



Transportation
Safety Board
of Canada

Bureau de la sécurité
des transports
du Canada

**ANNUAL REPORT TO PARLIAMENT
ON THE ADMINISTRATION OF
THE *ACCESS TO INFORMATION ACT*
1 APRIL 2023 TO 31 MARCH 2024**



Canada

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the Transportation Safety Board of Canada, 2024

Annual report to Parliament on the administration of the *Access to Information Act* 2023–24

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September 19, 2024

The Honourable Harjit S. Sajjan, P.C., M.P.

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

House of Commons

Ottawa, Ontario K1A 0A6

Dear Minister:

In accordance with section 94 of the *Access to Information Act*, the Transportation Safety Board of Canada is pleased to submit to Parliament this report on its activities relating to the administration of the Act for the period 1 April 2023 to 31 March 2024.

Sincerely,

Original signed by

Yoan Marier

Chair

Canada 

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1.0 Introduction

In keeping with section 94 of the [Access to Information Act](#) (the Act), the Transportation Safety Board of Canada (TSB) is pleased to table in Parliament this report on its activities relating to the administration of the Act. The report covers the period from 1 April 2023 to 31 March 2024.

The purpose of the *Access to Information Act* is to enhance accountability and transparency of federal institutions to promote an open and democratic society and to enable public debate on the conduct of those institutions such as the TSB.

The [Canadian Transportation Accident Investigation and Safety Board Act](#) provides the legal framework that governs the TSB's activities. Our mandate is to advance transportation safety in the air, marine, pipeline, and rail modes of transportation by:

- conducting independent investigations, including public inquiries, when necessary, into selected transportation occurrences in order to make findings as to their causes and contributing factors;
- identifying safety deficiencies, as evidenced by transportation occurrences;
- making recommendations designed to eliminate or reduce any such safety deficiencies; and
- reporting publicly on our investigations and on the findings in relation thereto.

More information on the TSB is available at [tsb.gc.ca](https://www.tsb.gc.ca).

The TSB administers and fulfills the obligations of its Access to Information and Privacy (ATIP) activities in accordance with the government's stated principles that government information should be available to the public with only specific and limited exceptions. Furthermore, the TSB treats personal information in compliance with the code of fair information practices expressed in the *Privacy Act*.

Both English and French versions of this report have been submitted and tabled to Parliament.

2.0 ATIP Office organization

During 2023–24, the Director General, Corporate Services held the responsibilities of the ATIP Coordinator. The ATIP Office has been reorganized from four to five full-time positions: one (1) intake officer, three (3) ATIP analysts and 1 (one) ATIP manager. Temporary help was provided by a consultant.

The ATIP Office helps the TSB meeting the requirements under the *Access to Information Act* and the *Privacy Act* by:

- centrally administering both formal requests made pursuant to the Act and informal requests,

- providing functional advice and guidance to employees concerning the managing of information and protection of privacy under the TSB's control,
- conducting and responding to consultations with requesters, third parties, TSB employees, and representatives of the Office of the Information Commissioner,
- delivering ATIP training and awareness,
- communicating with the Treasury Board of Canada Secretariat and the offices of the information and privacy commissioners of Canada about policy and legislative requirements, complaints, and investigations.

The ATIP employees require considerable expertise in the processing of requests, and they are responsible for centrally reviewing and severing all records. The analysts remain current with the investigation operations of the various transportation modes and their activities, as well as maintain good working relationships with the investigators and a multitude of stakeholders.

The Chief Information Officer (CIO) is responsible for supporting the TSB Chair's accountability for the requirements under Part 2 of the *Access to Information Act*, including monitoring and reporting as part of the annual report to Parliament on the application of the *Access to Information Act*.

The Open Government Coordinator (OGC) is responsible to facilitate the proactive publication process which may include publishing on behalf of business owners. The OGC is also responsible for the tracking of the requirements (see Proactive Publication Requirements tables 5, 6 and 7).

