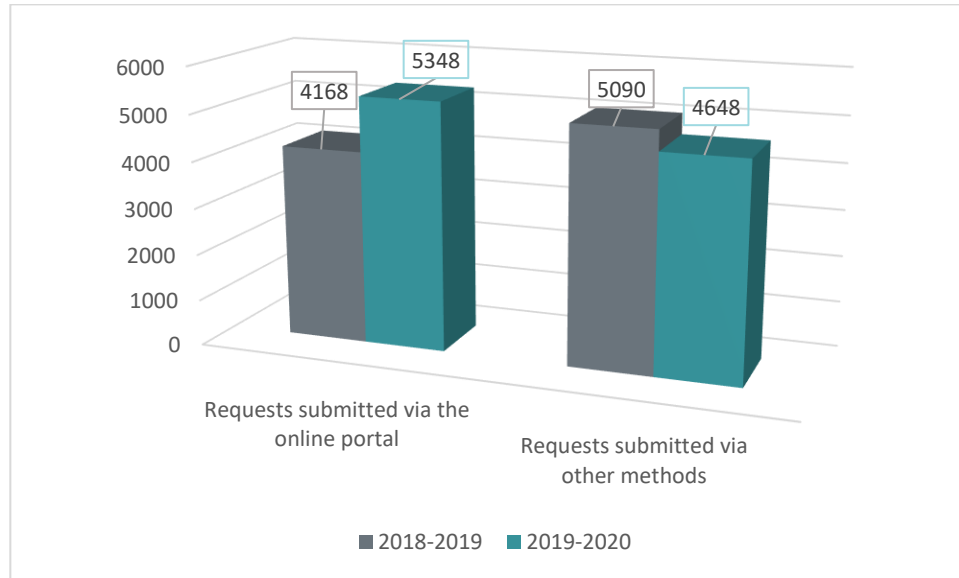
The public and LAC’s clients have demonstrated a greater awareness about their legislated rights under the Act. With increased media coverage related to proposed amendments to the Act and the notable higher interest by some researchers, LAC has received a significant number of requests for records containing 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.

Another factor that may be contributing to the growing trend of formal requests received by LAC is its growing queue of informal requests. LAC is unable to complete the number of informal ATIP requests it receives in a year and carries forward more requests each year. Between March 31, 2019, and March 31, 2020, the queue of ATIP requests grew from 6,244 requests to 12,218 requests. This represents an increase of 96% in one year. The volume of requests in the queue now consists of almost as many ATIP requests as LAC currently completes in total over the course of one (1) year (13,391 ATIP requests were completed by LAC in 2019–2020). We therefore infer that more clients are choosing to submit formal requests in order to receive a release package within the legislated timeline from LAC.

### **Requests submitted online**

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 2019–2020, LAC registered 28% more ATI requests (5,348 submitted through its online forms than in 2018–2019.

In 2018–2019, LAC registered 82% more ATI requests (4,168) submitted through its online forms than in 2017–2018. In 2017–2018, LAC registered 330% more ATI requests (2,292) submitted through its online forms than in 2016–2017 (533 requests).

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. In 2018–2019, online ATI requests comprised 45% of the ATI requests received by LAC.

In 2019–2020, online ATI requests comprised 54% 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 10,057 ATI requests in 2019–2020, including 2,131 formal and 7,926 informal requests. Approximately 37% of the requests received were from entities that declined to self-identify.

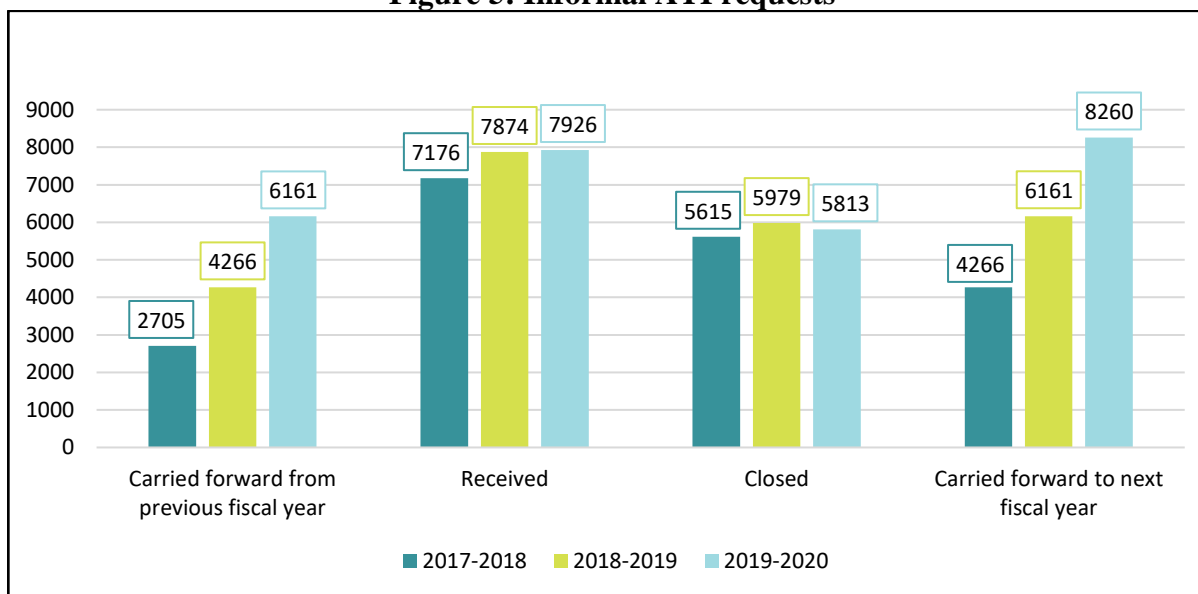
**Table 2: Sources of requests**

Source	Formal	Informal	Total
Media	21	47	68 (7%)
Academia	912	502	1,414 (14%)
Business (private sector)	22	46	68 (7%)
Organization	111	1,341	1,452 (14%)
Public	569	2,744	3,313 (33%)
Decline to identify	496	3,246	3,742 (37%)

## 1.2 Number of informal requests

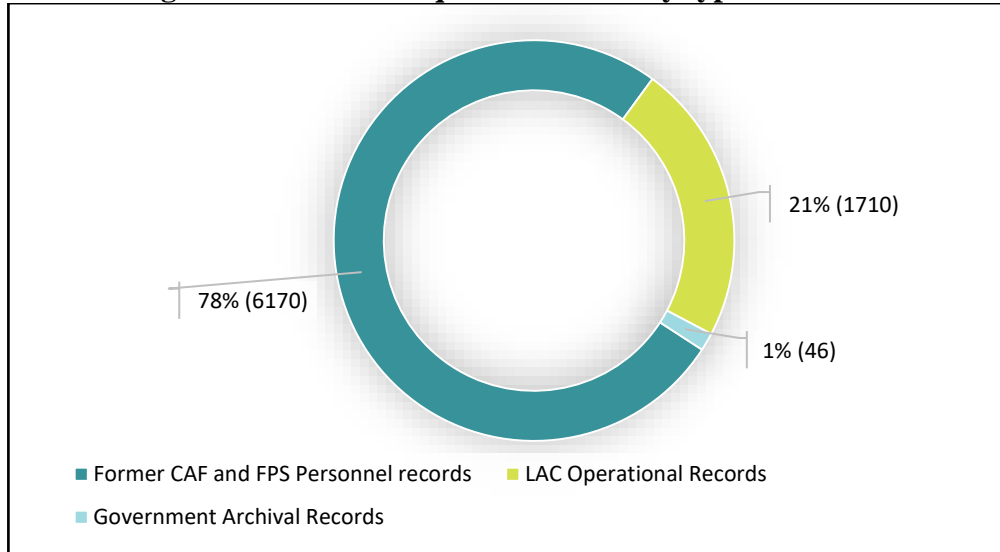
In addition to the significant number of formal ATI requests that LAC completed, LAC responded to 5,813 informal ATI requests in 2019–2020. This represents a small decrease of 3% in informal requests completed compared with the previous fiscal year (5,979). The small decrease in informal requests completed coincides with a large increase in formal requests completed by LAC in 2019–2020. Informal ATI requests constitute a significant operational activity for LAC’s ATIP and Litigation Response Division.

