



Government of Canada / Gouvernement du Canada
Privy Council Office / Bureau du Conseil privé

2023 – 2024

Annual Report to
Parliament
on the Access to Information Act

Privy Council Office

April 1, 2023 to March 31, 2024



Annual Report to Parliament on the Access to Information Act 2023-2024 Privy Council Office

Table of Contents

Introduction	4
Highlights.....	5
Access to Information and Privacy (ATIP) division – organizational structure	5
Monitoring compliance	7
Privy Council Office delegation orders	7
Activities and accomplishments	7
Summary of key issues and actions taken on complaints or audits	8
Education and training activities	8
Information-related to policies, guidelines, procedures and to initiatives.....	8
Posting of completed access to information requests.....	8
Other activities	9
a) Reading room	9
b) Proactive disclosure	9
Interpretation of the Statistical Report.....	9
PART 1 – Requests under the Access to Information Act (ATIA)	9
1.1 Number of Requests.....	9
1.2 Sources of requests.....	10
1.3 Channels of requests	10
PART 2 – Informal Requests.....	11
2.1 Number of Informal Requests.....	11
2.2 Channels of informal requests	11
2.3 Completion time of informal requests.....	11
2.4 Pages released informally.....	11
2.5 Pages re-released informally.....	11
PART 3 – Applications to the Information Commissioner on Declining to Act on Requests	12
PART 4 – Requests closed during the reporting period	12
4.1 Disposition and completion time	12
4.2 Exemptions.....	13
4.3 Exclusions	13
4.4 Format of information released.....	14
4.5 Complexity	14
4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats	

.....	14
4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests	14
4.5.3 Relevant minutes processed and disclosed for audio formats	15
4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests.....	15
4.5.5 Relevant minutes processed and disclosed for video formats.....	15
4.5.6 Relevant minutes processed per request disposition for video formats by size of requests.....	16
4.5.7 Other complexities	16
4.6 Closed requests.....	16
4.6.1 Requests closed within legislated timelines.....	16
4.7 Deemed refusals.....	16
4.7.1 Reasons for not meeting legislated timelines.....	16
4.7.2 Requests closed beyond legislated timelines (including any extensions taken)	17
4.8 Requests for translation	17
PART 5 – Extensions.....	17
5.1 Reasons for extensions and disposition of requests.....	17
5.2 Length of extensions	18
PART 6 – Fees	18
PART 7 – Consultations received from other institutions and organizations	18
7.1 Consultations received from other Government of Canada institutions and other organizations.....	18
7.2 Recommendations and completion time for consultations received from other Government of Canada institutions.....	19
7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada	19
PART 8 – Completion time of consultations on Cabinet confidences	20
8.1 Requests with Legal Services	20
8.2 Requests with Privy Council Office	20
PART 9 – Investigations and Reports of finding	20
9.1 Investigations.....	20
9.2 Investigations and Reports of finding.....	20
PART 10 – Court action	20
PART 11 – Resources related to the Access to Information Act	21
11.1 Allocated Costs.....	21
11.2 Human resources.....	21

Appendices.....	22
Appendix A: Delegation orders	23
Appendix B: 2023-2024 Statistical Report on the <i>Access to Information Act</i>	25
Appendix C: Supplemental Statistical Report on the <i>Access to Information Act</i> and <i>Privacy Act</i>	34
Appendix D: Exemptions and exclusions.....	36

Annual Report to Parliament on the *Access to Information Act* 2023-2024

Privy Council Office

Introduction

The Privy Council Office (PCO) reports directly to the Prime Minister and is headed by the Clerk of the Privy Council and Secretary to the Cabinet. PCO is both the Cabinet secretariat and the Prime Minister's source of public service advice across the entire spectrum of policy questions and operational issues facing the Government. As the hub of non-partisan, public service support to the Prime Minister, Cabinet and its decision-making structures, PCO ensures that the Government and Canadians are served by the highest quality public service.

PCO also provides support to the Prime Minister, as well as to the Deputy Prime Minister and Minister of Finance, the Leader of the Government in the House of Commons, Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs, and the President of the King's Privy Council for Canada and Minister of Emergency Preparedness and Minister responsible for the Pacific Economic Development Agency of Canada.

PCO's three (3) main roles are to:

1. Provide professional non-partisan advice to the Prime Minister, portfolio ministers, Cabinet and Cabinet committees on matters of national and international importance.
2. Ensure that the Cabinet decision-making process runs smoothly and help implement the Government's agenda.
3. Foster a high-performing and accountable Public Service.

This is the 41st Annual Report to Parliament on the administration of the *Access to Information Act* (ATIA) by PCO, submitted as required by section 94 of the ATIA and section 20 of the *Service Fees Act*. This report covers the reporting period of April 1, 2023 to March 31, 2024.

Additional copies of this report may be obtained by contacting:

Access to Information and Privacy Division
Privy Council Office
11 Metcalfe Street
Ottawa, Ontario K1A 0A3

Highlights

In the 2023-2024 reporting period, PCO received one thousand seventy-nine (1,079) requests and closed seven hundred and seventy-eight (778) requests, compared to six hundred and seventy-three (673) requests received and seven hundred (700) requests closed in 2022-2023.

In 2023-2024, 176,996 relevant pages were processed, which represents a 9% increase in the pages reviewed from the previous year. The page volume does not account for proactive disclosure of briefing note titles, transition material, Question Period cards and committee binders.

In 2023-2024 PCO faced several challenges in responding to ATIP requests, including a 60% increase in incoming requests and a 63% increase in orders from the Information Commissioner. While maintaining a 64% on-time completion rate, 36% of ATIP responses to requests were late, adding to our growing backlog. The classified information we hold requires more of an in-office presence than most other departments, creating staffing challenges.

Access to Information and Privacy (ATIP) division – organizational structure

The ATIP division within PCO is responsible for managing requests for departmental or personal information, ensuring corporate understanding and compliance with the ATIA and the *Privacy Act* (PA), and fostering corporate awareness of access and privacy rights and responsibilities. On matters of access and privacy, the ATIP division also acts as a primary liaison with the Office of the Information Commissioner (OIC), the Office of the Privacy Commissioner (OPC), the Access to Information Policy and Performance Division (AIPPD) of Treasury Board of Canada Secretariat (TBS), and partner departments.

The ATIP division has a personnel complement of approximately 23.4 full-time equivalents (FTEs), 3.8 part-time and casual employees and 8.4 students. Staff are organized into two (2) areas of responsibility, as follows:

1) ATIP Operations (20.4 FTEs, 3.8 part-time and casual and 6.4 students)

- Processes ATIP requests;
- Oversees the collection and release of personal and/or business information;
- Provides expertise in ATIP policy;
- Research trends and best practices in ATIP;
- Develops and delivers ATIP training programs; and
- Proactively discloses and publishes briefing note titles, transition material, Question Period cards and committee binders.

2) Client Services (3 FTEs and 2 students)

- Coordinates training and prepares promotional products;
- Processes responses to parliamentary questions and petitions on behalf of PCO; and
- Provides database administration.

Of the personnel complement of 23.4 FTEs in 2023-2024, approximately 19.4 FTEs were dedicated to activities related to the administration of the *Access to Information Act* and one (1) FTE was dedicated to activities related to the administration of the *Privacy Act*.

