



# 2022-23

## INFRASTRUCTURE CANADA

Annual Report on the Administration of the *Access to Information Act*

## **1. INTRODUCTION**

### **Purpose of the *Access to Information Act***

The purpose of the *Access to Information Act* is to provide the public with a right of access to information contained in government records, subject to certain specific and limited exceptions. Decisions on the disclosure of government information should be reviewed independently of government. The Act also enhances the accountability and transparency of federal institutions, promoting an open and democratic society, and enabling public debate on the conduct of government institutions. Part two of the Act sets out requirements for the proactive publication of information.

In accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*, this annual report detailing the administration of the *Access to Information Act*, and on fees collected within Infrastructure Canada (INFC), was prepared for tabling in Parliament.

This annual report describes how INFC administered the Act from April 1, 2022, to March 31, 2023.

### **Mandate of Infrastructure Canada (INFC)**

Infrastructure Canada is a Government of Canada department that:

- collaborates with all orders of government, Indigenous communities and other stakeholders to create world-class, modern public infrastructure;
- invests in infrastructure to foster more inclusive and sustainable Canadian communities, including public transit and efforts to prevent and eliminate chronic homelessness;
- conducts research and economic analysis and collects data to identify the priorities of communities and supports long-term planning toward a net-zero, low-carbon and climate-resilient future;
- works with Crown corporations and the private sector to deliver major infrastructure projects, and leverages alternative financing and investment options to promote economic growth; and
- supports climate-ready structural and natural infrastructure projects to mitigate the impacts of natural disasters triggered by climate change and help communities adapt and build resilience.

Public infrastructure projects address challenges Canadians face every day. The mission of Infrastructure Canada is to improve the quality of life of Canadians by creating jobs and economic growth, supporting climate resilience and building a stronger and more inclusive country. Infrastructure Canada makes significant investments in public infrastructure, builds public-private partnerships, develops policies and delivers programs to improve the lives of all Canadians.

## **2. ORGANIZATIONAL STRUCTURE**

### **Departmental Organization**

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

The Infrastructure Canada portfolio includes responsibilities with respect to the Jacques Cartier and Champlain Bridges Incorporated, the Windsor-Detroit Bridge Authority, the Canada Infrastructure Bank, Canada Mortgage and Housing Corporation and federal interests in the Toronto Waterfront Revitalization Corporation.

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

The ATIP Office at INFC is led by the Director of ATIP and Executive Correspondence, who reports to the Director General of the Corporate Secretariat. At the end of the reporting period, the ATIP Office was comprised of nine members: the director, two team leaders, five ATIP analysts and one student. The ATIP Office did not have any consultants during fiscal year 2022-23. The work of the Office under the Act involves:

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

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

### **Structure of Responsibilities for Part 2 – Proactive Publication**

Proactive publication requirements under Part 2 of the Act are met in collaboration with a number of lead branches within INFC. The Corporate Secretariat, which includes Parliamentary Affairs and ATIP, is the departmental lead on disclosures relating to Question Period notes, ATIP Annual Reports, Parliamentary Committee binders, and memorandum titles, as well as reviews of other publication requirements prior to their posting. The Policy and Results Branch and the Community Policy and Programs Branch are responsible for coordinating Briefing Material Packages for new

ministers and the deputy head. The Corporate Services Branch is the lead on disclosures relating to travel, hospitality, contracts, grants and contributions, Minister’s Office expenses, reclassification of positions, and other reports tabled in Parliament.

### **3. DELEGATION ORDER**

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

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

### **4. PERFORMANCE OVERVIEW 2022-23**

The *Statistical Report on the Access to Information Act* is prepared by government institutions to assist the Treasury Board of Canada Secretariat (TBS) to analyze trends and exercise oversight. INFC’s 2022-23 annual statistical report is provided in Annex B and Annex C (Supplemental Statistical Report).

#### **PERCENTAGE OF REQUESTS CLOSED WITHIN LEGISLATED TIMELINES**

One of the key measures of INFC’s ATIP performance is the number of requests closed within legislated timelines. In 2022-23, INFC closed 90 out of its 91 formal access to information requests within the legislated timelines, giving an overall compliance rate of 98.9%. For the previous three fiscal years, INFC’s compliance rate was 98.4% or better, demonstrating exemplary performance in responding to access to information requests and closing files within legislated timelines. Although the number of requests received was down from previous fiscal years, INFC ATIP saw an increase in pages processed from 2020-21 and 2021-22. Table 1 compares the number of requests closed within legislated timelines for the past four fiscal years.