**Figure 5: Informal ATI requests**



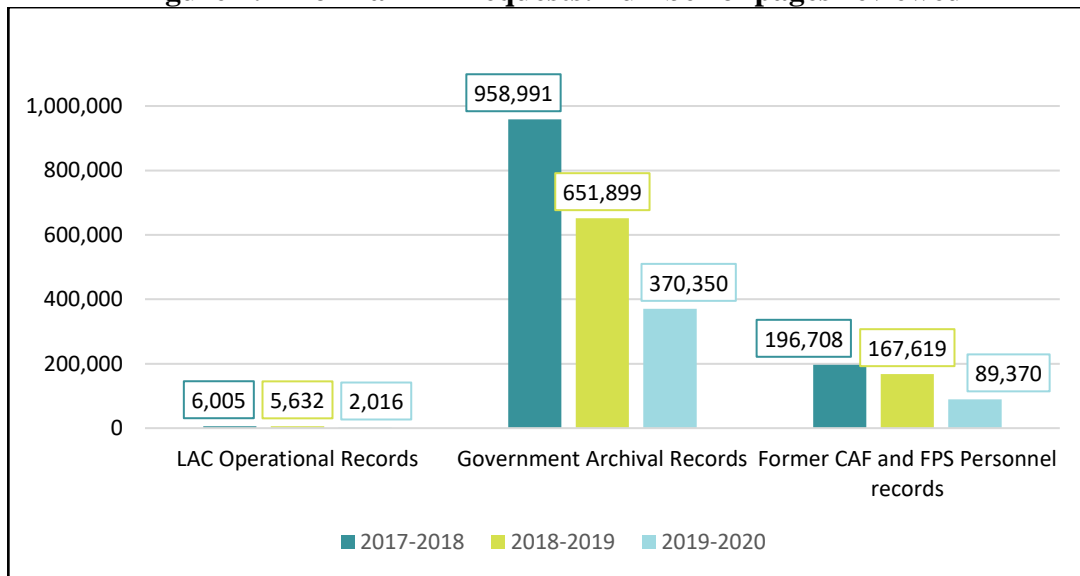
Like formal ATI requests, informal ATI requests are made to access three types of records within LAC’s holdings. These include GC archival records, former CAF and former FPS personnel records, and LAC’s own operational records. More than three quarters (78%) of informal ATI requests applied to former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

**Figure 6: Informal requests received by type of record**



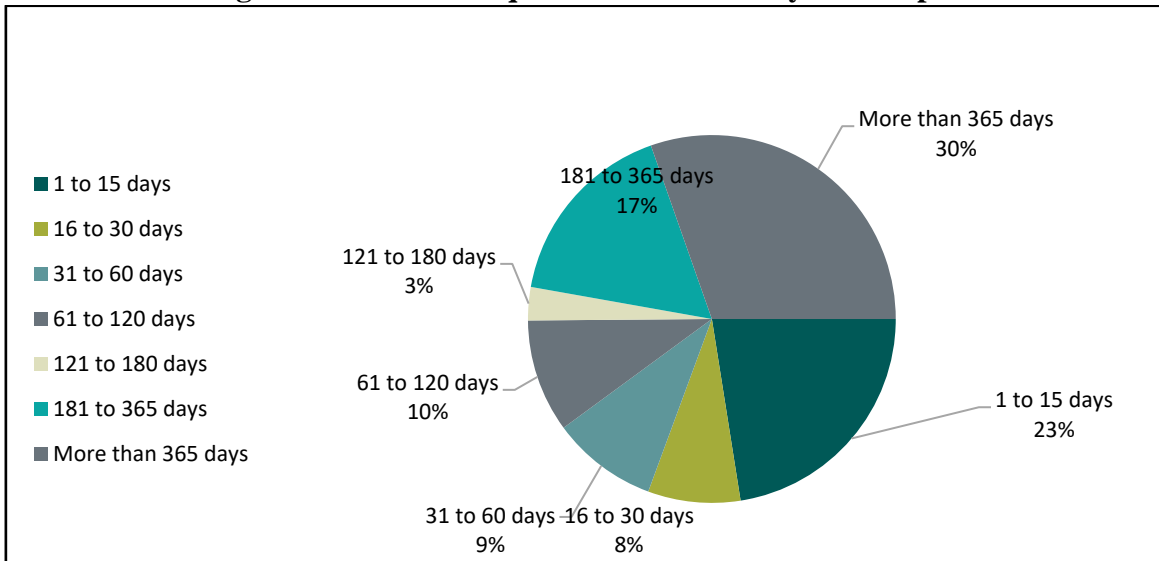
To complete a total of 7,300 formal and informal ATI requests in 2019–2020, LAC reviewed a total of 751,715 pages. Of these, 289,979 pages of records were reviewed for formal ATI requests and 461,736 pages of records were reviewed for informal ATI requests.

**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: 43% of informal requests were processed within 30 days.

**Figure 8: Informal requests: number of days to complete**



### 1.3 Additional requests

This past fiscal year, LAC has been actively supporting the GC’s response to the [LGBT Purge Class Action Final Settlement Agreement](#) (for more information, see Section 10.2: Significant changes to organization, programs, operations or policy). In 2019–2020, LAC has undertaken a review of the non-personal archival records gathered by the GC Research Project in accordance with the LGBT Purge Class Action Final Settlement Agreement (Schedule L). These records are being reviewed by LAC’s Archival and Operational Records unit for any ATI or privacy restrictions. This work is expected to be completed by LAC in the 2020–2021 fiscal year.

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 determines that 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 2019–2020, LAC proactively opened more than 6 million pages of GC archival records (19,167,300 pages were reviewed under Block Review, and 6,661,700 (35%) of those pages were opened). 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 through Block Review, see [Index of records opened through LAC's block review initiative](#). More information about [Block Review](#) can be found online. To date, over 50 million pages in total have been opened through Block Review at LAC.

Furthermore, in 2019–2020, LAC signed a Memorandum of Understanding (MOU) with Health Canada (HC) to use the Block Review methodology to review a selection of paper HC records (RG 29) under the control and custody of LAC. This cost-recovery initiative enables LAC to assist HC with the dissemination of information in support of HC’s Tobacco Litigation Response commitments. The MOU was signed in December 2019, and the project began on January 6, 2020. Due to the COVID-19 pandemic, the project was put on hold as of March 13, 2020, and will resume when LAC staff are able to return to work on site at their facilities. To date, 33,000 pages have been opened as part of this initiative.

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 2019–2020 fiscal year.