Monitoring compliance

In order to meet the legislative deadlines for access to information requests, the timelines of individual requests are strictly monitored. Regular meetings and various reports are used to ensure all requests are on track to meet the deadlines. Given our delegation orders (described in the next section), the ATIP division works very closely with our Offices of Primary Interest (OPIs) to ensure tasking and signoff timelines are respected.

Privy Council Office delegation orders

The Minister heading each government institution is responsible for the implementation of the ATIA within his or her institution. The Prime Minister, as the Head of the Privy Council Office and pursuant to s. 95(1) of the ATIA, is responsible for the implementation of the ATIA within PCO. Through the PCO delegation order, the Prime Minister has designated the Executive Director, ATIP, as the individual within PCO to perform the powers, duties, functions, or administrative tasks pertaining to the ATIA. PCO Secretariats, or OPIs, holders of the information identified in an access request, approve the release of information to requesters and the application of exemptions or exclusions and supporting rationales. This shared delegation of authority for the disposition of information is exercised diligently within PCO and recorded formally at appropriate stages in the process. PCO delegation orders, which were in effect in 2023-2024, can be found at Appendix A.

Activities and accomplishments

Key operational statistics

ACCESS TO INFORMATION REQUESTS	2020-2021	2021-2022	2022-2023	2023-2024
REQUESTS RECEIVED	616	509	673	1,079
REQUESTS COMPLETED	332	532	700	778
REQUESTS COMPLETED ON-TIME (%)	68.1%	68.2%	63.1%	64.3%
TOTAL RELEVANT PAGES PROCESSED	42,958	70,777	162,315	176,996

While the COVID-19 pandemic resulted in a backlog of access to information files that continues to affect PCO's percentage of requests closed within legislated timelines, PCO is committed to getting back on track and responding to requests on time.

Summary of key issues and actions taken on complaints or audits

PCO collaborates regularly with the OIC with the intended purpose of resolving complaints in a timely manner. Throughout 2023-2024, the ATIP division continued to make progress on complaints while balancing workloads to allow consistent progress on active requests and meet legislated due dates. PCO is dedicated to reducing the number of active complaints.

Education and training activities

Within the ATIP division, meetings are held on a weekly basis to ensure requests meet the legislated due dates, as well as to review legislated extensions and discuss any new procedures. PCO provides information on ATIP requirements and best practices through learning products, special events at the branch and/or the departmental level, as well as on the intranet.

In 2023-2024, PCO provided ATIP training or awareness sessions to approximately one hundred and ninety-eight (198) employees through fifteen (15) training events during the reporting period. These sessions consisted of an overview of ATIP to internal secretariats to deliver insight on the ATIP process, related information management considerations, and the application of exemptions.

PCO senior officials were provided with a summary of the access and privacy statistics on performance and compliance to promote understanding of access and privacy responsibilities. The Executive Director of ATIP maintained regular contact with senior staff in the department, and ATIP senior staff met with senior officials in PCO Secretariats to clarify their roles and enhance working relationships. Throughout the 2023-2024 reporting period, ATIP analysts liaised with clients to explain the five-stage request timeline and their role, as well as to provide training on processes such as the search for records.

PCO personnel have access to key information on access and privacy. This information is readily available as instructional ATIP handouts, an email box for questions, takeaway learning tools, as well as comprehensive and educational electronic content on PCO's intranet.

Information-related to policies, guidelines, procedures and to initiatives

Posting of completed access to information requests

As part of the Open Government Initiative, PCO provides monthly summaries of completed access to information requests online (<https://open.canada.ca/en/access-to-information>). This information includes a summary of the request text, the year and month the request was completed, the disposition, and the number of pages disclosed. Summaries are available with direct links for requesting a copy of records.

The public can also submit informal requests for completed files by mail or the generic email on the PCO website (<https://www.canada.ca/en/privy-council.html>). Records are provided in the form that they were released under the ATIA including format, language(s) and any exemptions or exclusions that were applied.

As reported in the Statistical Report, PCO released a total of eight hundred and four (804) previously released ATI packages informally between April 1, 2023, and March 31, 2024.

Other activities

a) Reading room

In compliance with subsection 12(1) of the ATIA, the ATIP division also provides a reading room where the public may examine requested departmental records, manuals, and publications related to access to information. The reading room is located on the first floor of the Hope Building at 63 Sparks Street, Ottawa, Ontario. This secure location allows for an appropriate separation from office activities and provides requesters with a suitable environment to review documents. ATIP analysts can reserve the space in advance to ensure that it is available to requesters. In 2023-2024, no individual made use of this means of access to information.

b) Proactive disclosure

In compliance with mandatory proactive disclosure requirements for government organizations, the PCO website (<https://www.canada.ca/en/privy-council.html>) continued to make available information concerning PCO travel and hospitality expenses, reclassification of positions, contracts over \$10,000, grant and contribution awards, briefing note titles for the Prime Minister, Ministers, and the Clerk of the Privy Council, transition material for Ministers and the Prime Minister, as well as committee binders.

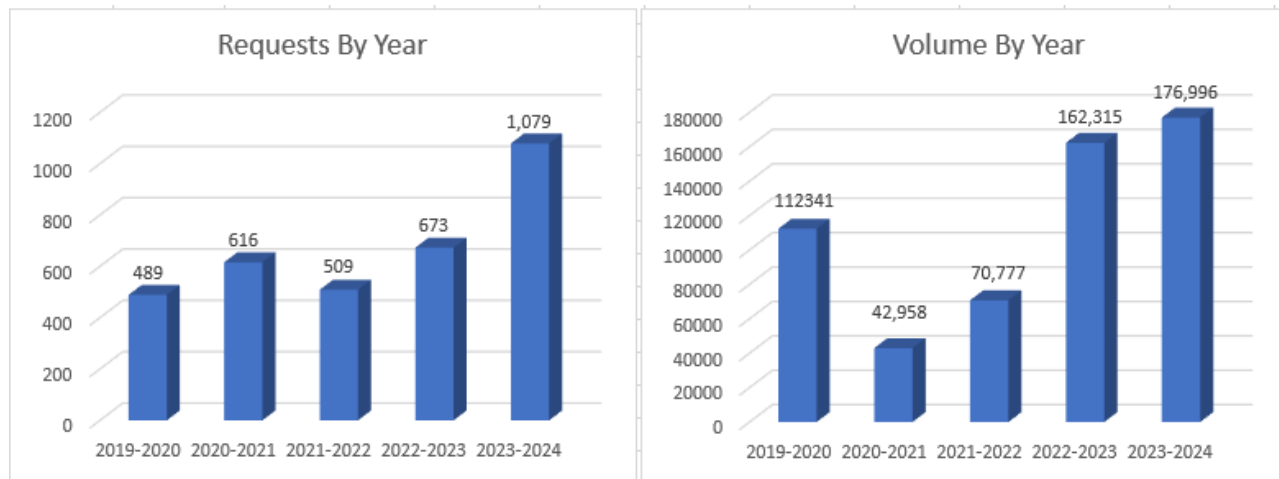
Interpretation of the Statistical Report

The 2023-2024 Statistical Report on the ATIA can be found at Appendix B.