3.0 Delegation of authority

For the purposes of the *Access to Information Act*, the "head of the institution" as defined in section 3 of the Act is the Chair of the TSB. The incumbents of the positions of Director General for Corporate Services and ATIP Manager have been delegated powers by the Chair deemed appropriate for the effective administration of the Act. These employees ensure that the TSB meets all its obligations fairly and consistently. The delegation of authority was updated in December 2023. A copy of the Delegation Order is attached as Appendix A.

4.0 Performance 2023–2024

4.1 Formal requests

Most of the access to information requests made to the TSB pertain to transportation occurrences. Such requests present many challenges for the TSB's ATIP Office. In many cases, requests are for copies of complete investigation files which may be very large in volume and in many formats. For example, an investigation file can contain data records, voice recordings, witness statements, laboratory reports, and third-party records of the transport operator, the manufacturer of components, and maintenance logs for engines and pilots' logs. Considering the

volume of records and required consultations, the time required to process such requests is extensive. The status of the investigation itself also affects the access to records and when information may be released under the Act.

The ATIP office received seventy-five (75) new requests under the *Access to Information Act* in 2023–24 and forty-one (41) requests were brought forward from the previous reporting periods, for a total of one hundred and sixteen (116) active requests. Of these, during the current reporting period our office completed sixty-three (63), and fifty-three (53) were carried forward to the next fiscal year. Table 1 shows the variation in workload over the past five years.

Table 1. Number and variation of formal requests over the past five years.

Formal requests	2019–20	2020–21	2021–22	2022–23	2023–24
Received during reporting period	77	80	93	55	75
Outstanding from previous period	30	38	41	45	41
Total requests in-process during reporting period	107	118	134	100	116
Completed during reporting period	69	77	89	59	63
Carried over to next reporting period	38	41	45	41	53
Percentage of requests responded to within established timelines	90%	84%	81%	66%	63%

Of the sixty-three (63) requests completed during the current reporting period, records were fully disclosed to applicants in eight (8) cases (or 13%). Records did not exist for twelve (12) requests (or 19%), one (1) request (or 1.5%) was transferred to another institution, and four (4) (or 6%) requests were abandoned by their requester at various stages of the process. Records pertaining to thirty-three (33) (or 52%) requests were released with some portions exempted, and records for four (4) (or 6%) requests were fully exempted.

A breakdown of the exemptions and exclusions exercised during the reporting period is shown in Table 2.