**Table 3: Presentations promoting Block Review**

Date	Event
May 9, 2019	Presentation on Block Review at the AAO (Archives Association of Ontario) Conference in Belleville, 40 participants
August 27, 2019	Discussion on Block Review with City of Ottawa Archives
November 6, 2019	Presentation on Block Review at the ARMA (Association of Records Managers and Administrators) NCR Conference in Ottawa, 50 participants

- Indigenous digitization project – We Are Here: Sharing Stories:*  
 LAC holds an incredible wealth of information in a variety of formats related to Indigenous heritage and histories, including material that documents the relationship between Indigenous peoples and the GC. LAC is committed to reconciliation based on the recognition of Indigenous rights, the Truth and Reconciliation Commission Calls to Action, and the [“Principles respecting the Government of Canada's relationship with Indigenous peoples”](#) issued by the Department of Justice Canada. In 2017, the GC dedicated funding over three years to LAC for two digitization and digital access initiatives, including *We Are Here: Sharing Stories*. This initiative focuses on increasing online access to LAC’s holdings that

contain content related to First Nations, Inuit and the Métis Nation, including government records, private archival records and published works. As part of the initiative, government records in LAC's holdings are reviewed by ATIP analysts to identify any ATI or privacy restrictions prior to the removal of current access restrictions. The outcome of this initiative includes improved availability of material for Canadians, and an overall reduction in the number of formal and informal ATIP requests pertaining to these records. Material being digitized for the initiative includes textual material, photographs, audiovisual recordings, Indigenous language dictionaries, records created by Indigenous peoples, and cartographic material. All descriptive work for newly digitized material is led by Indigenous archivists on the project team, ensuring content is culturally relevant, sensitive and historically accurate. The goal of the *We Are Here: Sharing Stories* initiative is to provide free online access to unrestricted digital material through [LAC's website](#), through social media and using other digital platforms. In the 2019–2020 fiscal year, the initiative digitized 324,167 pages of material from LAC's government and private collections. To date, over 524,000 pages have been digitized as part of this initiative.

- *ATI summaries:*

Through proactive disclosure, clients can search for information online first through the Open Data Portal, where LAC posted 525 ATI summaries in 2019–2020. 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 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 2019–2020, LAC processed 192 departmental researcher requests. This represents an increase of 3% (6) in departmental researcher requests processed compared with the 2018–2019 fiscal year (186).

- *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 2019–2020, LAC reviewed 50 finding aids, a decrease of 15% compared with the 2018–2019 fiscal year (59).

## Part 2 – Requests closed during the reporting period

### 2.1 Disposition and completion time

In 2019–2020, LAC completed 1,487 formal requests. In 1,151 (77%) 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 4: Disclosure of records for completed requests**

Disclosure	2019–2020	2018–2019	2017–2018
Fully disclosed	477 (30%)	463 (36%)	352 (31%)
Partially disclosed	674 (45%)	492 (39%)	471 (42%)
Exempted in entirety	6 (0%)	4 (0%)	2 (0%)
Excluded in entirety	94 (6%)	99 (8%)	64 (6%)
No existing records	108 (7%)	88 (7%)	132 (12%)
Transferred to another institution	2 (0%)	8 (1%)	19 (2%)
Request abandoned	126 (8%)	124 (10%)	82 (7%)
Neither confirmed nor denied	0 (0%)	0 (0%)	0 (0%)
<b>Total number of requests</b>	<b>1,487</b>	<b>1,278</b>	<b>1,122</b>

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

**Table 5: Number of days to complete formal requests**

Number of Days	2019–2020	2018–2019	2017–2018
1 to 15 days	440 (30%)	495 (39%)	499 (44%)
16 to 30 days	828 (56%)	497 (39%)	376 (34%)
31 to 60 days	54 (4%)	49 (4%)	65 (6%)
61 to 120 days	68 (5%)	104 (8%)	91 (8%)
121 to 180 days	17 (1%)	56 (4%)	30 (3%)
181 to 365 days	35 (2%)	22 (2%)	49 (4%)
More than 365 days	45 (3%)	55 (4%)	12 (1%)

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

In 2019–2020, 85% of requests completed were provided to the requester within 30 days. This is greater than 2018–2019, when 78% of requests were provided within 30 days.

## 2.2 Exemptions

During 2019–2020, LAC invoked 24 exemptions under the Act. The following table shows the five most frequent exemptions applied by LAC.

**Table 6: Exemptions most frequently applied by LAC**

<b>Number of Requests</b>	<b>Section</b>	<b>Description</b>
618	19(1)	Personal information about an identifiable individual
48	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
39	23	Solicitor-client privilege
27	13(1)(a)	Obtained in confidence from a foreign government
24	24(1)	Statutory prohibitions against disclosure

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 7: Exclusions invoked by LAC in the past three fiscal years**

<b>Section of the <i>Access to Information Act</i></b>	<b>Number of Requests 2019–2020</b>	<b>Number of Requests 2018–2019</b>	<b>Number of Requests 2017–2018</b>
68(a) published material or material available for purchase by the public	96	143	109
68(b) library or museum material preserved solely for public reference or exhibition purposes	17	3	6
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	14	12	11
69(1) confidences of the Queen’s Privy Council	0	1	0
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)	2	0	0

## 2.4 Format of information released

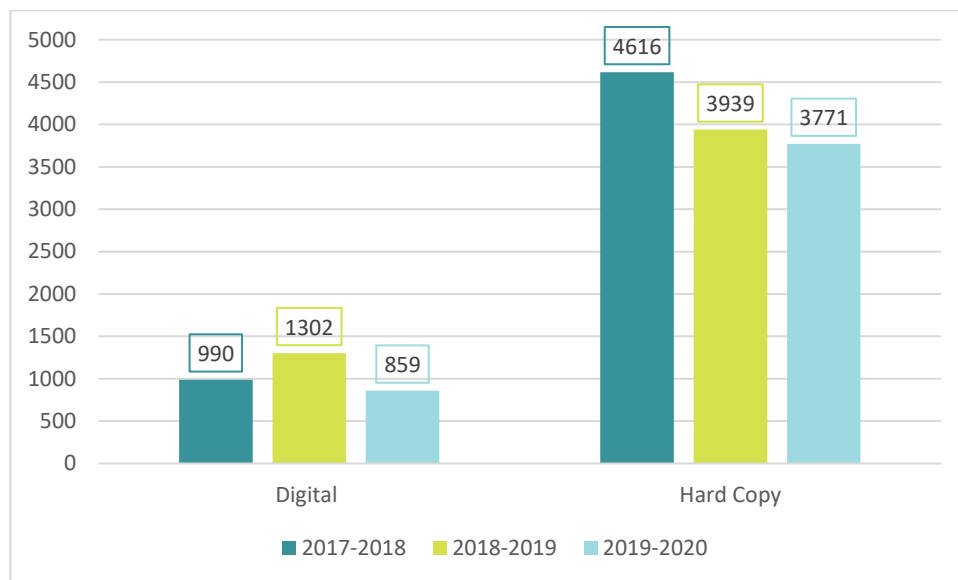
LAC prioritizes formal requests and urgent requests, and therefore, all elements of the processing of these requests (including digitization) are completed to meet statutory deadlines. In addition to release packages that are mailed to clients, LAC offers its clients the ability to consult original records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

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 printing and shipping copies.

In 2019–2020, the majority of release packages (678) for formal ATI requests were provided on CD-ROM.

In March 2020, LAC began trial testing of Canada Post’s *epost Connect™* service for digital release packages at the Protected B level as well as an in-house solution for open ATI release packages. These new digital delivery methods are planned to become operational in the 2020–2021 fiscal year and provide LAC’s clients with a modern alternative to receiving a CD-ROM in the mail.

**Figure 9: Format of release packages**



For informal ATI requests, the majority of release packages (3,771) were prepared in an analog (paper) format.

## 2.5 Complexity

Factors that increase the complexity of processing requests may include requests in which:

- External consultation is required (e.g. in the case of intelligence records where consultation with a foreign entity or country, or with multiple departments, may be required);
- legal advice must be sought; or
- information about more than one individual is found in the records (e.g. sometimes with medical or psychological records).

Other complexities may also include mould remediation and digitization, discussed below.

### 2.5.1 Relevant pages processed and disclosed

In 2019–2020, LAC reviewed more than 751,715 pages of records pursuant to formal and informal ATI requests. This is an overall decrease of 44% in pages reviewed, compared with the 2018–2019 fiscal year, in which LAC reviewed more than 1,337,070 pages.