PART 1 – Requests under the Access to Information Act (ATIA)

1.1 Number of requests

Between April 1, 2023, and March 31, 2024, PCO received one thousand and seventy-nine (1,079) requests for information under the ATIA. The number of requests has increased from six hundred and seventy-three (673) received in the previous year. The number of pages processed has increased from the previous fiscal year. As seen in the graph below, ATIP processed 176,996 relevant pages, compared to 162,315 pages processed in 2022-2023 and 70,777 pages processed in 2021-2022.



A total of seven hundred and fifty-eight (758) requests were carried over to the 2024-2025 reporting period, while four hundred and fifty-seven (457) requests were carried into 2023-2024 from the previous fiscal year.

1.2 Sources of requests

The sources of access to information requests, in descending order by volume, were: decline to identify; media; public; organization; academia; and business. The breakdown of the requests received during 2023-2024 is as follows:

- Three hundred and forty-two (342) or 31.7% – decline to identify;
- Three hundred and thirteen (313) or 29% – media;
- Two hundred and sixty-three (263) or 24.4% – public;
- Eighty-four (84) or 7.8% – organization, including from Parliament (members of the House of Commons or Senate);
- Sixty-four (64) or 5.9% – academia; and
- Thirteen (13) or 1.2% – business (private sector).

For this reporting period, the largest source of requests was from requesters who declined to identify at 31.7%, representing an increase of 6.6% from the previous reporting period. Media accounted for 29%, 3.8% less than in 2022-2023. Requests from the public increased by 4.5% in 2023-2024 to 24.4%. The requests from academia decreased by 6.4%, representing 5.9% of all requests. The business sector, which includes law firms, saw a decrease from 3% in 2022-2023 to 1.2% in 2023-2024.

1.3 Channels of requests

Of the one thousand seventy-nine (1,079) requests received in 2023-2024, the majority of requests submitted were through PCO's electronic portal. PCO received one thousand thirty-five (1,035) online requests, accounting for 96% of the total number of requests. E-mailed requests amounted to 3.5% of the total number of requests, while mailed requests corresponded to .5% of the requests for the reporting period.

PART 2 – Informal requests

Informal requests are not made or processed under the Act and have no deadline for responding. In alignment with Open Government requirements, PCO posts the summaries of completed access requests online on a monthly basis. These summaries allow requesters to access previously processed requests and are intended to eliminate barriers such as lengthy extensions, request fees, and allows for a timelier response.

2.1 Number of informal requests

Between April 1, 2023, and March 31, 2024, PCO received eight hundred and four (804) informal requests. The number of informal requests increased by 70% from the four hundred and seventy-four (474) requests received in 2022-2023. In addition to the requests received, zero (0) requests were carried over from the previous reporting period, and zero (0) requests were carried over from more than one reporting period. In 2023-2024, PCO ATIP closed eight hundred and four (804) informal requests compared to five hundred and eighty-six (586) informal requests closed in 2022-2023. No requests have carried over into 2024-2025.

2.2 Channels of informal requests

Of the eight hundred and four (804) requests received in 2023-2024, the majority of informal requests submitted were through PCO's electronic portal. PCO received seven hundred and eighty-eight (788) online informal requests, accounting for 98% of the total number of requests. E-mailed informal requests accounted for 2% of the total number of requests submitted for the reporting period.

2.3 Completion time of informal requests

Of the informal requests that were closed in the fiscal year, seven hundred and fifty-seven (757) requests were completed in 1 to 15 days, representing 94% of all requests, while 5.7% of requests were completed between 16 to 30 days, compared to 4% of requests in the previous reporting period. Another .01% of the requests were completed between 31 to 60 days in 2023-2024, compared to 18.6% of requests in 2022-2023. There were no requests that took longer than 37 days to complete.

2.4 Pages released informally

Pages released is defined as the pages released, in response to informal requests, that were not previously released by the institution in response to a formal request pursuant to the ATIA. PCO did not release any pages informally between April 1, 2023, and March 31, 2024.

2.5 Pages re-released informally

In 2023-2024, ATIP division completed eight hundred and four (804) informal requests and re-released 227,361 pages. The breakdown for the number of requests processed where pages were re-released is as follows:

- Four hundred and sixty-four (464) (57.7%) contained less than 100 pages;
- Two hundred and thirty (230) (28.7%) contained between 100-500 pages;
- Forty-six (46) (6%) contained between 501-1000 pages;
- Fifty-nine (59) (7%) contained between 1001-5000 pages; and
- Five (5) (.6%) contained greater than 5000 pages.

PART 3 – Applications to the Information Commissioner on declining to act on requests

During the 2022-2023 reporting period, PCO ATIP made two (2) applications to decline to act on an access request under the *Access to Information Act* that PCO determined to be vexatious, made in bad faith or an abuse of the right of access. These applications to decline to act on an access request under the *Access to Information Act* were declined by the Information Commissioner in 2023-2024.

PART 4 – Requests closed during the reporting period

4.1 Disposition and completion time

In 2023-2024, ATIP division completed seven hundred and seventy-eight (778) requests. The breakdown of the disposition of requests is as follows:

- Five hundred and twenty-nine (529) (68%) were disclosed in part;
- One hundred and forty (140) (18%) yielded no records;
- Fifty-four (54) (7%) were all disclosed;
- Thirty-three (33) (4.2%) were abandoned;
- Three (3) (.4%) were all excluded;
- Ten (10) (1.3%) were all exempted;
- Nine (9) (1.1%) were transferred;
- Zero (0) (0%) were neither confirmed nor denied; and
- Zero (0) (0%) were declined with the approval of the Information Commissioner.

As these figures demonstrate, five hundred and eighty-three (583) or 75% of all requests were fully or partially disclosed. The percentage of requests for which no records were disclosed (either exempted or excluded) decreased by .9% to 1.7% of requests completed in 2023-2024. Approximately 18% of requests in 2023-2024 did not produce responsive records, which is an increase from 13.9% in 2022-2023. Nine (9) requests were transferred from PCO to another institution in 2023-2024. A smaller proportion of requests were abandoned in 2023-2024, 4.2% compared to 5.1% of requests in 2022-2023.

Factors such as external consultations with other government departments and third parties, as well as the complex, sensitive and multi-jurisdictional nature of PCO records, impact the time required to complete requests. As such, the breakdown of completion times for requests is as follows:

- Two hundred and thirty-four (234) (30%) of requests were completed within 30 days;
- Seventy-six (76) (9.8%) of requests were completed between 31 to 60 days;
- Ninety-five (95) (12.2%) of requests were completed between 61 to 120 days;

- One hundred and seventy (170) (21.9%) of requests were completed between 121 to 180 days;
- One hundred and three (103) (13.2%) of requests were completed between 181 to 365 days; and
- One hundred (100) (12.9%) of all requests were completed in more than 365 days.

4.2 Exemptions

While PCO endeavours to release as much information as possible, there are instances where information is protected under the ATIA.