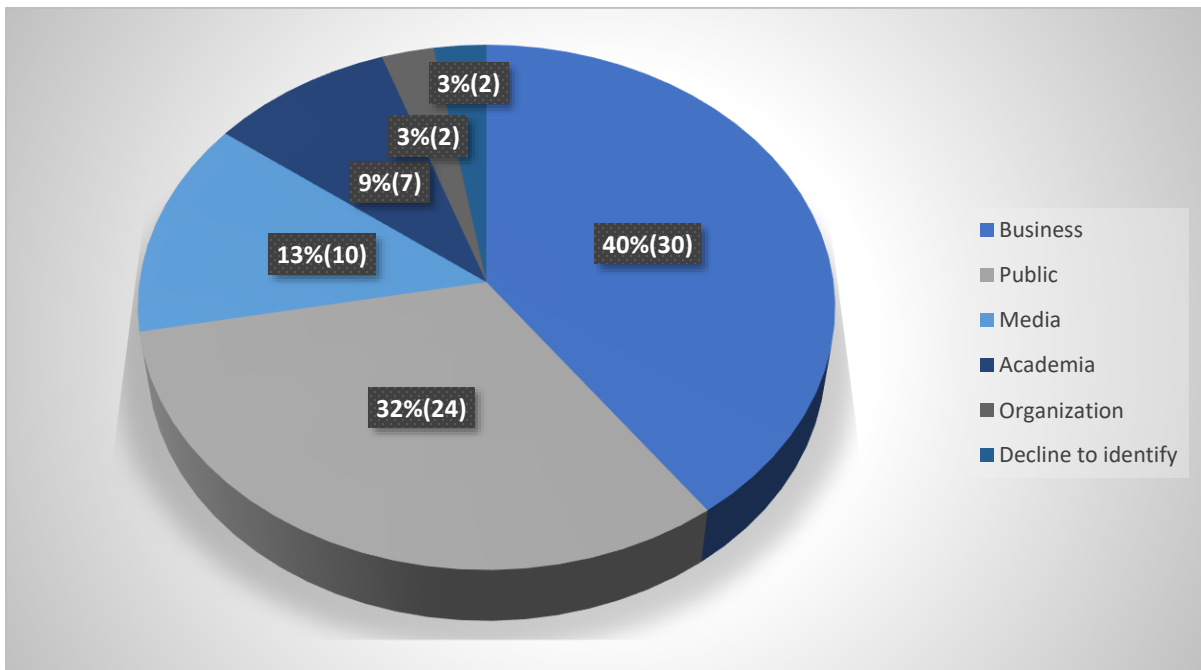
Table 2. Exemptions and exclusions

Exemption or exclusion	Exemption description	Number of times applied
13	Obtained in confidence from other levels of government	9
14	Federal–provincial affairs	0
15	International affairs and defence	0
16	Law enforcement & investigation (Security)	18
17	Safety of individuals	0
18	Economic interest of Canada	0
19	Personal information	35
20	Third-party information	26
21	Operations of government	35
22	Testing procedures	0
23	Solicitor–client privilege	6
24	Statutory prohibitions	2
26	Information to be published	1
68	Published material	6
69	Cabinet confidences (exclusion)	0

4.2 Requesters

As shown in Figure 1, thirty (30) new requests came from business/legal firms representing clients affected by or involved in transportation occurrences. The other requesters were twenty-four (24) members of the public, ten (10) from media sources, two (2) declined to identify, two (2) from other organizations and seven (7) members of academia.

Figure 1. Source of requests



4.3 Processing of requests

The number of new requests received in 2023–24 increased by thirty-six percent (36%) compared to the previous reporting period, from fifty-five (55) to seventy-five (75) which reflects the reporting periods prior to the pandemic period. The number of requests from the business type requesters increased from twenty-six (26) to thirty (30), while the media type requesters increased from five (5) to ten (10), and requests from the public went up from twenty-two (22) to twenty-four (24).

The ATIP Office makes every possible effort to process requests within the 30-day time limit as required by legislation. The ATIP Office succeeded in completing sixty-three percent (63%) of the requests within the timelines required by law in 2023–24. As to outstanding requests, many involve a large volume of records, which require reviewing of a large number of pages and the identification of consultations which must be completed prior to release.

The number of completed requests in 2023–24 slightly increased by four (4) requests to a total of sixty-three (63), or 7% more than in 2022–23. The TSB responded within 30 days or less in twenty-two (22) or 35% of the sixty-three (63) completed cases in 2023–24, a decrease from 2022–23 when this value was 48%. The completion times for the remaining requests are detailed in Table 3. Timelines for other requests were extended as authorized by the Act.

Table 3. Percentage of files per completion time category

Completion time	2019–20	2020–21	2021–22	2022–23	2023–24
30 days or less	58%	70%	65%	48%	35%
31–60 days	4%	5%	6%	12%	19%
61–120 days	7%	8%	8%	8%	14%
121–180 days	15%	4%	1%	3%	8%
181–365 days	10%	10%	10%	7%	10%
Over 365 days	6%	3%	10%	22%	14%

The average time taken to process a request during the 2023–2024 reporting period increased to two hundred and thirty-five (235) calendar days, compared to one hundred and eighty-two (182) calendar days in 2022–23, one hundred and forty-four (144) calendar days in 2021–22, and sixty-nine (69) calendar days in 2020–21. This is explained by the ATIP Office closing more backlog files this year, which account for more days in processing time.

