



2021-22

INFRASTRUCTURE CANADA

Annual Report on the Administration of the Access to
Information Act

1. INTRODUCTION

Purpose of the *Access to Information Act*

The *Access to Information Act* (the Act) came into effect on July 1, 1983, and remained substantially unaltered until Bill C-58, an Act to amend the *Access to Information Act*, received royal assent on June 21, 2019. The purpose of the Act is to provide the public with a right of access to information contained in government records, subject to certain specific and limited exceptions. The Act also enhances the accountability and transparency of federal institutions, promoting an open and democratic society, and enabling public debate on the conduct of government institutions.

In accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*, the head of Infrastructure Canada (INFC) must prepare and table in Parliament an annual report, detailing the administration of the Act within the institution for each fiscal year.

This annual report describes how INFC administered the Act from April 1, 2021 to March 31, 2022.

Mandate of Infrastructure Canada (INFC)

INFC was established in 2002 to ensure that Canadians benefit from world-class public infrastructure from coast to coast to coast. The key to building Canada for the 21st century is a strategic and collaborative long-term infrastructure plan that builds economically vibrant, strategically planned, sustainable and inclusive communities. INFC works closely with all orders of government and other partners to enable investments in social, green, public transit and other core public infrastructure, as well as trade and transportation infrastructure.

INFC is a Government of Canada department that:

- provides long-term, predictable support to help Canadians benefit from world-class, modern public infrastructure;
- makes investments, builds partnerships, develops policies, delivers programs and fosters knowledge about public infrastructure in Canada; and
- helps address complex challenges that Canadians face every day – ranging from the rapid growth of our cities to climate change and environmental threats to our water and land.

2. ORGANIZATIONAL STRUCTURE

Departmental Organization

At the end of the fiscal year, INFC was overseen by the Minister of Intergovernmental Affairs, Infrastructure and Communities and the Minister of Housing and Diversity and Inclusion. The Ministers were supported by the Deputy Minister of Infrastructure and Communities, who was supported by the Assistant Deputy Ministers of Policy and Results, Communities and Infrastructure Programs, Corporate Services, Community Policy and Programs, and Investment, Partnerships and Innovation as well as the Directors General of Communications and the Corporate Secretariat, and the Chief Audit and Evaluation Executive.

INFC is part of the Infrastructure and Communities portfolio, which includes the Jacques Cartier and Champlain Bridges Incorporated, the Windsor-Detroit Bridge Authority, the Canada Infrastructure Bank, and federal interests in the Toronto Waterfront Revitalization Corporation.

This reporting period, INFC expanded to include the Housing and Homelessness portfolio, which was transferred to the Department from Employment and Social Development Canada as of October 26, 2021. This portfolio includes the Canada Mortgage and Housing Corporation.

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

The ATIP Office at INFC is led by the Director of ATIP and Executive Correspondence, who reports to the Director General of the Corporate Secretariat. At the end of the reporting period, the ATIP Office was comprised of ten members: the director, the manager, team leader, five ATIP analysts and two casuals. The work of the Office under the Act involves:

- processing *Access to Information Act* requests and related activities;
- processing consultations received from other institutions;
- providing advice and guidance to employees and senior officials on access-related matters;
- developing and delivering training to departmental employees; and
- representing INFC in dealings with the Treasury Board Secretariat, the Information Commissioners, and other government institutions regarding the application of the ATIP legislation.

There was no service agreement under section 96 of the *Access to Information Act* for INFC during this reporting period.

Section 11 of Annex B shows a breakdown of resources as they relate solely to the administration of the Act.

3. DELEGATION ORDER

The delegation order in effect at the end of this reporting period was signed in May 2021. Under this order, full authority to exercise the powers, duties and functions of the Deputy Minister for all sections of the Act is delegated to all Assistant Deputy Ministers, the Chief Audit and Evaluation Executive, the Director General of Communications, the Director of ATIP and Executive Correspondence, and the Manager of ATIP. The team leader is delegated the ability to notify requesters where access is requested, and to notify of an extension to the time limits of a request.

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

4. PERFORMANCE 2021-22

The *Statistical Report on the Access to Information Act* is prepared by government institutions to assist the Treasury Board of Canada Secretariat (TBS) to analyze trends and exercise oversight. INFC's 2021-22 annual statistical report is provided in Annex B and Annex C (Supplemental Statistical Report).