Totals for the seven (7) most commonly used exemptions were, in order:

- Four hundred and eight (408) under subsection 19(1) – personal information;
- Two hundred and forty-three (243) under paragraph 21(1)(a) – information related to advice or recommendations developed by or for a government institution or a minister of the Crown;
- Two hundred and forty (240) under subsection 15(1) – information related to international affairs and defence of Canada;
- One hundred and eighty-one (181) under paragraph 21(1)(b) – consultations or deliberations related to operations of government;
- One hundred and sixty-six (166) under subsection 16(2) – information related to the security of facilities, computer systems, and communications systems;
- One hundred and twenty-nine (129) under section 23 – Solicitor-client privilege; and
- Ninety-three (93) under section 14 – federal-provincial affairs.

The use of these exemptions is consistent with the role of PCO and the content of the records it controls, which includes confidential consultations, deliberations and advice provided to the Government on issues of national and international scope.

4.3 Exclusions

The ATIA does not apply to certain information described by section 68 of the ATIA (published material) or to confidences of the King's Privy Council pursuant to section 69. The application of exclusions under subsection 69(1) reflects the role of PCO in providing advice and information to the Prime Minister as well as to Cabinet and its decision-making structures.

Totals for the six (6) most commonly used exclusions were, in order:

- One hundred and seventy-seven (177) under paragraph 69(1)(g) re (a) – information relating to memoranda to Council;
- One hundred and thirty-four (134) under paragraph 69(1)(e) - briefings for Council;

- One hundred and fourteen (114) under paragraph 69(1)(g) re (e) – information relating to briefings for Council;
- One hundred and thirteen (113) under paragraph 69(1)(g) re (c) – information relating to the agenda or deliberations of Council;
- Eighty-four (84) under paragraph 69(1)(g) re (d) – information relating to communications between Ministers; and
- Sixty (60) under paragraph 69(1)(a)– memoranda to Cabinet.

4.4 Format of information released

Of the requests for which records existed and were disclosed in whole or in part, five hundred and forty-eight (548) requests were released in electronic form. Another thirty-five (35) requests were released on paper, up from twenty-four (24) in 2022-2023. Requesters have the option of receiving a paper response by mail or by picking it up in person. The majority of replies were sent to the requester by email in 2023-2024.

4.5 Complexity

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

A total of 176,996 relevant pages were processed in 2023-2024. For requests which were “all disclosed” or “disclosed in part”, 116,018 pages were disclosed.

In compliance with changes made to the ATIA in 2019-2020, PCO now proactively discloses briefing note titles, transition material for the Prime Minister and Ministers, reference numbers of memoranda received by Ministers, and Deputy Heads, and committee binders. There are not captured in the relevant pages processed but require a significant amount of resources.

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

PCO completed six hundred and twenty-nine (629) requests in 2023-2024 that contained responsive records. The breakdown of the number of requests processed by disposition and by number of pages processed is as follows:

- Four hundred and thirty-two (432) (68.7%) contained less than 100 pages:
 - Thirty-eight (38) (6%) were all disclosed;
 - Three hundred and fifty-two (352) (56%) were partially disclosed;
 - Ten (10) (1.6%) were all exempted;
 - Zero (0) (0%) were all excluded; and
 - Thirty-two (32) (5.1%) were abandoned.
- One hundred and sixteen (116) (18.4%) contained between 100-500 pages:
 - Nine (9) (1.4%) were all disclosed;
 - One hundred and four (104) (16.5%) were partially disclosed;
 - Zero (0) (0%) were all exempted;

- Three (3) (0.5%) were all excluded; and
- Zero (0) (0%) were abandoned.

- Thirty-six (36) (5.7%) contained between 501-1000 pages:
 - Three (3) (.5%) were all disclosed;
 - Thirty-two (32) (5.1%) were partially disclosed;
 - Zero (0) (0%) were all exempted;
 - Zero (0) (0%) were all excluded; and
 - One (1) (.1%) were abandoned.

- Thirty-nine (39) (6.2%) contained between 1001 to 5000 pages:
 - Two (2) (.3%) were all disclosed;
 - Thirty-seven (37) (5.9%) were partially disclosed;
 - Zero (0) (0%) were all exempted;
 - Zero (0) (0%) were all excluded; and
 - Zero (0) (0%) were abandoned.

- Six (6) (0.9%) contained over 5000 pages.
 - Two (2) (.3%) were all disclosed;
 - Four (4) (.6%) were partially disclosed;
 - Zero (0) (0%) were all exempted;
 - Zero (0) (0%) were all excluded; and
 - Zero (0) (0%) were abandoned.

Note that the number of pages processed is not an accurate gauge of the time required to process an access to information file. A request of many pages may involve basic records that require relatively little time to review, while small requests of a few pages could contain a complex combination of high-level content from several departments, requiring in-depth analysis and consultation. Additionally, approximately 14% of requests received by PCO were from one requester, many of which were broad in scope, and with no specific topics identified (i.e. on all topics), resulting in a production of large volumes of records. This diverts attention and resources from responding to other requesters.

4.5.3 Relevant minutes processed and disclosed for audio formats

PCO did not process any relevant minutes for audio formats.

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

PCO did not process any relevant minutes for audio formats.

4.5.5 Relevant minutes processed and disclosed for video formats

PCO did not process any relevant minutes for video formats.

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

PCO did not process any relevant minutes for video formats.

4.5.7 Other complexities

Other complexities that impacted PCO's ability to respond to requests include consultations and seeking legal advice. As an aggregator of information, PCO receives information from numerous sources, including other government departments and third parties.

As a result, PCO needs to conduct consultations to obtain advice from subject matter experts in the originating institutions. Of the seven hundred and seventy-eight (778) requests completed in 2023-2024, consultations were required for two hundred and two (202) requests. Consultations often require extensions in order to complete requests within legislated timeframes. Of these requests, six (6) were disclosed in full, one hundred and ninety-four (194) were disclosed in part, and two (2) were all exempted.

Furthermore, a large volume of information under the control of PCO contains information subject to Cabinet confidences. Government institutions are required to consult legal services in all instances where information may qualify as a Cabinet confidence. PCO also consults legal services when records contain information that may be subject to solicitor-client privilege. There were twenty-one (21) requests requiring PCO to seek legal advice on the application of s. 23 (solicitor-client privilege). It is essential that PCO seek legal advice on the application of s. 23 in order to prevent any accidental disclosure of privileged information.

TBS requires that requests be counted only once. As a result, requests are divided into the categories that best apply to them. Several files required both consultations and seeking legal advice. Consequently, the total number of requests that fall in these categories may be greater than as presented.

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

In this reporting period, five hundred (500) requests were closed within legislated timelines.

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

In 2023-2024, two hundred and seventy-eight (278) access to information requests were completed past the deadline, or in "deemed refusal": ninety-three (93) requests were completed past the deadline due to an interference with operations/workload; forty-eight (48) were not completed within the legislated timeline due to external consultations; eighty-eight (88) were not completed within the legislated timeline due to internal consultations; and the remaining forty-nine (49) requests were not completed within the legislated timeline due to the teleworking legacy of the

COVID-19 pandemic that resulted in operational challenges with processing classified documents.

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

In 2023-2024, thirty-one (31) requests were closed past legislated timelines where no extension was taken, and two hundred and forty-seven (247) requests were closed past legislated timelines where an extension was taken.