For 2023–24, the ATIP Office completed the search, preparation, and review of 31,642 pages of information, in addition to 4 minutes in video and 1,838 minutes in audio format (compared to 40,864 pages in 2022–23; 50,537 pages in 2021–22; 15,853 pages in 2020–21; and 183,789 pages in 2019–20). The ATIP Office released 15,150 pages of information (compared to 21,909 pages in 2022–23; 18,573 pages in 2021–22; 6025 pages in 2020–21; and 65,727 pages in 2019–20).

The number of active requests that are outstanding from previous reporting periods, carried forward at the end of the present reporting period was fifty-three (53). Of these, twenty-eight (28) were outstanding from more than one reporting period. One (1) of these was received during 2018-19, three (3) during 2019-20, six (6) during 2020-21, eight (8) during 2021-22 and ten (10) during 2022-23. A breakdown can be found in Table 4.

Table 4. Number of active requests that are outstanding from previous reporting periods

Legislated timelines	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Within legislated timelines	0	0	0	0	0	11
Beyond legislated timelines	1	3	6	8	10	14

The ATIP Office applied time extensions fifty-three (53) times. We applied extension of time under the paragraph 9(1)(a) ATIA – Interference with operations/workload in twenty-three (23) cases, under the paragraph 9(1)(b) ATIA – Consultation in seventeen (17) cases, and under the paragraph 9(1)(c) ATIA – Third-party notice in thirteen (13) cases. The extensions of time under paragraph 9(1)(a) were required as the ATIP files are voluminous, with the biggest file having over 82,000 pages. The consultations under the paragraph 9(1)(b) ATIA require an extended period of time as often the third parties do not understand what is required under jurisprudence, notwithstanding the guidance provided by the TSB in our consultation letters. The TSB must sometimes return to them to obtain the appropriate justification and/or help them understand what a reasonable justification for redaction is.

The ATIP Office received twenty (20) consultation requests from other departments, agencies, and other organizations in 2023-24, compared to twenty-one (21) consultations requests in 2022-23, thirty-three (33) consultation requests in 2021-22, twenty-one (21) consultation requests in 2020-21, and twenty-seven (27) consultation requests in 2019-20. In total, 1,235 pages were processed in 2023-24 (compared to 8040 pages in 2022-23, to 1684 pages in 2021-22, to 499 pages in 2020-21, and to 570 pages in 2019-20). Six (6) consultations were carried over to the next reporting period.

The TSB received twenty-seven (27) informal requests in the 2023-24 reporting period, compared to two (2) informal requests during 2022-23, none in 2021-22, and two (2) in 2020-21. These figures do not include other information requests responded to directly by the Communications Branch, the Operational Services Branch, and other areas of the TSB. The TSB ATIP Office also responds to internal ATIP-related requests for advice and guidance.

The TSB ATIP Office operated normally in 2023-24, making full use of digital tools and a hybrid work model.

5.0 Training and education

The TSB has an orientation program in place for new employees, which includes training on ATIP awareness. In addition, the TSB requires mandatory comprehensive ATIP training sessions delivered by the ATIP Office for all staff. During 2023–24, the ATIP Office hasn't delivered any training sessions, however, the new TSB employees had to take the course called "Access to Information and Privacy Fundamentals" offered by the Canada School of Public Service. In addition to this, the ATIP employees provided informal training and advice to TSB employees, as needed.

Given the responsibilities and knowledge requirements of the TSB's ATIP Office, there is a long learning curve for its staff. Continuous on-the-job training is provided to ATIP staff to ensure sound and current knowledge of ATIP requirements and procedures, as well as TSB operations. In this context, ATIP staff attended all ATIP Community Meetings organized by the Treasury Board Secretariat during 2023–24. These Community Meetings continue to provide the TSB ATIP staff with valuable information on trends and best practices within the ATIP community, updates on recent complaints and court cases, and tools to help improve service standards within the field.