PERCENTAGE OF REQUESTS CLOSED WITHIN LEGISLATED TIMELINES

One of the key measures of INFC ATIP's performance is the number of requests closed within legislated timelines. In 2021-22, INFC closed 187 out of its 188 formal access to information requests within the legislated timelines, giving an overall compliance rate of 99.5%. For the past three fiscal years, INFC's compliance rate was 98.4% or better, demonstrating exemplary performance in responding to access to information requests and closing files within legislated timelines. Table 1 compares the number of requests closed within legislated timelines for the past four fiscal years.

Table 1: Number of requests closed within legislated timelines

	2018-19	2019-20	2020-21	2021-22
Number of requests closed	154	123	188	188
Number of requests closed within legislated timelines	109	121	187	187
Percentage of requests closed within legislated timelines	70.8%	98.4%	99.5%	99.5%

OVERVIEW ON COMPLETION TIMES OF CLOSED REQUESTS

Section 7 of the *Access to Information Act* requires institutions to provide a response to the requester within 30 days of receipt of the request, or to notify the requester that an extension is required. Of the 188 formal requests completed during the reporting period, 103 (55%) were completed within 30 days, and 132 (70%) within 60 days. For a comparison of processing times over the past four fiscal years, please refer to Table 2.

Table 2: Processing time for completed requests

Processing Time	Number of requests			
	2018-19	2019-20	2020-21	2021-22
1 to 15 days	26	40	61	33
16 to 30 days	38	24	61	70
31 to 60 days	10	11	16	29
61 to 120 days	16	30	21	43
121 to 180 days	27	11	19	9
181 to 365 days	17	4	10	4
Over 365 days	20	3	0	0
Total Requests	154	123	188	188

OVERVIEW OF ACTIVE REQUESTS OUTSTANDING FROM PREVIOUS REPORTING PERIODS

At the end of the fiscal year, 16 active requests received in 2021-22 were carried forward into 2022-23. All of the requests were still within legislated timelines as shown in the table below. The Department consistently strives to meet the legislated timelines by concentrating efforts to expedite the retrieval of records and effectively coordinates consultations with internal and external stakeholders.

Table 3: Number of Access to Information Act open requests outstanding from previous reporting periods

Open Requests That Were Received in Fiscal Year	Open Requests that are Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	16	0	16
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Total	16	0	16

OVERVIEW OF ACTIVE COMPLAINTS OUTSTANDING FROM PREVIOUS REPORTING PERIODS

In 2021-22, there were 3 active complaints carried forward from the previous reporting periods (FY 2019-20 and 2020-21). This year, the Department received 8 new complaints. Three of these complaints were closed and 5 will be carried forward to the next fiscal year. Table 4 lists the number of open complaints outstanding from previous reporting periods.

Table 4: Number of Open Complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods

Open Complaints That Were Received in Fiscal Year	Number of Open Complaints
Received in 2021-2022	5
Received in 2020-2021	1
Received in 2019-2020	2
Received in 2018-2019	0
Total	8

REASONS FOR EXTENSIONS

The Act recognizes that there are factors that make a request for information more complex resulting in processing times longer than 30 days. Section 9 of the Act provides for the extension of statutory time limits if consultations are required, or if the request is for a large volume of records and processing the request within the original timeframe would unreasonably interfere with the operations of the Department. The table below compares the reasons for extensions over the past four fiscal years.

Table 5: Reasons for extensions

Reasons for Extensions	2018-19	2019-20	2020-21	2021-22
Interference with operations/workload – 9(1)(a)	23	24	27	34
Consultations - section 69 – 9(1)(b)	38	24	34	31
Consultations - other – 9(1)(b)	50	16	23	47
Third party notice – 9(1)(c)	16	21	9	17

CONSULTATIONS COMPLETED FOR OTHER INSTITUTIONS AND ORGANIZATIONS

When other institutions and organizations retrieve information that concerns or originates from INFC in response to *Access to Information Act* requests, they may consult the INFC ATIP Office for recommendations on release. Other government institutions are defined as federal institutions subject to the Act. Other organizations include the governments of the provinces, territories and municipalities, and of other countries.

In 2021-22 INFC received 77 consultation requests, and 4 requests were outstanding from the previous reporting period. In total, the Department closed 79 consultation requests this fiscal year and carried forward 2 requests into 2022-23.