**Table 1: Number of requests closed within legislated timelines**

	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
Number of requests closed	123	188	188	91
Number of requests closed within legislated timelines	121	187	187	90
Percentage of requests closed within legislated timelines	98.4%	99.5%	99.5%	98.9%
Pages processed	27,849	13,224	18,539	18,701

## **OVERVIEW ON COMPLETION TIMES OF CLOSED REQUESTS**

Section 7 of the *Access to Information Act* requires institutions to provide a response to the requester within 30 days of receipt of the request, or to notify the requester that an extension is required. Of the 91 formal requests completed during the reporting period, 30 (33%) were completed within 15 days, 51 (56%) within 30 days, and 62 (68%) within 60 days. This represents 15% more requests processed within 15 days, in comparison to fiscal year 2021-22. Table 2 compares processing times over the past four fiscal years.

**Table 2: Processing time for completed requests**

Processing Time	Number of requests			
	2019-20	2020-21	2021-22	2022-23
1 to 15 days	40	61	33	30
16 to 30 days	24	61	70	21
31 to 60 days	11	16	29	11
61 to 120 days	30	21	43	14
121 to 180 days	11	19	9	9
181 to 365 days	4	10	4	5
Over 365 days	3	0	0	1
<b>Total Requests</b>	<b>123</b>	<b>188</b>	<b>188</b>	<b>91</b>

## **OVERVIEW OF ACTIVE REQUESTS BROKEN DOWN BY FISCAL YEAR RECEIVED**

At the end of the fiscal year, six active requests received in 2022-23 were carried forward into 2023-24. All of the requests were still within legislated timelines as shown in the table below. The Department consistently strives to meet the legislated timelines by concentrating efforts to expedite the retrieval of records and effectively coordinates consultations with internal and external stakeholders.

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

Open Requests That Were Received in Fiscal Year	Open Requests that are Within Legislated Timelines as of March 31, 2023	Open Requests that are Beyond Legislated Timelines as of March 31, 2023	Total
Received in 2022-23	6	0	6
Received in 2021-22	0	0	0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>6</b>

## **OVERVIEW OF ACTIVE COMPLAINTS OUTSTANDING FROM PREVIOUS REPORTING PERIODS**

In 2022-23, there were five active complaints carried forward from the previous reporting periods (FY 2019-20, 2020-21 and 2021-22). This year, the Department received three new complaints, of which two will be carried forward to next fiscal year and one was discontinued with no action required on the part of INFC. Table 4 lists the number of open complaints outstanding from previous reporting periods.

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

<b>Open Complaints That Were Received in Fiscal Year</b>	<b>Number of Open Complaints</b>
Received in 2022-23	2
Received in 2021-22	2
Received in 2020-21	1
Received in 2019-20	2
<b>Total</b>	<b>7</b>

## **REASONS FOR EXTENSIONS**

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

**Table 5: Reasons for extensions**

<b>Reasons for Extensions</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
Interference with operations/workload - 9(1)(a)	24	27	34	13
Consultations - section 69 - 9(1)(b)	24	34	31	14
Consultations - other - 9(1)(b)	16	23	47	23
Third party notice - 9(1)(c)	21	9	17	8

## **CONSULTATIONS COMPLETED FOR OTHER INSTITUTIONS AND ORGANIZATIONS**

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

In 2022-23, INFC received 76 consultation requests. Two requests were outstanding from the previous reporting period. In total, the Department closed 77 consultation requests this fiscal year and carried forward one request into 2023-24.

INFC continues to make every effort to assist other institutions and organizations in meeting their statutory deadlines. Of the 77 consultation requests completed during the reporting period, 60 (78%) were completed within 15 days, 12 (15.5%) requests were completed within 16 to 30 days, and the remaining five (6.5%) requests were completed within 31 to 60 days. For a comparison of consultation requests received and processed over the past four fiscal years, please refer to Table 6.