As related to training and awareness on proactive publication, one (1) briefing was delivered to the nine (9) business owners that are responsible for producing proactive publications in November 2023. This included informing them of updated proactive disclosure responsibilities and requirements. No formal training on proactive disclosure was delivered since this has been performed for many years by the same business owners.

6.0 Policies, guidelines, and procedures

The TSB Policy on information and data management was updated in October 2023 to include proactive disclosure responsibilities and requirements for business owners. The policy now identifies the Chief Information Officer as being responsible for the proactive disclosure process.

7.0 Proactive publication under Part 2 of the ATIA

The business owners at the TSB are responsible to provide information required to be proactively published to the Open Government Coordinator and the Chief Information Officer, in prescribed templates where available, in a bilingual and accessible format, within the required timelines. They are also responsible to consult with the ATIP Office as required to obtain recommendations on information that is not required or not permitted to be published pursuant to sections 80 and 90 of the *Access to Information Act*, consistent with exemptions or exclusions under Part 1 of the Act, when appropriate, considering the purpose of the Act.

The TSB also publishes the [summaries of the completed access to information requests](#) that are required by the section 4.1.46 of the [Directive on Access to Information Requests](#) within 30 days after the end of each month.

Table 5. Proactive publication requirements: all Government institutions as defined in section 3 of the *Access to Information Act*

Legislative requirement	Section	Publication timeline	Institutional requirement and compliance rate	Online location
Travel expenses	82	Within 30 days after the end of the month of reimbursement	Applicable; 75%	2023-2024 Travel
Hospitality expenses	83	Within 30 days after the end of the month of reimbursement	Applicable; 75%	2023-2024 Hospitality
Reports tabled in Parliament	84	Within 30 days after tabling	Applicable; 67%	Reports tabled

Table 6. Proactive publication requirements: Government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the *Financial Administration Act*

Legislative requirement	Section	Publication timeline	Institutional requirement and compliance rate	Online location
Grants and Contributions over \$25,000	87	Within 30 days after the quarter	Not applicable	Not applicable
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Applicable; 0%	Not applicable
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Applicable; 0%	Not applicable
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Applicable; 100%	Parliamentary committee package

Table 7. Proactive publication requirements: Government institutions that are departments named in Schedule I to the *Financial Administration Act* or portions of the core public administration named in Schedule IV to that Act, i.e., government institutions for which Treasury Board is the employer

Legislative requirement	Section	Publication timeline	Institutional requirement and compliance rate	Online location
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Applicable; 0%	Ministerial briefing
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	Not applicable	Not applicable
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Common in June and December	Not applicable	Not applicable
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	Not applicable	Not applicable
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Not applicable	Not applicable
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Not applicable	Not applicable
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Not applicable	Not applicable
Ministers' Offices Expenses *Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	Not applicable	Not applicable

8.0 Initiatives and projects to improve access to information

During the reporting period 2023-24, the TSB adopted a new tracking system called ATIP Xpress (AX), that had previously been approved by the Treasury Board Secretariat of Canada. The new AX tracking system is intended to streamline the processing of ATIP requests by reducing the time spent on files; it automatically removes duplicates from the system and uses artificial intelligence to suggest sensitive information. AX handles the upload and processing of most types of files. All the 2023-24 ATIP files were processed in the new tracking system, which makes the TSB one of the few federal departments that adopted it and currently fully operates in the new system.

9.0 Complaints and investigations

During 2023–24, seven (7) new complaints were received by the OIC about the TSB’s files.

The OIC notified our office about ceasing to investigate in four (4) cases. There were six (6) outstanding complaints at the end of the reporting period 2023-24.

The TSB continues to cooperate with the OIC regarding all outstanding complaints and will report on these in its next Access to Information annual report. Table 6 shows the number of active complaints that are outstanding from previous reporting periods.