INFC continues to make every effort to assist other institutions and organizations in meeting their statutory deadlines. Of the 79 consultation requests completed during the reporting period, 61 (77.2%) were completed within 15 days, 16 (20.3%) requests were completed within 16 to 30 days, and 2 (2.5%) requests were completed within 31 to 60 days.

This year, consultation-related workload has increased by 32% compared to 2020-21. For a comparison of consultation requests received and processed over the past four fiscal years, please refer to Table 6 below.

Table 6: Consultations received and processed from other Government of Canada institutions and other organizations

Consultation requests	2018-19	2019-20	2020-21	2021-22
Received during the reporting period	55	111	58	77
Outstanding from the previous period	2	1	1	4
Total consultations to process	57	112	59	81
Closed during the reporting period	56	111	55	79

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

The Act requires that institutions provide the right of access to information in records under the control of a government institution and that necessary exceptions to the right of access should be limited and specific. In accordance with this principle, INFC ATIP disclosed in full 31 requests (16%) and disclosed in part 123 requests (65%). Table 7 compares the percentage of requests all disclosed and disclosed in part for the past four fiscal years.

Table 7: Disposition percentages

Disposition of Requests	2018-19	2019-20	2020-21	2021-22
All disclosed	2 (1%)	13 (11%)	15 (8%)	31 (16%)
Disclosed in part	99 (64%)	78 (63%)	104 (55%)	123 (65%)
Closed in reporting period	154	123	188	188

IMPACT OF COVID-19

INFC was able to continue to process and complete requests in a timely manner during the reporting period and was operating at full working capacity. This is because of procedures previously put in place by the Department, and the ATIP Office, to help reduce the operational impact of administering the Act, as well as new measures adopted in light of the remote working environment.

In recent years, the Department issued tablets and cellphones to all employees, allowing for greater flexibility to work remotely. This included upgrading our network to allow for secure remote access and the ability to process records from a distance. In addition, the ATIP Office had previously begun transitioning from many paper-based operations to more electronic practices where possible, prior to the COVID-19 pandemic.

INFC ATIP worked remotely for the entire fiscal year. During this time, the ATIP Office has been able to conduct all record retrieval and approval processes electronically through the use of departmental shared drives and encrypted email exchanges. The ATIP Office was fully operational for every week of the last fiscal year, maintaining full capability to process requests by mail and electronically.

Informal requests

An informal request is defined as a request for information made to the ATIP Office of a federal institution that is either not made or not processed under the Act. Informal requests include formal requests that were discontinued in favour of providing information informally and requests for previously released information. INFC completed the processing of 170 (100%) informal requests for previously released information, all within 15 days from the date they were received, demonstrating excellent turnaround times.

5. TRAINING AND AWARENESS

Institution-specific training was offered in a variety of formats to best suit the needs of employees across the Department. Courses offered included a 90-minute general ATIP course "Processing ATIP Requests 101" available to all employees. In addition, group training outside of the regularly scheduled sessions was offered to meet the specific content needs and schedules of teams or employees.

During 2021-22, four sessions of the INFC training course "Processing ATIP Requests 101" were delivered by the ATIP Office to 146 employees. All of these sessions contained an access to information component. This represents a 47% increase in the number of attendees this year compared to last fiscal year. This was attributed to advertising the training through branch contacts and through our weekly INFRAmation publication, and the ease of attending the training via MS Teams.

Information related to training offered by the ATIP Office can be accessed by all employees through our intranet webpage. This page includes resources on processing ATIP requests, identifying sensitive information, guidance on proactive disclosure, and frequently asked questions.

The ATIP Office will continue to offer three training sessions per year to all INFC employees, one-on-one coaching for new ATIP contacts, and customized group sessions, as requested. This will help to maintain consistent and current approaches to access to information functions across the Department.

6. POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES

This fiscal year, ATIP collaborated with the INFC Data Science team to generate the monthly briefing note title lists for proactive disclosure using Power BI. This significantly reduced the time spent generating and reviewing the briefing note titles for accuracy and completeness.

INFC also participated in the Treasury Board Secretariat-led departmental consultations on Stage 2 of the *Access to Information Act* review. As part of this process, the ATIP Office coordinated responses from our Office of Primary Interests (OPIs) and Crown corporations and incorporated their feedback into our recommendations to TBS.

The ATIP Office worked closely with IM/IT on an ongoing email cleanup campaign across the Department, which encourages staff to take time to review their email inbox and sort out the emails of business value from the transitory information. The ATIP Office and IM/IT also developed a landing page where employees can review policies and directives related to email management and provide tools to help them maintain a tidy inbox.