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

<b>Consultation Requests</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
Received during the reporting period	111	58	77	76
Outstanding from the previous period	1	1	4	2
Total consultations to process	112	59	81	78
Closed during the reporting period	111	55	79	77

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

The Act requires that institutions provide the right of access to information in records under the control of a government institution and that necessary exceptions to the right of access should be limited and specific. In accordance with this principle, INFC ATIP disclosed in full eight requests (9%) and disclosed in part 57 requests (63%). Table 7 compares the percentage of requests all disclosed and disclosed in part for the past four fiscal years.

**Table 7: Disposition percentages**

<b>Disposition of Requests</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
All disclosed	13 (11%)	15 (8%)	31 (16%)	8 (9%)
Disclosed in part	78 (63%)	104 (55%)	123 (65%)	57 (63%)
Closed in reporting period	123	188	188	91

### **IMPACT OF COVID-19**

INFC was able to continue to process and complete requests in a timely manner during the reporting period and was fully operational for every week of the last fiscal year, maintaining full capability to process requests by mail and electronically. This is because of procedures previously put in place by the Department and the ATIP Office, to help reduce the operational impact of administering the Act, as well as measures adopted in light of the hybrid working environment.

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

During this fiscal year, INFC ATIP shifted from working completely remotely to working in a hybrid environment. During this past fiscal year, the ATIP Office has been able to conduct all record retrieval and approval processes electronically through the use of departmental shared drives and encrypted email.

### **Informal Requests**

An informal request is defined as a request for information made to the ATIP Office of a federal institution that is either not made or not processed under the Act. Informal requests include formal requests that were discontinued in favour of providing information informally and requests for previously released information. INFC completed the processing of 506 informal requests for previously released information, an increase of 198% from the 170 completed requests in 2021-22.

## **5. TRAINING AND AWARENESS**

Institution-specific training was offered in a variety of formats to best suit the needs of employees across the Department. Courses offered included a general ATIP course titled "Processing ATIP Requests," and an ATIP for Executives course. Both courses were offered in both official languages and were 90 minutes in duration. In addition, group training outside of the regularly scheduled sessions was offered to meet the specific content needs and schedules of attendees.



During 2022-23, seven sessions of the INFC training course "Processing ATIP Requests" were delivered by the ATIP Office to 533 employees. All of these sessions contained an access to information and proactive publication component. This represents a 265% increase in the number of attendees this year compared to the 146 attendees last fiscal year. This was attributed to advertising the training through a department-wide email invite and the ease of attending the training via MS Teams. In addition to the general ATIP training, the ATIP for Executives course was provided to 32 employees. Employees are encouraged to take COR502 – "Access to Information and Privacy Fundamentals" from the Canada School of Public Service prior to attending internal training.

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

The ATIP Office will continue to offer the "Processing ATIP Requests" training in both official languages three times per year to all INFC employees, one-on-one coaching for new branch ATIP contacts, and customized group sessions, as requested. This will help to maintain consistent and up-to-date approaches to access to information functions across the Department.

Lastly, employees in the ATIP Office with functional and delegated responsibilities under the Act regularly participate in training and information sessions offered by TBS and the ATIP community to keep up to date on policies and procedures related to the administration of the Act.

## **6. POLICIES, GUIDELINES AND PROCEDURES**

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

## **7. PROACTIVE PUBLICATION UNDER PART 2 OF THE ATIA**

For the purposes of Part 2 of the *Access to Information Act*, INFC is a government institution listed under Schedule I of the *Access to Information Act* and Schedule I.1 of the *Financial Administration Act*. Table 8 shows the proactive publication requirements to which the institution is subject.

**Table 8: Proactive publication links**

<b>Legislative Requirement</b>	<b>Section</b>	<b>Publication Timeline</b>	<b>Link</b>
<b>All Government Institutions as defined in section 3 of the <i>Access to Information Act</i></b>			
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government</a>
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government</a>
Reports tabled in Parliament	84	Within 30 days after tabling	<a href="#">ATIP Annual Reports</a> <a href="#">All Other Reports</a>
<b>Government entities or departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i></b>			
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	<a href="#">Open Government</a>
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	<a href="#">Open Government</a>
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	<a href="#">INFC Website</a>
Titles and reference numbers of memoranda prepared for a deputy head or equivalent that are received by their office	88(b)	Within 30 days after the end of the month received	<a href="#">Open Government</a>
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	<a href="#">INFC Website</a>