**Table 8: Number of pages reviewed**

Type of Request	Number of Pages Reviewed
Informal	461,736
Formal	289,979
<b>Total</b>	<b>751,715</b>

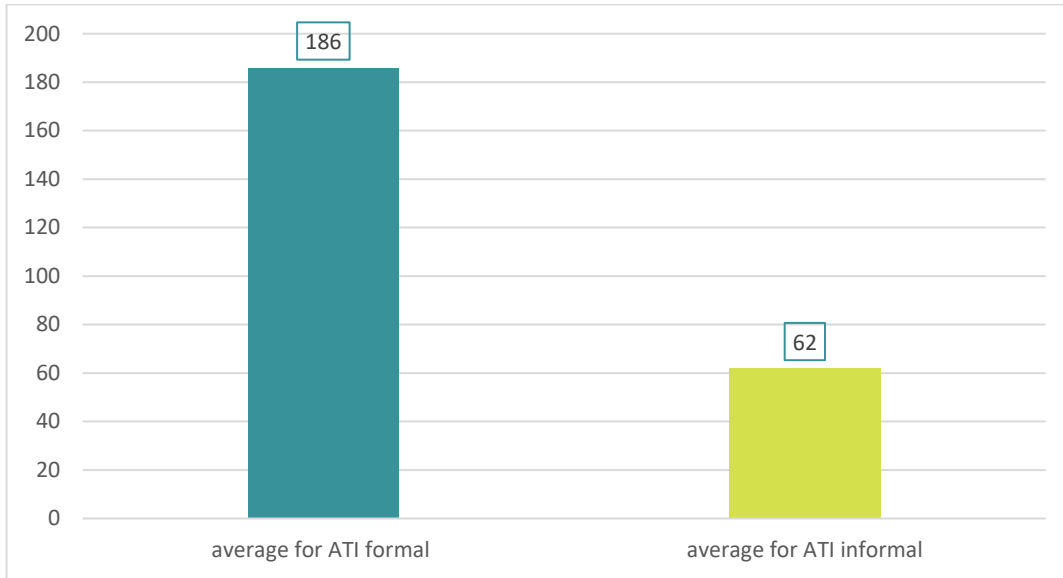
LAC responds to formal and informal ATI requests in Ottawa, as well as informal requests in Winnipeg and Vancouver for records stored in those cities.

Of the 751,715 pages reviewed, 639,640 pages were released in their entirety. This represents a disclosure rate of 85%. Of the pages not entirely disclosed, a significant amount of the material reviewed this year contained exemptions for information containing national security and/or intelligence, under subsection 15(1), related to the conduct of international affairs, the defence of Canada or any state.

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

Of the 1,487 ATI formal requests completed, 1,224 (82%) requests required the review of up to 500 pages. A total of 153 (10%) formal requests involved the review of more than 500 pages. No requests required the review of more than 5,000 pages.

**Figure 10: Average number of pages reviewed per request**



As indicated above, the average number of pages reviewed per formal ATI request is 186 pages; the average number of pages reviewed per informal ATI request is 62 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 former CAF and former FPS personnel records and LAC’s operational records. The following table outlines the total number of pages by record type.

**Table 9: Total number of pages reviewed by type of record**

Type of Record	ATI Formal	ATI Informal
Personnel records	106,210	89,370
LAC operational records	10,141	2,016
Government archival records	173,628	370,350

### 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 former TBS [Security Organization and Administration Standard](#) section 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.”

LAC consults with the department that created the record for advice on potential severances when enduring exemptions may still apply. LAC does not consult the department that created the record when there are no apparent exemptions that still apply. LAC also does not consult the department that created the record 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 submit a formal request for access to these records instead.

Consultations with departments that created the records on formal ATI requests account for approximately 21% of the total complexities identified (83 of 395). 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 Litigation Response Division. 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 2019–2020, LAC closed 61 formal ATI requests past the statutory deadline, resulting in a status of “deemed refusal.” 96 % of requests were completed within the statutory deadline. This is 36% fewer than in the 2018–2019 fiscal year, when 96 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 10: Reasons for deemed refusals**

Reasons for Deemed Refusals	Total
External consultation	38
Other*	4
Workload	18
Internal consultation	1

\* LAC holds records that are also accessed by other federal departments (in accordance with section 9 of the Act and paragraph 8(2)(a) of the *Privacy Act*) for the purpose for which the information was obtained or compiled by the institution or for a use consistent with that purpose. 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 should be prioritized on an equal basis with new requests coming into the queue for processing, LAC has identified that the departments being consulted are increasingly requesting longer time extensions and are then also sometimes 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.

Ongoing discussions between LAC and other GC departments in the last fiscal year continue to confirm that all departments have been experiencing significant increases in volume workload. Since 2018–2019, LAC has investigated and implemented internal procedures to reduce the volume burden of consultations sent to other departments. In order to streamline and reduce the total number of consultation packages as well as the total number of pages requiring consultation, LAC introduced a new peer-review process for its ATIP analysts in 2018–2019. Prior to any consultation packages leaving LAC, they are peer reviewed with experienced colleague analysts, thus resulting in fewer pages sent for consultation which lessen's the consultation burden on other departments.

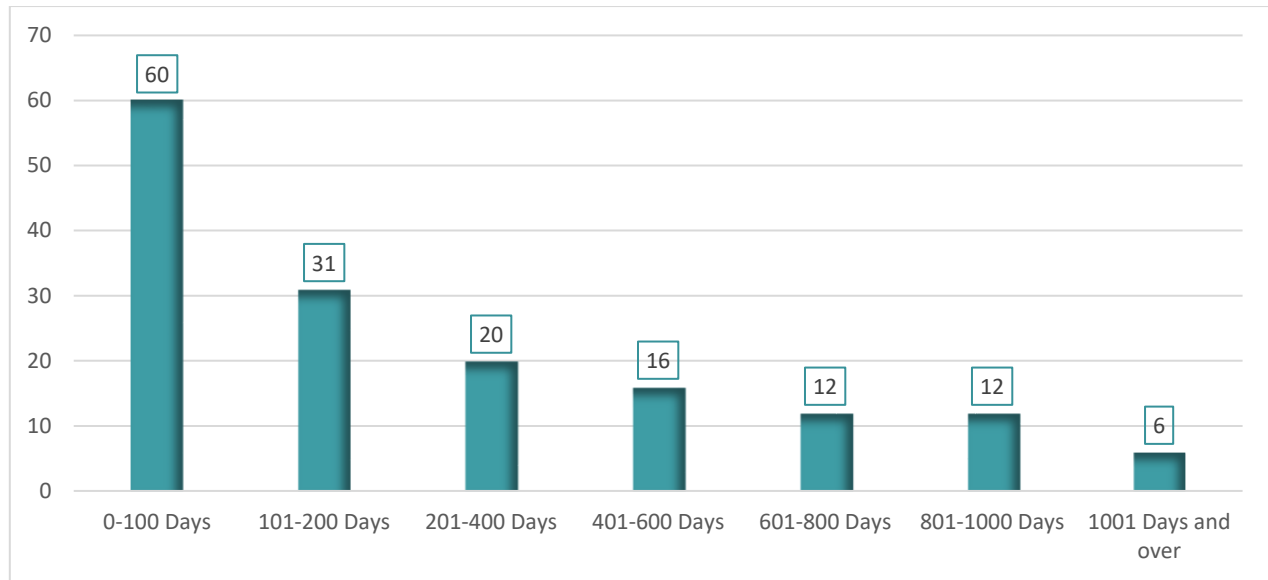
Furthermore, in 2019–2020, LAC has onboarded secure technology infrastructure platforms to optimize communication while ensuring that the appropriate cybersecurity and privacy protection mechanisms are in place. For more information, see Section 10.2: Significant changes to organization, programs, operations or policy.