INFC will be migrating to the new ATIP Online Request Service in the new fiscal year. This portal will allow INFC to not only receive requests but also deliver completed response packages via the portal.

7. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

The Office of the Information Commissioner (OIC) has the mandate to investigate complaints about federal institutions' handling of access requests. In 2021-22, INFC received eight investigation complaints, and the OIC issued three final reports. No issues were raised requiring action as a result of the access to information complaints INFC received or concluded.

8. MONITORING COMPLIANCE

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

Instrumental to ensuring INFC's compliance with the legislation, the ATIP Office maintained positive working relationships with the program areas by engaging in early discussions of requests, providing guidance when needed, and sending weekly status reports to the offices that report directly to the Deputy Minister (Assistant Deputy Ministers, Directors General of Communications and the Corporate Secretariat, and the Chief Audit and Evaluation Executive) highlighting the requests in retrievals, under consultation and in approvals.

9. REPORTING ON ACCESS TO INFORMATION FEES FOR THE PURPOSES OF THE SERVICE FEES ACT

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*:

- Enabling authority: *Access to Information Act*.
- Fee amount: \$5.00 application fee is the only fee charged for an ATI request.
- Total revenue: \$625.
- Fees waived: In accordance with the Interim Directive on the Administration of the *Access to Information Act*, issued on May 5, 2016, and the changes to the *Access to Information Act* that came into force on June 21, 2019, INFC waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations, which is waived in special circumstances. This reporting period, INFC waived \$340 in application fees for 68 requests.
- Cost of operating the program in 2021-22: \$419,728.

ANNEXES

- Annex A: *Access to Information Act* Delegation Order
Annex B: 2021-22 Statistical Report on the *Access to Information Act*
Annex C: 2021-22 Supplemental Statistical Report

Annex A
Access to Information Act
Delegation Order

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

The Deputy Minister of Infrastructure and Communities, pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Deputy Minister as the head of Infrastructure and Communities, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

En vertu de l'article 95(1) de la *Loi sur l'accès à l'information* et de l'article 73(1) de la *Loi sur la protection des renseignements personnels*, la sous-ministre de l'Infrastructure et des Collectivités délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de l'Infrastructure et des Collectivités, investie par les dispositions de la Loi ou de son règlement mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté antérieur.

Schedule / Annexe

Position / Poste	<i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et Règlement	<i>Privacy Act</i> and Regulations / <i>Loi sur la protection des renseignements personnels</i> et Règlement
Assistant Deputy Ministers / Sous-ministre adjoint (e)	Full authority / Autorité absolue	Full authority/ Autorité absolue
Chief Audit and Evaluation Executive / Dirigeant (e) principal (e) de la vérification et de l'évaluation	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General of Communications / Directeur (trice) général (e) des communications	Full authority / Autorité absolue	Full authority / Autorité absolue
Director, ATIP and Executive Correspondence/ Directeur (trice) de l'AIPRP et de la correspondance de la haute direction	Full authority / Autorité absolue	Full authority / Autorité absolue
Manager, ATIP (PM 06)/ Gestionnaire d'AIPRP (PM 06)	Full authority / Autorité absolue	Full authority / Autorité absolue
ATIP Team Lead (PM-05) / Chef d'équipe de l'AIPRP (PM-05)	7(a) Notice where access requested / Notification 9 Extension of time limits / Prorogation du délai 11(2) Waiver of fees / Dispense des frais	14(a) Notice where access requested / Notification 15 Extension of time limits / Prorogation du délai

Gillis, Kelly

Digitally signed by Gillis, Kelly
Date: 2021.05.18 18:00:31 -04'00'

Kelly Gillis

Deputy Minister of Infrastructure and Communities / Sous-ministre de l'Infrastructure et des Collectivités

Annex B
2021-22 Statistical Report
on the Access to
Information Act



Statistical Report on the Access to Information Act

Name of institution: Infrastructure Canada

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

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		193
Outstanding from previous reporting periods		11
• Outstanding from previous reporting period	11	
• Outstanding from more than one reporting period	0	
Total		204
Closed during reporting period		188
Carried over to next reporting period		16
• Carried over within legislated timeline	16	
• Carried over beyond legislated timeline	0	

1.2 Sources of requests

Source	Number of Requests
Media	35
Academia	30
Business (private sector)	7
Organization	5
Public	17
Decline to identify	99
Total	193