4.8 Requests for translation

Pursuant to subsection 12(2) of the ATIA, which states that “where access to a record or a part thereof is to be given under this Part and the person to whom access is to be given requests that access be given in a particular official language, a copy of the record or part thereof shall be given to the person in that language, (a) if the record or part thereof already exists under the control of a government institution in that language; or (b) within a reasonable period of time, if the head of the government institution that has the control of the record considers it to be in the public interest to cause a translation to be prepared”. No translations were requested during the reporting period.

PART 5 – Extensions

5.1 Reasons for extensions and disposition of requests

Subsection 9(1) of the ATIA sets out circumstances under which the initial 30-day time limit for response may be extended. Extensions may be taken for the following reasons:

- if the request is for a large number of records or requires a search through a large number of records, and meeting the original time limit would unreasonably interfere with the operations of the institution;
- if consultations are necessary with other government institutions, other governments or informally with third parties, and it cannot be completed within 30 days; or,
- if notice is to be given to a third party (pursuant to subsection 27(1)) of the pending release of information or trade secrets of that third party.

In 2023-2024, PCO took six hundred and eight (608) extensions in total. There were two hundred and fifteen (215), or 35.3% extensions under paragraph 9(1)(a) for interference with operations due to the volume of records, versus two hundred and thirty-three (233) the previous year. Third-party notifications required thirty-two (32) extensions under paragraph 9(1)(c), one (1) more than the thirty-one (31) extensions for the same reason for the previous fiscal year.

Consultations were another significant driver of extensions during the reporting period. A total of two hundred and forty-seven (247) extensions for consultations on Confidences of the King's Privy Council, and one hundred and fourteen (114) extensions to consult other institutions (three hundred and sixty-one (361) extensions combined) were taken under paragraph 9(1)(b). Extensions for consultations increased from the three hundred and forty-five (345) extensions taken in 2022-2023.

Consultations remain inherent to processing the often complex, interdepartmental records under the control of PCO. When PCO sends a consultation request to another federal institution, it first contacts the department to obtain an estimated response time.

These efforts provide requesters with a more accurate estimate of when they will receive a response. Contacting the institution being consulted to mutually determine how long the consultation will take is considered a best practice by the OIC.

5.2 Length of extensions

For the requests closed during the 2023-2024 reporting period, PCO sought a total of six hundred and eight (608) extensions. The breakdown of the number of extensions taken by length are follows:

- One hundred and sixty-two (162) (26.7%) were for 30 days or less;
- Ninety-eight (98) (16.1%) were for 31 to 60 days;
- One hundred and ninety-one (191) (31.4%) were for 61 to 120 days;
- Ninety-eight (98) (16.1%) were for 121 to 180 days;
- Forty-one (41) (6.7%) were for 181 to 365 days;
- Eighteen (18) (3%) were for 365 days or more.

Reporting requires that separate extensions are recorded under each column. These statistics can be considered representative of PCO's consultative requirements and the department's heavy workload. PCO remains committed to the responsible use of extensions under the ATIA, consistent with operational demands.

PART 6 – Fees

In accordance with the Interim Directive on the Administration of the ATIA, issued on May 5, 2016, and the changes to the ATIA that came into force on June 21, 2019, PCO 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.

The fees collected during the reporting period totaled at \$5,215.00 on one thousand and forty-three (1,043) requests, up from \$3,240.00 in 2021-2022 and \$2,180.00 in 2021-2022. In 2023-2024 PCO waived or refunded thirty-six (36) requests with an amount totaling \$180.00.

PART 7 – Consultations received from other institutions and organizations

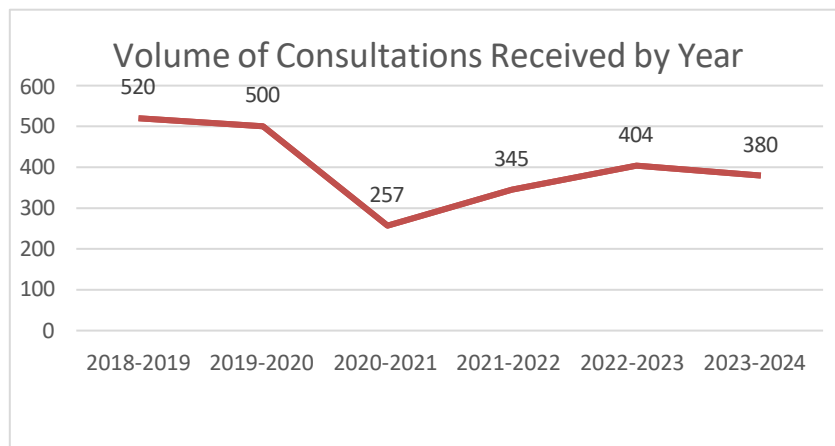
7.1 Consultations received from other Government of Canada institutions and other organizations

PCO received three hundred and eighty (380) consultations during the reporting period, including three hundred and seventy-three (373) consultations from Government of Canada institutions and seven (7) consultations from other organizations.

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

Consultations continue to account for a significant portion of the workload and make demands on both ATIP resources and on the PCO records authorities who provide consultative guidance.

In 2023-2024, PCO received three hundred and eighty (380) consultations and eighty-one (81) consultations were carried over from the previous fiscal year.



PCO responded to three hundred and fifty-eight (358) consultations from other Government of Canada institutions. The breakdown is as follows:

- One hundred and fifty-six (156) (43.6%) were completed within 30 days or less;
- One hundred and four (104) (29%) were completed between 31 to 60 days;
- Eighty-four (84) (23.5%) were completed between 61 to 120 days;
- Seven (7) (2%) were completed between 121 to 180;
- Four (4) (1.1%) completed between 181 to 365 days;
- Three (3) (.8%) in greater than 365 days.

PCO received thirty-six (36) requests from other government of Canada institutions that were carried over with negotiated timelines, while fifty-eight (58) were carried over beyond the negotiated timeline.

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

A total of nine (9) consultation requests from third-party organizations were received by PCO during 2023-2024. Four (4) were completed in 30 days or less, four (4) were completed in 31 to 60 days, and one (1) was completed in 121 to 180 days.

PART 8 – Completion time of consultations on Cabinet confidences

8.1 Requests with Legal Services

Note that in regard to ATIP, PCO consults only with the Privy Council Office Legal Services Sector (PCO LSS). Therefore, no data appears in the table entitled “Completion Time of Consultations on Cabinet Confidences - Requests with Legal Services.”

8.2 Requests with Privy Council Office

ATIP consulted PCO LSS on two hundred and fourteen (214) of the requests that were closed in the reporting period, down from two hundred and sixty-five (265) in 2022-2023.

This figure represents consultations where the request was completed in the reporting period and excludes both active consultations and completed consultations in ongoing requests, which will be carried forward into the next reporting period.

PART 9 – Investigations and reports of finding

9.1 Investigations

In the 2023-2024 reporting period, two hundred and twelve (212) complaints were submitted to the OIC. These complaints were made on requests received in the 2023-2024 fiscal year, as well as previous fiscal years. This is an increase from the one hundred and fifty-eight (158) complaints that were received in the 2022-2023 reporting period.

In the 2023-2024 reporting period, complaints related to a range of issues, including the exemptions invoked or exclusions cited on records, and extensions taken to complete consultations and meet PCO operational requirements.