While LAC is actively working to make its processes more streamlined and efficient, the number and complexity of the requests it receives continue to increase.

In 2019–2020, LAC sent 346 consultation packages to other departments (departments that originally created the records, or departments that may have a stake in the potential disclosure). During this same time, departments responded with advice on 157 requests. Of the 157 requests returned from other departments, 22% (35) were for consultations sent to them between 2016–2017 and 2017–2018, and 6% were for consultations sent to them between 2015–2016 and 2016–2017.

At the end of the 2019–2020 fiscal year, there were 367 consultation requests pending a response from other departments. The following graph illustrates the number of consultation packages and the number of days elapsed.

**Figure 11: Number of consultation requests closed 2019–2020 and number of days elapsed**



As mentioned above, LAC has been informed by many departments with which it is consulting that they are experiencing higher volumes of ATIP requests, which is affecting their ability to respond.

### 2.6.2 Number of days past deadline

Of the 61 deemed refusals, 87% (53 requests) exceeded timelines, including additional extensions taken, and 13% exceeded timelines where the request had not been identified as requiring or eligible for an extension.

**Table 11: 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	3	7	10
16 to 30 days	1	0	1
31 to 60 days	1	1	2
61 to 120 days	1	5	6
121 to 180 days	1	1	2
181 to 365 days	0	16	16
More than 365 days	1	23	24
<b>Total</b>	<b>8</b>	<b>53</b>	<b>61</b>

## 2.7 Requests for translation

Consistent with the previous fiscal years, in 2019–2020 there were no requests for translation from English to French or from French to English.

## 2.8 Impact of COVID-19-related measures

Despite the extraordinary circumstances caused by the COVID-19 pandemic, LAC continued processing ATIP requests during this time, albeit at limited capacity. In response to the COVID-19 pandemic, LAC closed all of its public service points and consultation rooms (located in Ottawa, Vancouver, Winnipeg and Halifax) starting on March 14, 2020, and these remained closed for the remainder of the fiscal year. All of LAC's ATIP employees began working from home on March 18, 2020.

As a result, LAC's ability to fulfill its *Access to Information Act* responsibilities was impacted between March 14, 2020, and March 31, 2020. New requests submitted by clients through online forms or fax continued to be registered, but requests received by mail could not be registered during this period. From March 18, 2020, to March 31, 2020, LAC's ATIP analysts could only review material up to the Protected B level which had already been digitized. As a result, other critical functions performed by LAC's ATIP division, including the review of pages for active requests where material had not been digitized or had a security designation above the Protected B level, were suspended for the remainder of the fiscal year. Between March 18, 2020, and March 31, 2020, LAC was not able to mail any outgoing release packages for completed requests.

To mitigate the impact of the COVID-19 pandemic on LAC's ability to fulfill its *Access to Information Act* responsibilities, LAC actively communicated with its clients to inform of its limited operations and increased its use of digital delivery applications that it had previously begun testing to provide release packages up to the Protected B level. Specifically, LAC posted messages on its website and emailed clients where possible to inform them that LAC would continue to make reasonable efforts to respond to requests but that, in this exceptional context, LAC might not be able to respond to requests as it would during normal operating circumstances and that clients should expect delays. Further, LAC advised clients that it was prioritizing urgent requests for information for veterans requiring access to critical medical care. Clients who had made an ATIP request to obtain documents to support a claim related to the [Federal Indian Day Schools Class Action](#) were advised that LAC would not be able to process their requests during this time. These requests will be processed once LAC is able to resume normal operations and were carried forward into the next fiscal year.

In response to the extraordinary circumstances, on May 11, 2020, Leslie Weir, Librarian and Archivist of Canada, made the decision to dedicate LAC's reduced resources to urgent requests for information for veterans requiring access to critical medical care and place new requests and current active requests on hold effective March 18, 2020, until further notice. LAC continued to inform its clients of its reduced capacity while actively processing those requests that were already digitized up

to the Protected B level. LAC made a concerted effort to develop new workflows to continue providing urgent services to VAC and the [Last Post Fund](#) in support of Canadian veterans throughout the pandemic.

A supplemental statistical report on the impact of COVID-19 measures for the 2019–2020 fiscal year is available in **Appendix C** of this report.

## Part 3 – Extensions

### 3.1 Reasons for extensions and disposition of requests

**Table 12: Reasons for extensions and disposition of requests**

<b>Extension</b>	<b>2019–2020</b>	<b>2018–2019</b>	<b>2017–2018</b>
9(1)(a) Large volume of records	173	248	177
9(1)(b) Consultation necessary: s.69	1	0	1
9(1)(b) Consultation necessary: Other	94	150	162
9(1)(c) Third party notice required	0	0	3
<b>Total</b>	<b>268</b>	<b>398</b>	<b>343</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 records related to national security and intelligence, and the challenges related to processing requests for records containing this material, LAC and other GC institutions have undertaken discussions through internal and external working groups to improve the initial review and consultation process between departments as well as more efficient ways to process new incoming requests for records containing this subject matter.

### 3.2 Length of extensions

LAC did not only require extensions to timelines when consulting creating departments. In 2019–2020, LAC sought 173 extensions because of volume. The following table shows the number of days of extension that LAC requested for 268 of the formal ATI requests received in 2019–2020.

**Table 13: Length of extensions**

<b>Length of Extension</b>	<b>Number of Requests</b>
0 to 30 days	47
31 to 60 days	65
61 to 120 days	45
121 to 180 days	38
181 to 365 days	59
366 days or more	14
<b>Total</b>	<b>268</b>

## **Part 4 – Fees**

During the reporting period, LAC collected \$7,060 in application fees. This is an increase of \$1,170 (20%) over 2018–2019, in which LAC collected \$5,890 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. LAC waived or refunded fees related to 78 requests in 2019–2020.

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

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

During the 2019–2020 fiscal year, LAC received 33 consultation requests from other GC institutions and also completed 33 consultation requests from other government institutions. LAC provided consultation on 715 pages and has 1 request pending. This is an increase from the 2018–2019 fiscal year, in which LAC received 30 and completed 32 consultation requests; in addition, the number of pages requiring consultation was significantly higher. In 2018–2019, those 32 consultation requests from other GC institutions comprised 556 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 2019–2020.

**Table 14: Number of days required to complete consultation requests**

<b>Recommendation</b>	<b>1 to 15 Days</b>	<b>16 to 30 Days</b>	<b>31 to 60 Days</b>	<b>61 to 120 Days</b>	<b>121 to 180 Days</b>	<b>181 to 365 Days</b>	<b>More than 365 Days</b>
Disclose entirely	9	8	1	1	1	0	0
Disclose in part	0	0	1	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	8	1	0	0	0	0	0
Other	3	0	1	1	0	0	0

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

LAC received one (1) request for consultation from other (private sector) organizations.

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

### 6.1 Requests with Legal Services

LAC consulted Legal Services on one (1) occasion on Cabinet confidences in 2019–2020.

### 6.2 Requests with Privy Council Office

LAC did not consult the Privy Council Office on Cabinet confidences in 2019–2020.

## Part 7 – Complaints and investigations

In 2019–2020, LAC received 89 notifications of complaints or investigations from the Office of the Information Commissioner. This represents a significant decrease from the 160 notifications of complaints or investigations received in 2018–2019. Previously, LAC received 25 such notices in

2017–2018 and 15 in 2016–2017. This overall increase is consistent with the challenges mentioned above and is directly related to the elevated workload that exists across the GC and the need for LAC to consult with other GC departments prior to finalizing release packages.

Key issues that were raised this year as a result of complaints received by LAC continue to relate to time extensions and LAC’s application of exemptions. In an effort to deal with these concerns, LAC had implemented new procedures in 2018–2019 to address outstanding consultations with other government departments in order to improve response times. LAC has also developed a more robust process of review in advance of consulting other government departments through its new peer-review process.