Table 8. Number of active complaints that are outstanding from previous reporting periods

Fiscal year	2020–21	2021–22	2022-23	2023-24
Number of active complaints	0	1	2	3

10.0 Monitoring process and compliance

The TSB monitors the access to information program through weekly bilateral meetings between the ATIP Coordinator and the ATIP Manager, during which the status of outstanding requests is reviewed. The ATIP Manager meets regularly with each ATIP analyst regarding the ongoing processing of requests. Any significant issues, such as the need for assistance in processing a particularly complex request, are raised and discussed with the Chief Operating Officer on an ad hoc basis. As well, the institution monitors, via the Director General, Corporate Services, the accuracy, and completeness of proactively published information under Part 2 of the Act.

The statistics required by the Treasury Board Secretariat are found in Appendix B.

Appendices

Appendix A – Delegation order



December 22nd, 2023

Designation Order – *Access to Information Act (amended)*

The Chair of the Transportation Safety Board of Canada, pursuant to subsection 95(1) of the *Access to Information Act*, hereby designates the persons holding the positions set out in the table below, or the persons occupying on an acting basis those positions, to exercise the specified powers and perform the related duties and functions of the Chair as the Head of a government institution under the *Access to Information Act*.

This designation replaces the designation dated November 1st, 2019.

Positions	Sections of the <i>Access to Information Act</i>
Chair	All sections
Director General, Corporate Services	All sections
Manager, ATIP	Transfers – Subsection 8(1) Prorogations – Section 9 Third Party Intervention – Subsections 27(1), 27(4), 28(1), 28(2), 28(4) Third Party information – Section 20

**Fox,
Kathy**
Kathleen Fox
Chair

bst-tsb.gc.ca

Appendix B – Statistical report



Government
of Canada

Gouvernement
du Canada

Statistical report on the *Access to Information Act*

Name of institution: Transportation Safety Board of Canada

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		75
Outstanding from previous reporting period		41
• Outstanding from previous reporting period	15	
• Outstanding from more than one reporting period	26	
Total		116
Closed during reporting period		63
Carried over to next reporting period		53
• Carried over within legislated timeline	11	
• Carried over beyond legislated timeline	42	

1.2 Sources of requests

Source	Number of requests
Media	10
Academia	7
Business (private sector)	30
Organization	2
Public	24
Decline to identify	2
Total	75

1.3 Channels of requests

Source	Number of requests
Online	58
E-mail	3
Mail	14
In person	0

Phone	0
Fax	0
Total	75

Section 2: Informal requests

2.1 Number of informal requests

		Number of requests
Received during reporting period		27
Outstanding from previous reporting period		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		27
Closed during reporting period		23
Carried over to next reporting period		4

2.2 Channels of informal requests

Source	Number of requests
Online	21
E-mail	6
Mail	0
In person	0
Phone	0
Fax	0
Total	27

2.3 Completion time of informal requests

Completion time							
1–15 days	16–30 days	31–60 days	61–120 days	121–180 days	181–365 days	More than 365 days	Total
15	2	6	0	0	0	0	23

2.4 Pages released informally

Fewer than 100 pages released		101–500 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
18	548	2	592	1	804	2	4322	0	0

2.5 Pages re-released informally

Fewer than 100 pages re-released		101–500 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
0	0	0	0	0	0	0	0	0	0

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

4.1 Disposition and completion time

Disposition of requests	Completion time							Total
	1–15 days	16–30 days	31–60 days	61–120 days	121–180 days	181–365 days	More than 365 days	
All disclosed	0	4	2	1	0	1	0	8
Disclosed in part	0	1	7	7	4	5	9	33
All exempted	1	1	0	1	1	0	0	4
All excluded	0	0	1	0	0	0	0	1
No records exist	6	4	2	0	0	0	0	12
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	3	1	0	0	0	0	0	4
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	11	11	12	9	5	6	9	63