9.2 Investigations and reports of finding

In the 2023-2024 reporting period, PCO received fifty-two (52) section 37(1) initial reports of finding from the Officer of the Information Commissioner. Initial reports include the results of their investigation and set out recommendations or orders that the Commissioner intends to make. Receipt of an initial report requires PCO to give notice whether our institution will implement their forthcoming order or recommendation.

PCO also received seventy-two (72) section 37(2) final reports that includes the results of their investigation and any orders or recommendations from the Information Commissioner. Last fiscal year, PCO received four (4) recommendations and twenty-six (26) orders.

PART 10 – Court action

In 2023-2024, no court actions involving PCO were initiated by the OIC or were ongoing concerning the ATIA.

PART 11 – Resources related to the *Access to Information Act*

11.1 Allocated Costs

Salary costs associated with administration of the ATIA were \$3,056,708 for 2023-2024, an increase from \$2,815,503 in 2022-2023. Overtime costs totaled \$70,619 for 2023-2024, which is an increase from \$63,937 in 2022-2023. Goods and services amounted to \$45,671. This amount is down from \$61,933 from 2022-2023. Total costs were \$3,172,998, up from \$2,941,373 in 2022-2023.

11.2 Human resources

It remains a challenge to attract and retain ATIP personnel, given the shortage of qualified analysts across the federal government. Currently, PCO uses various staffing methods to fill vacancies, including working with other departments to staff from pools of qualified candidates as well as running our own staffing processes. PCO offers a supportive work environment and growth opportunities for staff in an effort to retain qualified ATIP personnel. Moreover, the Professional Developmental Program launched in the 2017-2018 fiscal year boosts the retention of employees by encouraging them to learn and grow within the team, progressing from the PM-01 level to the PM-04 level. Coupled with the successful hiring of students, the program will contribute to the recruitment and professional development of qualified analysts within the ATIP team for years to come.

Organizationally, the ATIP division is located within the Data and Information Services directorate of Corporate Services Branch. The co-location of ATIP with other information and data services fosters partnership, collaboration, and cohesive support to the department. It also enables a data first approach in ATIP to find efficiencies, make decisions on where to dedicate resources to create the biggest impact, and help collaborators better understand their current and upcoming workloads for better planning.

In 2023-2024, ATIP had a personnel complement of 23.4 FTEs. Of those, 19.4 FTEs were dedicated to activities related to the administration of the *Access to Information Act*.

Appendices

Appendix A: Delegation orders

Appendix B: 2023-2024 Statistical Report on the *Access to Information Act*

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

Appendix D: Exemptions and exclusions

Appendix A: Delegation orders

Access to Information Act

DELEGATION ORDER

The Prime Minister, as head of the Privy Council Office and pursuant to section 95(1) of the *Access to Information Act*^a, hereby designates the officers or employees holding the positions set out in the schedule hereto, and any persons acting in those positions, to exercise or perform the powers, duties and functions of the Prime Minister as the head of a government institution under the sections of the Act and the regulations opposite each position in the schedule.

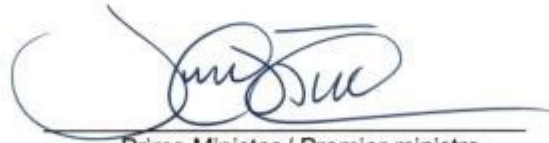
This delegation order supercedes all previous delegation orders.

Loi sur l'accès à l'information

ARRÊTÉ DE DÉLÉGATION

Le Premier ministre, en sa qualité de responsable du Bureau du Conseil privé et conformément à l'article 95(1) de la *Loi sur l'accès à l'information*^a, délègue aux titulaires des postes énumérés en annexe, et à toutes autres personnes agissant dans ces postes de façon intérimaire, ses attributions à titre de responsable d'une institution fédérale aux termes des articles de la Loi et du règlement figurant en regard de chaque poste à l'annexe.

Le présent arrêté de délégation remplace et annule tout arrêté qui le précède.



Prime Minister / Premier ministre

2020-10-02
Date

^a R.S. 1985, c. A-1 / L.R. 1985, ch. A-1

SCHEDULE / ANNEXE

Position / Poste	Sections of the Access to Information Act^a / Articles de la Loi sur l'accès à l'information^a	Sections of the Access to Information Regulations^b / Articles du Règlement sur l'accès à l'information^b
1. Clerk of the Privy Council and Secretary to the Cabinet. / <i>Greffier du Conseil privé et Secrétaire du Cabinet.</i>	Full delegation. / <i>Délégation entière.</i>	Full delegation. / <i>Délégation entière.</i>
2. Any senior management position within the Privy Council Office that reports directly to the position set out in paragraph 1 above. / <i>Tout poste de la haute gestion au sein du Bureau du Conseil privé, qui se rapporte directement au poste indiqué au paragraphe 1 ci-dessus.</i>	Full delegation. / <i>Délégation entière.</i>	Full delegation. / <i>Délégation entière.</i>
3. All Assistant Secretaries and Assistant Deputy Ministers within the Privy Council Office. / <i>Tous les Secrétaires adjoints et les Sous-ministres adjoints au sein du Bureau du Conseil privé.</i>	Full delegation. / <i>Délégation entière.</i>	Full delegation. / <i>Délégation entière.</i>
4. Any management position that is responsible for a unit within the Privy Council Office and that reports directly to a position covered by paragraph 2 above other than the Assistant Deputy Minister of Corporate Services Branch. / <i>Tout poste de gestionnaire qui est responsable pour une unité au sein du Bureau du Conseil privé et qui se rapporte directement à un poste envisagé au paragraphe 2 ci-dessus autre que le Sous-ministre adjoint de la Direction générale des services ministériels.</i>	Full delegation. / <i>Délégation entière.</i>	Full delegation. / <i>Délégation entière.</i>
5. Coordinator of Access to Information within the Privy Council Office. / <i>Coordonateur/trice de l'accès à l'information au sein du Bureau du Conseil privé.</i>	7; 8(1); 9; 10; 11(2); 12(2)(b); 12(3)(b); 13; 19; 20; 27(1); 27(4); 28(1)(b); 28(2); 28(4); 33; 37(4); 43(2); 44(2).	6(1); 8.

^a R.S. 1985, c. A-1 / L.R. 1985, ch. A-1
^b SOR/83-507 / DORS/83-508

Appendix B: 2023-2024 Statistical Report on the Access to Information Act



Statistical Report on the Access to Information Act

Name of institution: Privy Council Office

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		1079
Outstanding from previous reporting periods		457
• Outstanding from previous reporting period	262	
• Outstanding from more than one reporting period	195	
Total		1536
Closed during reporting period		778
Carried over to next reporting period		758
• Carried over within legislated timeline	372	
• Carried over beyond legislated timeline	386	

1.2 Sources of requests

Source	Number of Requests
Media	313
Academia	64
Business (private sector)	13
Organization	84
Public	263
Decline to Identify	342
Total	1079

1.3 Channels of requests

Source	Number of Requests
Online	1035
E-mail	38
Mail	6
In person	0
Phone	0
Fax	0
Total	1079

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		804
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	

Total	804
Closed during reporting period	804
Carried over to next reporting period	0

2.2 Channels of informal requests

Source	Number of Requests
Online	788
E-mail	16
Mail	0
In person	0
Phone	0
Fax	0
Total	804