The majority of active complaints filed with the Office of the Information Commissioner on LAC’s ATI packages are the result of “deemed refusals”: packages not received by requesters on time. These are largely because of late returns to LAC where LAC has consulted with other GC departments on the contents of records prior to finalizing the release package. Some consultations in the LAC queue may take several years to complete because of the number of pages and complexity of the content, which requires specific subject-matter expertise. LAC has proactively contacted other government departments on active complaints and the most significantly overdue consultations, to discuss how to improve processes and have consultation packages return to LAC on time.

**Table 15: Complaints and investigations received by LAC in 2019–2020**

Section 32 Notice of intention to investigate	Section 35 Investigations in private	Section 37 Commissioner shall provide a record of report	Total Complaints
89	5	42	136

## Part 8 – Court action

In 2019–2020, there were no new court cases involving LAC.

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

### 9.1 Costs

During the past fiscal year, LAC’s costs related to the administration of the Act have grown in conjunction with its workload and in response to specifically funded initiatives.

The assumption of important initiatives that enable LAC to work in an increasingly digital environment have also added to these costs.

In 2018–2019, TBS approved \$6.2 million in funding for LAC’s work in support of the GC’s response to the [LGBT Purge Class Action Final Settlement Agreement](#) and to fulfill its roles and



responsibilities under Schedules “L” and “O” of the Final Settlement Agreement. This funding covers the expenses that LAC must incur for its response to this class action, such as the salary costs for the Litigation Response team and ATIP analyst reviewing the historical records, support services across LAC for this team, and other costs associated with the implementation of this initiative.

In addition to the work performed by staff in LAC’s ATIP and Litigation Response Division, it is important to highlight that staff from across the institution work to support the Division.

Due to the significant increase in ATIP requests received by LAC in recent years, LAC undertook an extensive consultation in 2017–2018, to address and gain a better understanding of the impacts of this increase in volume across LAC’s various business areas.

In light of this information, LAC continues to identify efficiencies and make adjustments to respond to the maximum of requests with the resources it has, while also refining its mechanisms to accurately track and reflect the costs associated with the administration of the Act from across the institution.

In 2019–2020, LAC’s archivists, reference services, circulation, preservation, translation and web publishing staff played key roles to ensure that:

- ATIP requests at LAC are responded to in a timely manner; and
- *Info Source* and annual reports are translated and published.

In the 2017–2018 annual report, the costs reported by LAC included only those of the ATIP division and digitization associated with the administration of the Act. Adhering to the same reporting methodology used in its 2018–2019 annual report, what follows are LAC’s comprehensive costs associated with the administration of the Act for 2019–2020.

**Table 16: Costs of administering the *Access to Information Act*<sup>1</sup>**

Cost Category	Salary <sup>2</sup>	Operations and Maintenance
ATIP and Litigation Response Division	\$1,730,488.20	\$13,507.71
ATIP software licenses		\$48,190.38
ATIP shipping	\$39,729.29	\$22,157.99
ATIP transportation/travel		\$4,276.97
Digitization	\$222,231.60	
Regional staff	\$42,254.09	
Other costs <sup>3</sup>	\$349,143.61	\$266,473.21
<b>Total cost</b>	<b>\$2,383,846.78</b>	<b>\$354,606.25</b>

Notes:

- 1 The financial information presented in this table represents the most current data at the time of the production of this report.
- 2 The financial information presented in this table excludes costs for Employee Benefit Plans (EBPs) (20% of salary).
- 3 The variance in costs from those reported for 2017–2018 is mainly due to costs incurred in the category “Other costs.” This financial information includes the costs associated with the application of the Act related to services such as those provided by archivists, reference, circulation, preservation, translation and web publishing.

## 9.2 Human resources

In 2019–2020, there were 24.4 FTEs in the ATIP and Litigation Response Division and 10.70 FTEs across the institution performing work associated with the application of the Act.

Over the course of the past fiscal year, LAC’s ATIP and Litigation Response Division has implemented temporary organizational changes and adapted its human resources and reporting structure to diversify skill sets, streamline operations and effectively respond to its evolving business in ATIP. The Litigation Response team was formed in the third quarter of 2018–2019, which included ATIP analysts, clerical support, team leads and managers. Staff for this team are located in the National Capital Region and Winnipeg. In 2019–2020, this team worked to complete the digitization and informal privacy review of former CAF, RCMP and FPS records in support of the GC’s response to the [LGBT Purge Class Action Final Settlement Agreement](#) and undertook planning and preparations to support the [CAF-DND Sexual Misconduct Class Action Settlement](#) in 2020–2021.

To respond to the high degree of movement across departments in the ATIP community and high rates of employee turnover, LAC made a concerted effort to retain staff hired in 2018–2019 for the Litigation Response team and staff vacant positions at every level. LAC conducted large staffing processes, created pools of candidates, and used several hiring mechanisms, including the hiring of casual employees, as well as determinate and indeterminate hiring. LAC’s Human Resources team

dedicated 0.6 FTEs to assist the ATIP and Litigation Response Division with these efforts. From April 1, 2019, to March 31, 2020, LAC's Human Resources team completed approximately 110 staffing actions for a team with 63.97 FTEs.

## **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.

#### **Archives Association of Ontario Conference 2019**

In May 2019, 40 LAC staff attended the annual conference; its theme was access to collections, outreach and engagement to Canadians. Six staff members from LAC's ATIP Division were in attendance and delivered a presentation entitled "Unlocking the Vaults: Archivists and Access." The presentation centred on imposed legislation governing access to archives and the role that archivists can play in improving access to archival collections. More specifically, the presentation detailed LAC's decision to engage archivists in 2018 to work alongside ATIP analysts in its ATIP division, and shared their experiences.

#### **Association of Canadian Archivists Conference 2019**

In May 2019, four (4) LAC staff, including the ATIP Director, gave a presentation entitled "Legislated Impediments to Access: Is a Way Forward Possible? Solicitor-client privilege in Government of Canada archival records at LAC." The presentation specifically discussed the effects of solicitor-client privilege on access to historical records, including the suppression of history, and the frustration expressed by archivists and members of the public when access to records is not granted.

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

In September 2019, 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. For this event, LAC hosted an information booth at its main offices in Gatineau, to provide LAC employees with more information about ATIP legislation. Internal messaging was sent to all LAC employees throughout Right to Know Week.

#### **National Claims Research Workshop Conference 2019**

In October 2019, LAC's ATIP Director participated in an Access to Information Policy Panel, which discussed the implementation of Bill C-58, review of the *Privacy Act*, and an update on accessing claims research material at LAC.

#### **Canadian Access and Privacy Association Conference 2019**

In November 2019, 14 LAC staff attended the annual one-day conference on access and privacy issues in Canada, held in Ottawa. Presentations were held on a variety of topics, including discussion of Bill C-58 and its implications for the ATIP community. In addition, presenters discussed concerns regarding the lengthy time period that it takes for ATIP requests to be processed and the impact that this has on the rights of Canadians and the transparency of the GC.

### **ARMA NCR Conference 2019**

There were 75 LAC staff, including 2 from the ATIP division, in attendance at this annual conference aimed at the Information and Records Management community in the National Capital Region. As mentioned above in Table 3, LAC staff gave a presentation on the Block Review initiative at the conference.