4.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	2	16(2)	4	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	6	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	1	18(d)	0	21(1)(a)	15
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	17
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	35	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	6
15(1) - Def.*	0	16.3	0	20(1)(b)	17	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	2
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	8	26	1
16(1)(a)(ii)	1	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	2	17	0				
16(1)(c)	10						
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)	6	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	41	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
31,642	15,150	50

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

Disposition	Fewer than 100 pages processed		101–500 pages processed		501–1000 pages processed		1001–5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	8	29	0	0	0	0	0	0	0	0
Disclosed in part	15	608	9	2,926	1	524	6	13,980	2	12,756
All exempted	3	6	0	0	1	811	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	4	2	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	31	645	9	2,926	2	1,335	6	13,980	2	12,756

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
1,838	1,000	4

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	1	1,000
Disclosed in part	1	37	0	0	1	575
All exempted	0	0	0	0	1	226
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	1	37	0	0	3	1,801

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

Number of minutes processed	Number of minutes disclosed	Number of requests
4	0	1

4.5.6 Relevant minutes processed per request disposition **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	1	4	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	1	4	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	0	0	1	1
Disclosed in part	17	0	2	19
All exempted	1	1	0	2
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	18	1	3	22

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	40
Percentage of requests closed within legislated timelines (%)	63.49206349

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Workload	External consultation	Internal consultation	Other
23	6	11	1	5

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	5	0	5
61 to 120 days	2	2	4
121 to 180 days	0	1	1
181 to 365 days	0	4	4
More than 365 days	0	9	9
Total	7	16	23

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	2	0	0	0
Disclosed in part	20	0	15	12
All exempted	1	0	2	1
All excluded	0	0	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	23	0	17	13

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	6	0	4	0
31 to 60 days	0	0	0	0
61 to 120 days	7	0	6	6
121 to 180 days	3	0	2	1
181 to 365 days	6	0	4	5
365 days or more	1	0	1	1
Total	23	0	17	13

Section 6: Fees

Fee type	Fee collected		Fee waived or refunded		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	75	\$375	0	\$0	0	\$0
Other fees	0	\$0	0	\$0	0	\$0
Total	75	\$375	0	\$0	0	\$0

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 reporting period	17	1,021	3	291
Outstanding from the previous reporting period	2	138	0	0
Total	19	1,159	3	291
Closed during the reporting period	13	944	3	291
Carried over within negotiated timelines	3	75	0	0
Carried over beyond negotiated timelines	3	140	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
	1–15 days	16–30 days	31–60 days	61–120 days	121–180 days	181–365 days	More than 365 days	
Disclose entirely	2	0	0	1	0	0	0	3
Disclose in part	1	5	2	1	1	0	0	10
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	3	5	2	2	1	0	0	13

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
	1–15 days	16–30 days	31–60 days	61–120 days	121–180 days	181–365 days	More than 365 days	
Disclose entirely	1	1	0	0	0	0	0	2
Disclose in part	0	1	0	0	0	0	0	1
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	1	2	0	0	0	0	0	3

Section 8: Completion time of consultations on Cabinet confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		101–500 pages processed		501–1000 pages processed		1001–5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1–15	0	0	0	0	0	0	0	0	0	0
16–30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61–120	0	0	0	0	0	0	0	0	0	0
121–180	0	0	0	0	0	0	0	0	0	0
181–365	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		101–500 pages processed		501–1000 pages processed		1001–5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1–15	0	0	0	0	0	0	0	0	0	0
16–30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61–120	0	0	0	0	0	0	0	0	0	0
121–180	0	0	0	0	0	0	0	0	0	0
181–365	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: Complaints and reports of findings

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
8	4	0

9.2 Investigations and reports of findings

Section 37(1) Initial reports			Section 37(2) Final reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	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		\$372,672
Overtime		\$18,224
Goods and services		\$96,269
• Professional services contracts	\$85,296	
• Other	\$10,973	
Total		\$487,165

11.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	3.630
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	1.000
Students	0.000
Total	4.630