1.3 Channels of requests

Source	Number of Requests
Online	193
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	193

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		169
Outstanding from previous reporting periods		1
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	0	
Total		170
Closed during reporting period		170

Carried over to next reporting period	0
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2.2 Channels of informal requests

Source	Number of Requests
Online	169
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	169

2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
170	0	0	0	0	0	0	170

2.4 Pages released informally

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

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
135	2566	27	7344	3	2067	3	5903	2	13592

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

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

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	6	21	1	3	0	0	0	31
Disclosed in part	4	45	24	37	9	4	0	123
All exempted	1	2	0	0	0	0	0	3
All excluded	0	0	4	3	0	0	0	7
No records exist	18	1	0	0	0	0	0	19
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	4	1	0	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	33	70	29	43	9	4	0	188

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	15	18(a)	5	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	16	20.2	0
13(1)(c)	10	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	7	16(2)(c)	7	18(d)	2	21(1)(a)	86
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	92
14	45	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	15
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	2
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	2	22	1
15(1)	1	16.1(1)(d)	0	19(1)	48	22.1(1)	3
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	6
15(1) - Def.*	0	16.3	0	20(1)(b)	19	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	3
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	18	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	16		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

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

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	1	69(1)	0	69(1)(g) re (a)	22
68(b)	0	69(1)(a)	9	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	19
68.1	0	69(1)(c)	1	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	2	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	9	69(1)(g) re (f)	1
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	154	0	0	0	0

4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
18539	17215	169

4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	26	572	4	640	1	772	0	0	0	0
Disclosed in part	91	2031	23	5282	6	3873	3	4887	0	0
All exempted	3	85	0	0	0	0	0	0	0	0
All excluded	6	252	1	145	0	0	0	0	0	0
Request abandoned	5	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	131	2940	28	6067	7	4645	3	4887	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

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

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

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

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	10	0	0	10
Disclosed in part	63	1	0	64
All exempted	2	0	0	2
All excluded	7	0	0	7
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	82	1	0	83

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	187
Percentage of requests closed within legislated timelines (%)	99.46808511

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
1	0	1	0	0

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

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

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	3	0	3	1
Disclosed in part	27	24	44	16
All exempted	0	0	0	0
All excluded	4	7	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	34	31	47	17

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	27	0	30	2
31 to 60 days	5	3	13	15
61 to 120 days	2	26	4	0
121 to 180 days	0	2	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	34	31	47	17

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	125	\$625.00	68	\$340.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	125	\$625.00	68	\$340.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	70	2371	7	131
Outstanding from the previous reporting period	3	100	1	605
Total	73	2471	8	736
Closed during the reporting period	71	2431	8	736
Carried over within negotiated timelines	2	40	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	42	3	0	0	0	0	0	45
Disclose in part	14	10	1	0	0	0	0	25
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	56	14	1	0	0	0	0	71

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	3	2	0	0	0	0	0	5
Disclose in part	2	0	1	0	0	0	0	3
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	5	2	1	0	0	0	0	8

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	4	145	1	109	0	0	0	0	0	0
16 to 30	4	147	1	145	0	0	0	0	0	0
31 to 60	6	171	0	0	0	0	0	0	0	0
61 to 120	10	270	5	1508	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	24	733	7	1762	0	0	0	0	0	0

8.2 Requests with Privy Council Office

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

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
8	0	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	3	0	0

Section 10: Court Action

10.1 Court actions on complaints

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

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

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

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$417,112
Overtime		\$0
Goods and Services		\$2,616
• Professional services contracts	\$0	
• Other	\$2,616	
Total		\$419,728

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	4.947
Part-time and casual employees	0.242
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.392
Total	5.581

Note: Enter values to three decimal places.

Annex C
2021-22 Supplemental
Statistical Report



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

Name of institution: Infrastructure Canada

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

Section 1: Capacity to Receive Requests under the *Access to Information Act* and the *Privacy Act*

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

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

Section 2: Capacity to Process Records under the *Access to Information Act* and the *Privacy Act*

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

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

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

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

Section 3: Open Requests and Complaints Under the Access to Information Act

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	16	0	16
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	16	0	16

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Access to Information Act*

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	5
Received in 2020-2021	1
Received in 2019-2020	2
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	8

Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of	Open Requests that are <i>Beyond</i> Legislated Timelines as of	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	0	0	0

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Privacy Act*

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	0

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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