### **Training for LAC's staff related to the LGBT Purge Class Action Final Settlement Agreement**

In conjunction with LAC's engagement in supporting the GC's response to the [LGBT Purge Class Action Final Settlement Agreement](#), LAC staff continued to participate in and organize training and LGBTQ2+ awareness activities this past fiscal year. In November 2019, special guest speaker Michelle Douglas spoke to 65 LAC staff on the LGBTQ Class Action Litigation Team about her experience in being discharged from the CAF due to her sexual orientation during the LGBTQ purge. Throughout the year, LAC promoted screenings of *The Fruit Machine* and *Ti-Gars* to its staff, including the Canada School of Public Service (CSPS) event "From Purge to Pride – LGBTQ2 in the Federal Public Service," which featured a screening of *The Fruit Machine* with a panel discussion in November 2019.

### **Directed training and mentoring**

Internal training and mentoring efforts at LAC were significant this year because of the need to develop employees who had taken on new roles or were new to LAC's ATIP division. The guidance provided by experienced LAC ATIP analysts and members of the ATIP Policy and Governance unit is important in the successful processing of new incoming requests. In addition, LAC's peer-review process was continued in ATIP this fiscal year, to support new analysts in their work.

In 2019–2020, staff in the ATIP and Litigation Response Division completed the following courses:

- CSPS: Access to Information and Privacy Fundamentals (I015): 6 participants;
- CSPS: Access to Information in the Government of Canada (I701): 9 participants;
- CSPS: Privacy in the Government of Canada (I702): 10 participants;
- University of Alberta: Information Access in a Liberal Democracy: 1 participant; and
- University of Alberta: Information Access and Protection of Privacy Foundations: 2 participants.

The Division also organized a series of "101" sessions for new employees, specifically about LAC and how the Division is an integral part of client access to restricted GC archival material. Topics included privacy breaches and incidents, genealogy, references services, acquisition of GC archival

records, preservation, and conservation. These orientation sessions are repeated annually for new employees.

Throughout the 2019–2020 fiscal year, LAC’s ATIP division provided presentations to raise awareness about its work to 171 LAC staff members (including managers and stakeholders), and more than 120 members of the public (including members of the ATIP and archival communities in Canada). These presentations covered topics such as how to make an ATIP request, proactive opening of GC records through Block Review (for more information, see Part 2, Section 1.3, and Table 3), Indigenous claims research, working with classified digital archival records, and other projects currently being undertaken by the division.

## 10.2 Significant changes to organization, programs, operations or policy

Over the course of the past fiscal year, LAC’s ATIP and Litigation Response Division has implemented temporary organizational changes, adapted its operations, and strengthened its policies and procedures to continue responding to its evolving business, increased volume and specifically funded activities (such as LAC’s work in support of Health Canada’s Tobacco Litigation Response and LAC’s work in support of the [LGBT Purge Class Action Final Settlement Agreement](#)).

### **Temporary organizational changes**

In 2018–2019, LAC temporarily added a Litigation Response team to its ATIP Division to respond to immediate needs, and to meet its roles and responsibilities related to the LGBT Purge Class Action Final Settlement Agreement. To continue to ensure the effective delivery of public services, LAC’s Regional Services team, which was part of the same Division, temporarily joined the Reference Services Division. To reflect these changes, the Regional Services and ATIP Division was temporarily renamed the ATIP and Litigation Response Division. This structure will continue to be maintained into the 2020–2021 fiscal year, enabling LAC to support its roles and responsibilities in future class actions, such as for the [CAF-DND Sexual Misconduct Class Action Settlement Agreement](#).

### **Operations**

During the past fiscal year, LAC has continued its efforts to improve its business processes and increase public access in alignment with the GC’s initiative and directives on [Proactive Disclosure](#) and [Open Government](#) and in response to changes introduced by Bill C-58.

The capacity to work in an increasingly digital environment is integral to LAC’s current business needs and ability to provide access. LAC encourages its clients to submit ATIP requests electronically through its [online portal](#). In 2019–2020, LAC received 5,876 informal and 2,481 formal ATIP requests through its online ATIP request portal, a total of 8,357 ATIP requests. ATI requests made up approximately 64% (5,348) of requests received online. Using the LAC ATIP Online Request service is a faster, easier and more convenient way for LAC’s clients to submit ATI requests.

To expedite the delivery of ATIP release packages to its clients, LAC began trial testing of Canada Post's *epost Connect*<sup>TM</sup> service for digital release packages at the Protected B level as well as an in-house solution for open ATI release packages in 2019–2020. These new digital delivery methods are planned to become operational in the 2020–2021 fiscal year and will provide LAC's clients with a modern alternative to receiving a CD-ROM in the mail. Furthermore, LAC is working toward providing online access to open ATI release packages through digital download, which is planned to be operational in 2020–2021. Clients will have the ability to browse previously released ATI packages and download them in PDF format without needing to request a copy from LAC's ATIP division.

In 2019–2020, LAC improved its network capacity and onboarded to a new system and classified network infrastructure. This required the relocation of the ATIP division's Archival and Operational Records Team from Ottawa, Ontario, to LAC's main office in Gatineau, Quebec. These efforts have enabled LAC to work more effectively, and they streamline the processing of requests.

LAC is also collaborating with other organizations involved in the processing of requests for access to records containing security and intelligence information on the development of more efficient and shared practices. LAC's onboarding to secure technology infrastructure platforms has optimized communication while ensuring that the appropriate cybersecurity and privacy protection mechanisms are in place.

While LAC is actively working to make its processes more streamlined and efficient, the number and complexity of the requests it receives continue to increase. Any increase to the volume of requests received by LAC affects its ability to process requests, and it has an impact on all supporting business areas. In 2019–2020, LAC received 54% more formal ATI requests than in 2018–2019. On March 31, 2019, a total of 6,244 ATIP requests were in LAC's queue. As of March 31, 2020, a total of 12,218 ATIP requests are in LAC's queue. This represents an increase of 96%. Of these, 9,403 requests are Access to Information requests (1,148 formal requests and 8,255 informal requests). On March 31, 2020, the oldest formal ATI request in this queue was 9 months old and the oldest informal ATI request in this queue was 47 months old.

Clients faced with a long waiting period for a response to their informal request may, as a result, choose to submit a formal request in order to receive their response in the legislated time frame. LAC continues to identify various options and the resources needed to reduce the outstanding queue of informal ATI requests and considerably reduce the current wait time. Despite the growing queue of requests, LAC continues to make significant efforts to process an increasing number of formal ATIP requests within the legislated time frame, and urgent informal privacy requests in an expedited manner.

## **Policy**

The addition of a Policy and Governance unit to LAC's ATIP team at the end of March 2017 has enabled LAC to accomplish significant work to strengthen its policies and procedures, and to meet the requirements and directives of TBS and the Office of the Privacy Commissioner. During the past fiscal year, the Policy and Governance unit has revised LAC's *Info Source* chapter, and developed templates and processes for privacy incidents and breaches, privacy notices, personal information

banks, classes of records, and privacy impact assessments. In addition, the Policy and Governance unit worked on ATIP workflows, drafted the annual reports to Parliament and continued its oversight of LAC's reporting via the [Open Data](#) portal. In the 2019–2020 fiscal year, LAC implemented changes to its tracking and reporting methods to include the number of written explanations and reasons provided for delays required for the 2019–2020 reporting period.

### **ATIP legislation renewal process**

LAC is an active member in a number of interdepartmental working groups focused on making recommendations for improving the *Access to Information Act* and the *Privacy Act*.

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

In 2019–2020, the Office of the Information Commissioner (OIC) presented complaints from clients regarding lengthy extensions on requests and raised issues regarding the timelines associated with formal ATI requests in which consultations were sent to creating departments. LAC addressed this concern by proactively assigning one (1) FTE to review requests in which the time frames for consultation exceeded the allowable days and assigning a senior lead analyst to coordinate LAC's interactions with the OIC and its investigators.

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

There are no changes to report for the 2019–2020 fiscal year.