2.3 Completion time of informal requests

Completion Time							
0 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
757	46	1	0	0	0	0	804

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
464	13336	230	53949	46	29451	59	94461	5	36164

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

	Number of Requests
Outstanding from previous reporting period	2
Sent during reporting period	0
Total	2
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	2
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							Total
	0 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	0	20	6	12	12	3	1	54
Disclosed in part	0	45	58	80	156	97	93	529
All exempted	0	2	5	1	1	0	1	10
All excluded	0	0	0	0	0	1	2	3
No records exist	0	131	6	2	1	0	0	140
Request transferred	9	0	0	0	0	0	0	9
Request abandoned	23	4	1	0	0	2	3	33
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	32	202	76	95	170	103	100	778

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	77	16(2)	166	18(a)	4	20.1	1
13(1)(b)	14	16(2)(a)	0	18(b)	19	20.2	0
13(1)(c)	24	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	3	16(2)(c)	4	18(d)	9	21(1)(a)	243
13(1)(e)	0	16(3)	1	18.1(1)(a)	1	21(1)(b)	181
14	93	16.1(1)(a)	3	18.1(1)(b)	1	21(1)(c)	62
14(a)	3	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	24
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	4
15(1)	240	16.1(1)(d)	0	19(1)	408	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	11	23	129
15(1) - Def.*	0	16.3	0	20(1)(b)	52	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	29
16(1)(a)(i)	26	16.4(1)(b)	0	20(1)(c)	52	26	0
16(1)(a)(ii)	0	16.5	1	20(1)(d)	25		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	19	17	7				
16(1)(c)	39						
16(1)(d)	1						

* 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)	13	69(1)	6	69(1)(g) re (a)	177
68(b)	0	69(1)(a)	60	69(1)(g) re (b)	1
68(c)	0	69(1)(b)	1	69(1)(g) re (c)	113
68.1	0	69(1)(c)	33	69(1)(g) re (d)	84
68.2(a)	0	69(1)(d)	47	69(1)(g) re (e)	114
68.2(b)	0	69(1)(e)	134	69(1)(g) re (f)	45
		69(1)(f)	19	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
35	548	0	0	0	0

4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
176996	116018	629

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset 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	38	585	9	2601	3	2171	2	5198	2	11735
Disclosed in part	352	9082	104	25195	32	22287	37	68436	4	28194
All exempted	10	152	0	0	0	0	0	0	0	0
All excluded	0	0	3	713	0	0	0	0	0	0
Request abandoned	32	0	0	0	1	647	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	432	9819	116	28509	36	25105	39	73634	6	39929

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	6	0	0	6
Disclosed in part	194	20	0	214
All exempted	2	1	0	3
All excluded	0	0	0	0
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	202	21	0	223

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	500
Percentage of requests closed within legislated timelines (%)	64.26735219

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
278	93	48	88	49

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	18	18
16 to 30 days	3	31	34
31 to 60 days	6	47	53
61 to 120 days	1	54	55
121 to 180 days	2	19	21
181 to 365 days	4	21	25
More than 365 days	15	57	72
Total	31	247	278

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	22	3	6	0
Disclosed in part	178	239	101	32
All exempted	5	1	2	0
All excluded	1	2	0	0
Request abandoned	5	1	4	0
No records exist	4	1	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	215	247	114	32

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	142	2	13	5
31 to 60 days	41	9	26	22
61 to 120 days	13	151	23	4
121 to 180 days	5	70	22	1
181 to 365 days	9	15	17	0
365 days or more	5	0	13	0
Total	215	247	114	32

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	1043	\$5,215.00	32	\$160.00	4	\$20.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	1043	\$5,215.00	32	\$160.00	4	\$20.00

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	373	18574	7	128
Outstanding from the previous reporting period	79	35745	2	636
Total	452	54319	9	764
Closed during the reporting period	358	15567	9	764
Carried over within negotiated timelines	36	5562	0	0
Carried over beyond negotiated timelines	58	33190	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
	0 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	32	16	27	14	1	0	0	90
Disclose in part	56	45	70	64	6	4	3	248
Exempt entirely	0	0	6	1	0	0	0	7
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	0	0	0	0	1
Other	3	3	1	5	0	0	0	12
Total	91	65	104	84	7	4	3	358

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
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	2	2	0	0	0	0	4
Disclose in part	0	2	2	0	1	0	0	5
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	4	4	0	1	0	0	9

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	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

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	8	137	2	227	0	0	0	0	0	0
16 to 30	8	213	0	0	0	0	0	0	0	0
31 to 60	32	650	5	213	1	431	0	0	0	0
61 to 120	102	1339	19	1934	1	287	1	2843	0	0
121 to 180	13	176	2	118	3	303	1	2371	0	0
181 to 365	1	0	7	639	1	279	0	0	0	0
More than 365	3	74	4	583	0	0	0	0	0	0
Total	167	2589	39	3714	6	1300	2	5214	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
212	86	92

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 an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
52	13	39	72	4	26

Section 10: Court Action

10.1 Court actions on complaints

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

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		\$3,056,708
Overtime		\$70,619
Goods and Services		\$45,671
• Professional services contracts	\$29,496	
• Other	\$16,175	
Total		\$3,172,998

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	23.419
Part-time and casual employees	3.771
Regional staff	0.000
Consultants and agency personnel	0.000
Students	8.436
Total	35.626

Note: Enter values to three decimal places.

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



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

Name of institution: Privy Council Office

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	348	208	556
Received in 2022-23	20	67	87
Received in 2021-22	1	42	43
Received in 2020-21	0	37	37
Received in 2019-20	0	30	30
Received in 2018-19	0	1	1
Received in 2017-18	3	1	4
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	372	386	758

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

1.2 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 2023-24	155
Received in 2022-23	35
Received in 2021-22	15
Received in 2020-21	17
Received in 2019-20	9
Received in 2018-19	8
Received in 2017-18	9
Received in 2016-17	4
Received in 2015-16	5
Received in 2014-15 or earlier	1
Total	258

Section 2: Open Requests and Complaints Under the Privacy Act

2.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	9	9
Received in 2022-23	0	0	0
Received in 2021-22	0	3	3
Received in 2020-21	0	7	7
Received in 2019-20	0	1	1
Received in 2018-19	0	1	1
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	21	21

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the Privacy Act

2.2 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 2023-24	1
Received in 2022-23	2
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	3

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
--	----

Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?	0
--	---

Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the Privacy Act



Appendix D: Exemptions and exclusions

Exemptions and exclusions

The total numbers of requests for which specific exemptions were invoked during the 2023-2024 reporting period are as follows:

- 77 under paragraph 13(1)(a) - information obtained in confidence from the government of a foreign state or institution;
- 14 under paragraph 13(1)(b) - information obtained in confidence from an international organization of states or an institution;
- 24 under paragraph 13(1)(c) – information obtained in confidence from the government of a province or institution;
- 3 under paragraph 13(1)(d) – information obtained in confidence from a municipal or regional government;
- 93 under section 14 – information related to federal-provincial affairs;
- 3 under subsection 14(a) - information on federal-provincial consultations or deliberations;
- 1 under subsection 14(b) - information on strategy or tactics adopted or to be adopted by the Government of Canada relating to the conduct of federal-provincial affairs;
- 240 under subsection 15(1) – information related to international affairs;
- 26 under subparagraph 16(1)(a)(i) – information obtained on the detection, prevention or suppression of crime;
- 19 under paragraph 16(1)(b) – information relating to investigative techniques or plans for specific lawful investigations;
- 39 under paragraph 16(1)(c) – information on the enforcement of any law of Canada or a province or the conduct of lawful investigations;
- 1 under paragraph 16(1)(d) – information the disclosure of which could compromise the security of penal institutions;
- 166 under subsection 16(2) – information related to security methods;
- 4 under paragraph 16(2)(c) - information which could facilitate the commission of a crime such as the vulnerability or methods employed to protect particular buildings, structures, or systems;
- 1 under subsection 16(3) – policing services of the RCMP for the provinces and the municipalities;
- 3 under paragraph 16.1(1)(a) – records related to investigations by the Auditor General of Canada;
- 1 under section 16.5 – records related to a disclosure under the *Public Servants Disclosure Protection Act*;
- 7 under section 17 - safety of individuals, including the identity of police informants and the victims of violence or acts of threats or intimidation;
- 4 under paragraph 18(a) – trade secrets or financial, commercial, scientific or technical information that belongs to the Government of Canada;
- 19 under paragraph 18(b) – information which could prejudice the competitive position of a government institution;

- 9 under paragraph 18(d) - information materially injurious to the financial interests of a government institution or to the economic interests of Canada;
- 1 under paragraph 18.1(1)(a) – records related to the economic interests of the Canada Post Corporation;
- 1 under paragraph 18.1(1)(b) - records related to the economic interests of Export Development Canada;
- 408 under subsection 19(1) – personal information;
- 11 under paragraph 20(1)(a) – trade secrets of a third party;
- 52 under paragraph 20(1)(b) – financial, commercial, scientific or technical information supplied to a government institution in confidence by a third party;
- 52 under paragraph 20(1)(c) – information that could result in material financial loss or gain to a third party;
- 25 under paragraph 20(1)(d) – information which could interfere with the negotiations of a third party;
- 1 under section 20.1 – third party investment information obtained by the Public Sector Pension Investment Board;
- 243 under paragraph 21(1)(a) – advice or recommendations developed by or for a government institution or minister;
- 181 under paragraph 21(1)(b) – consultations or deliberations related to operations of government;
- 62 under paragraph 21(1)(c) – positions or plans developed for negotiations by the Government of Canada;
- 24 paragraph 21(1)(d) – plans relating to the management of personnel or the administration of a government institution that have not yet been put into operation;
- 4 under section 22 – information relating to testing or auditing procedures or techniques;
- 129 under section 23 – information subject to solicitor-client privilege; and
- 289 under subsection 24(1) – information restricted by or pursuant to any provision set out in Schedule II of the ATIA;

Exemptions not invoked

The following exemptions were not invoked by PCO during the 2022-2023 reporting period:

- Paragraph 13(1)(e) – information obtained in confidence from an aboriginal government;
- Subsection 15(1) I.A. – information relating to communications and the conduct of international affairs;
- Subsection 15(1) Def. – information related to communications and the defence of Canada;
- Subsection 15(1) S.A. – information that could compromise the prevention of subversive activities;
- Subparagraph 16(1)(a)(ii) – government records related to the enforcement of any law of Canada or a province;
- Subparagraph 16(1)(a)(iii) - information obtained on activities suspected of constituting threats to the security of Canada within the meaning of the

- Canadian Security Intelligence Service Act*;
- Paragraph 16(2)(a) – information which could facilitate the commission of a crime such as crime methods or techniques;
- Paragraph 16(2)(b) – information which could facilitate the commission of a crime such as technical information relating to weapons or potential weapons;
- Paragraph 16.1(1)(b) - records related to investigations by the Commissioner of Official Languages for Canada;
- Paragraph 16.1(1)(c) - records related to investigations by the Information Commissioner;
- Paragraph 16.1(1)(d) – records related to investigations by the Privacy Commissioner;
- Subsection 16.2(1) – information related to an investigation conducted by or under the authority of the Commissioner of Lobbying;
- Section 16.3 – records related to investigations under the *Canada Elections Act* (Chief Electoral Officer);
- Paragraph 16.4(1)(a) – records related to investigations under the *Public Servants Disclosure Protection Act* for the Public Sector Integrity Commissioner;
- Paragraph 16.4(1)(b) – records from a conciliator related to investigations under the *Public Servants Disclosure Protection Act* for the Public Sector Integrity Commissioner;
- Section 16.6 – records related to the National Security and Intelligence Committee;
- Paragraph 18(c) – scientific or technical information obtained through research by an officer or employee of a government institution;
- Paragraph 18.1(1)(c) – records related to the economic interests of the Public Sector Pension Investment Board;
- Paragraph 18.1(1)(d) – records related to the economic interests of VIA Rail Canada Inc.;
- Paragraph 20(1)(b.1) – third party information related to emergency management plans;
- Section 20.2 – third party investment information obtained by the Canada Pension Plan Investment Board;
- Section 20.4 – performance contracts with the National Arts Centre Corporation;
- Subsection 22.1(1) – information containing a draft report of an internal audit of a government institution;
- Section 23.1 – records related to patents or trademark privilege.
- Section 26 - records which will be published by a government institution within ninety days after the request is made.

Exclusions cited

The total numbers of requests for which specific exclusions were cited during the 2023--2024 reporting period are as follows:

- 13 under paragraph 68(a) – published material;
- 6 under subsection 69(1) – confidences of the King's Privy Council for Canada;
- 60 under paragraph 69(1)(a) – memoranda to Cabinet;
- 1 under paragraph 69(1)(b) – discussion papers;

33 under paragraph 69(1)(c) – agenda and records of Cabinet deliberations;
47 under paragraph 69(1)(d) – records of communication between Ministers;
134 under paragraph 69(1)(e) – records used to brief ministers of the Crown;
19 under paragraph 69(1)(f) – draft legislation;
177 under paragraph 69(1)(g) re (a) – records that contain information about records referred to in paragraph 69(1)(a);
1 under paragraph 69(1)(g) re (b) – records that contain information about records referred to in paragraph 69(1)(b);
113 under paragraph 69(1)(g) re (c) – records that contain information about records referred to in paragraph 69(1)(c);
84 under paragraph 69(1)(g) re (d) – records that contain information about records referred to in paragraph 69(1)(d);
114 under paragraph 69(1)(g) re (e) – records that contain information about records referred to in paragraph 69(1)(e);
45 under paragraph 69(1)(g) re (f) – records that contain information about records referred to in paragraph 69(1)(f).

Exclusions not cited

The following exclusions were not cited by PCO during the 2022-2023 reporting period:

Paragraph 68(b) – museum or library material

Paragraph 68(c) – material donated to Canadian museums or archives

Section 68.1 – journalistic, creative or programming records of the Canadian Broadcasting Corporation

Paragraph 68.2(a) – administrative records of Atomic Energy of Canada Limited

Paragraph 68.2(b) – operational records of Atomic Energy of Canada Limited

Subsection 69.1(1) – disclosure prohibited by a certificate under the Canada Evidence Act