**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)**

Reclassification of positions	85	Within 30 days after the quarter	<a href="#">Open Government</a>
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**Ministers**

Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	<a href="#">INFC Website</a>
Titles and reference numbers of memoranda prepared by a government institution for the minister that are received by their office	74(b)	Within 30 days after the end of the month received	<a href="#">Open Government</a>
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 Commons in June and December	<a href="#">Open Government</a>
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	<a href="#">INFC Website</a>
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government</a>
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	<a href="#">Open Government</a>
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	<a href="#">Open Government</a>

<b>Ministers (continued)</b>			
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	<a href="#">Open Government</a>

INFC published 100% of proactive publication requirements during the reporting period within the legislated timelines.

### **PROCEDURES AND SYSTEMS INFC PUT IN PLACE TO MEET PROACTIVE PUBLICATION REQUIREMENTS**

All proactive disclosures are tracked within the institution. The Corporate Services Branch pre-schedules all approvals for the year by putting proactive disclosures on all senior management calendars to ensure that there are regular follow-ups, reminders and taskings conducted to warrant that publishing requirements are met without delay. The branch has also developed a set of Standard Operating Procedures to ensure consistent and accurate reporting. When it comes to reporting on reclassification of positions, there is an established procedure in place that includes a classification activity report that is analysed to identify positions that had a change in group and level which is then validated by senior management. These activities are completed within the 30 days following the end of the quarter.

The ATIP Office, under the Corporate Secretariat, uses a case management system to actively track the processing of titles of memoranda to ensure compliance with the publication requirements. This tracking system is also used for other proactive disclosures requiring ATIP review. Power BI is used to pull titles of memoranda reports from the correspondence management tracking system to improve the overall efficiency of the process. This feature has streamlined the monthly taskings by generating one report instead of three to capture the titles for the Ministers and Deputy Minister used in the past. In addition, the ATIP Office includes proactive publishing files on weekly status reports sent to the offices that report directly to the Deputy Minister (Assistant Deputy Ministers, Directors General of Communications and the Corporate Secretariat, and the Chief Audit and Evaluation Executive) highlighting the proactive disclosure requests under consultation and in approvals.

### **8. INITIATIVES AND PROJECTS TO IMPROVE ACCESS TO INFORMATION**

The ATIP Office migrated to the new ATIP Online Request Service this past fiscal year. The portal allows INFC to not only receive requests but also deliver completed response packages via the portal.

INFC will be migrating to version four of the ATIP Online Request Service in the new fiscal year. This will allow INFC to communicate directly with requesters through the portal. The ATIP Office has begun exploring a new ATIP processing software and is targeting implementation next fiscal year.

During this reporting period, the ATIP Office has tested Adobe Premiere Pro and is now capable and ready to process video and audio records should they be requested under the Act.

INFC is committed to ATI practices that advance Indigenous reconciliation, including responding to requests in a timely manner, providing interim responses for large volume requests, processing a large variety of document formats, keeping an open line of communication with requesters and applying limited exemptions to the records. In alignment with the [Access to Information and Privacy Implementation Notice 2023-01: Advancing Reconciliation with Indigenous Peoples by Providing Culturally Appropriate Services](#), the ATIP Office has included the recommended courses, in the learning and development plans, for the entire ATIP team next fiscal year.

INFC is committed to the principles of a transparent, accessible and accountable open government. As such, there are many initiatives underway aimed at making more information readily available to the public. One initiative deployed by the ATIP Office was to make use of a secure web-based software tool called CentralCollab to easily release large volume response packages simultaneously to requesters where the file size was over the maximum limit for email transmission. This greatly streamlined access to previously released information by our institution.

Beyond the ATIP Office, efforts have been made by the Department this past fiscal year to complementarily publish information that may be of interest to the public. The [Investing in Canada Infrastructure Program Project](#) webpage was expanded from only including approved projects to including all received applications and the status of each application. There is also the [Investing in Canada Plan: Infrastructure Canada Bilateral Agreements](#) webpage that demonstrates how funds are being used with the bilateral agreements, broken down to the provincial level. On Open Government, INFC published the [Canadian Public Transit Systems](#) dataset, which contains geospatial data for public transit agencies in Canada, with information on stop locations, route locations, route types, level of service, wheelchair access, bike access and more. In collaboration with Statistics Canada, INFC published [Canada's Core Public Infrastructure Survey](#), which facilitates a direct comparison of the stock, condition and performance of public infrastructure across Canada on a bi-annual basis. Additionally, pursuant to the *Accessible Canada Act*, INFC published its first-ever [Accessibility Plan](#) which includes a commitment to making published information accessible. INFC maintains a public database of [All Infrastructure Canada Investments Since 2002](#) broken down by province and territory. These are just a few examples of how INFC is making information more readily available to the public in order to improve our transparency and limit the need for formal access to information requests.