## **10.5 Monitoring**

LAC monitors the time invested in processing ATI 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, correspondence, 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. The Dashboard is reviewed monthly by the Systems Specialist in the ATIP and Litigation Response Division to ensure accuracy of reporting including monthly, quarterly and annual statistical reports. The Systems Specialist also produces a number of ad hoc reports and infographics throughout the year to help keep LAC's management informed.

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. Data fields available for review include the number of requests and request actions that are due within a specific period. 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.

If an irregularity is identified in the data reported, this will be brought to the attention of section supervisors. Depending on the severity of the irregularity identified, the case may be brought to the attention of the ATIP Coordinator, Director, Chief Privacy Officer, other senior executives, or the Librarian and Archivist of Canada.

## 10.6 Information holdings

*Sources of Federal Government and Employee Information (Info Source)* is a series of bulletins containing information about, and collected by, the GC. 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\*](#).

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 – *Access to Information Act*

#### **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.



---

The Honourable Mélanie Joly  
Minister of Canadian Heritage

**MAY 26 2016**

---

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
<i>Access to Information Act</i>							
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*



Government of Canada  
Gouvernement du Canada

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

Name of institution: Library and Archives Canada

Reporting period: 2019-04-01 to 2020-03-31

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

##### 1.1 Number of requests

	Number of Requests
Received during reporting period	2131
Outstanding from previous reporting period	509
<b>Total</b>	<b>2640</b>
Closed during reporting period	1487
Carried over to next reporting period	1153

##### 1.2 Sources of requests

Source	Number of Requests
Media	21
Academia	912
Business (private sector)	22
Organization	111
Public	569
Decline to Identify	496
<b>Total</b>	<b>2131</b>

##### 1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
1308	472	541	578	170	978	1766	5813

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



	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

### Section 3: Requests Closed During the Reporting Period

#### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							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	108	323	17	18	2	6	3	477
Disclosed in part	97	415	34	44	14	28	42	674
All exempted	5	0	0	1	0	0	0	6
All excluded	61	30	3	0	0	0	0	94
No records exist	69	38	0	1	0	0	0	108
Request transferred	2	0	0	0	0	0	0	2
Request abandoned	98	22	0	4	1	1	0	126
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	440	828	54	68	17	35	45	1487

#### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	27	16(2)	3	18(a)	0	20,1	0
13(1)(b)	5	16(2)(a)	0	18(b)	0	20,2	0
13(1)(c)	4	16(2)(b)	0	18(c)	0	20,4	0
13(1)(d)	1	16(2)(c)	3	18(d)	0	21(1)(a)	6
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	7
14	3	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	1	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1

14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	48	16.1(1)(d)	0	19(1)	618	22.1(1)	0
15(1) - I.A.*	3	16.2(1)	0	20(1)(a)	2	23	39
15(1) - Def.*	2	16,3	0	20(1)(b)	10	23,1	0
15(1) - S.A.*	0	16,31	0	20(1)(b.1)	0	24(1)	24
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	3	26	3
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	0	16,5	0				
16(1)(b)	0	16,6	0				
16(1)(c)	3	17	0				
16(1)(d)	1						

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

### 3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	96	69(1)	0	69(1)(g) re (a)	2
68(b)	17	69(1)(a)	2	69(1)(g) re (b)	0
68(c)	14	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

### 3.4 Format of information released

Paper	Electronic	Other
473	678	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
289974	277080	1377

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

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	301	7701	148	30206	15	11040	13	17332	0	0
Disclosed in part	322	8213	228	52953	66	43177	58	106458	0	0
All exempted	6	0	0	0	0	0	0	0	0	0
All excluded	94	0	0	0	0	0	0	0	0	0
Request abandoned	125	0	0	0	0	0	1	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>848</b>	<b>15914</b>	<b>376</b>	<b>83159</b>	<b>81</b>	<b>54217</b>	<b>72</b>	<b>123790</b>	<b>0</b>	<b>0</b>

#### 3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	13	0	0	117	130
Disclosed in part	68	0	0	191	259
All exempted	1	0	0	0	1
All excluded	0	0	0	1	1
Request abandoned	1	0	0	3	4
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>83</b>	<b>0</b>	<b>0</b>	<b>312</b>	<b>395</b>

### 3.6 Closed requests

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

	<b>Requests closed within legislated timelines</b>
<b>Number of requests closed within legislated timelines</b>	1426
<b>Percentage of requests closed within legislated timelines (%)</b>	95,9

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
61	18	38	1	4

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

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	3	7	10
16 to 30 days	1	0	1
31 to 60 days	1	1	2
61 to 120 days	1	5	6
121 to 180 days	1	1	2
181 to 365 days	0	16	16
More than 365 days	1	23	24
<b>Total</b>	<b>8</b>	<b>53</b>	<b>61</b>

### 3.8 Requests for translation

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

## Section 4: Extensions

### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	38	0	20	0
Disclosed in part	129	1	72	0
All exempted	0	0	1	0
All excluded	3	0	0	0
No records exist	0	0	0	0
Request abandoned	3	0	1	0
<b>Total</b>	173	1	94	0

### 4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	44	1	2	0
31 to 60 days	56	0	9	0
61 to 120 days	31	0	14	0
121 to 180 days	4	0	34	0
181 to 365 days	33	0	26	0
365 days or more	5	0	9	0
<b>Total</b>	173	1	94	0

## Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1412	\$7 060	14	\$70
Other fees	0	\$0	64	\$137
<b>Total</b>	1412	\$7 060	78	\$207

## Section 6: Consultations Received From Other Institutions and Organizations

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





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>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Section 8: Complaints and investigations

<b>Section 32 Notice of intention to investigate</b>	<b>Subsection 30(5) Ceased to investigate</b>	<b>Section 35 Formal representations</b>	<b>Section 37 Report s of finding receiv ed</b>	<b>Section 37 Reports of finding containing recommendations issued by the Information Commissioner</b>	<b>Section 37 Reports of finding containing orders issued by the Information Commission er</b>
89	0	5	42	0	0

### Section 9: Court Action

#### 9.1 Court actions on complaints received before June 21, 2019 and on-going

<b>Section 41 (before June 21, 2019)</b>	<b>Section 42</b>	<b>Section 44</b>
0	0	0

#### 9.2 Court actions on complaints received after June 21, 2019

Section 41 (after June 21, 2019)				
<b>Complainant (1)</b>	<b>Institution (2)</b>	<b>Third Party (3)</b>	<b>Privacy Commissioner (4)</b>	<b>Total</b>
0	0	0	0	0

### Section 10: Resources Related to the *Access to Information Act*

#### 10.1 Costs

<b>Expenditures</b>		<b>Amount</b>
Salaries		\$1 726 501
Overtime		\$3 987
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$1 730 488</b>



## 10.2 Human Resources

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	22,53
Part-time and casual employees	0,46
Regional staff	0,00
Consultants and agency personnel	0,00
Students	1,41
<b>Total</b>	<b>24,40</b>

## Appendix C: Supplemental Statistical Report on the *Access to Information Act*

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

**Table 1 – Requests Received**

		Column (Col.) 1
		Number of requests
<b>Row 1</b>	Received from 2019-04-01 to 2020-03-13	2098
<b>Row 2</b>	Received from 2020-03-14 to 2020-03-31	33
<b>Row 3</b>	<b>Total<sup>1</sup></b>	2131

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

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

**Table 2 – Requests Closed**

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
<b>Row 1</b>	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	1396	61
<b>Row 2</b>	Received from 2020-03-14 to 2020-03-31	30	0
<b>Row 3</b>	<b>Total<sup>2</sup></b>	1426	61

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

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

**Table 3 – Requests Carried Over**

		Col. 1
		Number of requests
<b>Row 1</b>	Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	1150
<b>Row 2</b>	Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	3

Row 3	Total <sup>3</sup>	1153	
3 – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1 Row 5			