INFC is actively looking for new ways to streamline delivery of information to the public and compliment procedures already in place under Part 2 of the Act. This past fiscal year, INFC hired a new Chief Data Officer to lead the Department's ongoing work to become a data-driven organization and assist in developing new systems and tools to improve its information management. The work, led by the Chief Data Officer,

will assist INFC in being able to demonstrate how it delivers on its mandate in clear, accurate and accessible formats. It is anticipated that these initiatives will support streamlined delivery of current proactive publications requirements under Part 2 as well as encourage further publishing of information across the Department.

## **9. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS**

The Office of the Information Commissioner (OIC) has the mandate to investigate complaints about federal institutions' handling of access requests. In 2022-23, INFC received three investigation complaints, and the OIC did not issue any final reports requiring recommendations to be implemented by INFC. As in previous fiscal years, INFC continued to respond to the OIC's requests for information during investigations and provided all requested documents within the OIC's timelines. INFC met with investigators to respond to questions and provide additional rationale pertaining to active complaints when needed. During the reporting period, INFC disclosed additional records related to one investigation which resulted in the complaint being discontinued.

## **10. REPORTING ON ACCESS TO INFORMATION FEES FOR THE PURPOSES OF THE SERVICE FEES ACT**

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

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

- Enabling authority: *Access to Information Act*
- Fee payable: \$5.00 application fee is the only fee charged for an ATI request.
- Total revenue: \$235
- Fees waived or refunded: \$170
- Cost of operating the program in 2022-23: \$411,497

## **11. MONITORING COMPLIANCE**

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

Instrumental to ensuring INFC's compliance with the legislation, the ATIP Office maintained positive working relationships with the program areas by engaging in

early discussions of requests, providing guidance when needed, and sending weekly status reports to the offices that report directly to the Deputy Minister (Assistant Deputy Ministers, Directors General of Communications and the Corporate Secretariat, and the Chief Audit and Evaluation Executive) highlighting the requests in retrievals, under consultation and in approvals.

INFC limits consultations to complex and sensitive records in situations where the subject-matter expertise resides with another department or another level of government. The consultations are used to obtain expert advice and recommendations enabling INFC to assess whether requested information must be protected. In many instances consultations are now sent as a courtesy, and INFC severs the sensitive information prior to sending. Whenever possible, INFC officials exercise their delegated authority to exempt and disclose records under the terms of the Act, without adding time for unnecessary consultations.

INFC does not receive frequently requested types of information that could be made available by other means; however, the ATIP Office continues to monitor for patterns in incoming requests. When INFC notices that a requester is interested in a particular topic, the ATIP Office offers previously released material to the requester.

In accordance with section 4.2.8 of the Directive Access to Information Requests, the ATIP Office began its work of drafting access to information guidelines when contracting with third parties at the end of this reporting period. The work is underway and scheduled to be finalized next fiscal year. In addition, the ATIP Office is closely monitoring the guidelines for Information Sharing Agreements and Information Sharing Arrangements (ISAs) that the Treasury Board Secretariat will release in the coming fiscal year. The goal is to create a template that is best suited to the Department's needs.

For proactive disclosure of title of memoranda, reports generated by the correspondence management tracking system are used to cross-reference Power BI reports to ensure that titles are not missed. In addition, the data entry process in the correspondence management tracking system is simplified and entries are standardized in terms of the data entry fields captured by Power BI. Additionally, the ATIP Office works closely with the Data Science team to ensure the data sources remain in synch. The ATIP Office collaborates with Offices of Primary Interest (OPIs) in order to verify accuracy and completeness of the titles. In addition, proactive publications requirements for all branches are tracked centrally on a four-week calendar.

## **ANNEXES**

- Annex A: *Access to Information Act* Delegation Order
- Annex B: 2022-23 Statistical Report on the *Access to Information Act*
- Annex C: 2022-23 Supplemental Statistical Report

Annex A  
*Access to Information Act*  
Delegation Order



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

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

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

**Schedule / Annexe**

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

**Gillis, Kelly**

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Date: 2021.05.18 18:00:31 -04'00'

**Kelly Gillis**

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

Annex B  
2022-23 Statistical Report  
on the *Access to  
Information Act*



## Statistical Report on the Access to Information Act

Name of institution: Infrastructure Canada

Reporting period: 2022-04-01 to 2023-03-31

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

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		81
Outstanding from previous reporting periods		16
• Outstanding from previous reporting period	16	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>97</b>
Closed during reporting period		91
Carried over to next reporting period		6
• Carried over within legislated timeline	6	
• Carried over beyond legislated timeline	0	

#### 1.2 Sources of requests

Source	Number of Requests
Media	24
Academia	2
Business (private sector)	1
Organization	2
Public	20
Decline to Identify	32
<b>Total</b>	<b>81</b>

#### 1.3 Channels of requests

Source	Number of Requests
Online	78
E-mail	0
Mail	3
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>81</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		506
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		506
Closed during reporting period		506
Carried over to next reporting period		0

### 2.2 Channels of informal requests

Source	Number of Requests
Online	81
E-mail	425
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	506

### 2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
506	0	0	0	0	0	0	506

### 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
422	7058	68	16143	8	5366	8	12081	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	1
<b>Total</b>	<b>1</b>
Approved by the Information Commissioner during reporting period	1
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

### Section 4: Requests Closed During the Reporting Period

#### 4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	3	4	0	1	0	0	0	8
Disclosed in part	4	14	11	13	9	5	1	57
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	22	1	0	0	0	0	0	23
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	1	1	0	0	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	1	0	0	0	0	0	1
<b>Total</b>	<b>30</b>	<b>21</b>	<b>11</b>	<b>14</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>91</b>

#### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	1	16(2)	7	18(a)	2	20.1	0
13(1)(b)	1	16(2)(a)	0	18(b)	9	20.2	0
13(1)(c)	10	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	5	16(2)(c)	4	18(d)	1	21(1)(a)	44
13(1)(e)	2	16(3)	0	18.1(1)(a)	0	21(1)(b)	30
14	20	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	13
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	1	16.1(1)(d)	0	19(1)	30	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	0	23	7
15(1) - Def.*	0	16.3	0	20(1)(b)	7	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	6	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	3		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	2				
16(1)(c)	0						
16(1)(d)	0						

\* I.A.: International Affairs

Def.: Defence of Canada

S.A.: Subversive Activities

#### 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	18
68(b)	0	69(1)(a)	4	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	17
68.1	0	69(1)(c)	0	69(1)(g) re (d)	8
68.2(a)	0	69(1)(d)	2	69(1)(g) re (e)	9
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	2
		69(1)(f)	0	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
1	64	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
18720	17642	68

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	7	59	1	459	0	0	0	0	0	0
Disclosed in part	41	1546	11	3103	1	524	3	5008	1	8021
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	2	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>51</b>	<b>1605</b>	<b>12</b>	<b>3562</b>	<b>1</b>	<b>524</b>	<b>3</b>	<b>5008</b>	<b>1</b>	<b>8021</b>

##### 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
<b>Total</b>	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
<b>Total</b>	0	0	0	0	0	0

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	2	0	0	2
Disclosed in part	38	1	0	39
All exempted	0	0	0	0
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	1	0	1
<b>Total</b>	<b>40</b>	<b>2</b>	<b>0</b>	<b>42</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	90
Percentage of requests closed within legislated timelines (%)	98.9010989

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

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

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

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



#### 4.8 Requests for translation

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

### 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	1	0	1	0
Disclosed in part	12	14	22	8
All exempted	0	0	0	0
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
<b>Total</b>	13	14	23	8

#### 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	8	0	9	0
31 to 60 days	0	1	8	8
61 to 120 days	1	13	4	0
121 to 180 days	0	0	1	0
181 to 365 days	2	0	1	0
365 days or more	2	0	0	0
<b>Total</b>	13	14	23	8

### Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	47	\$235.00	32	\$160.00	2	\$10.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	47	\$235.00	32	\$160.00	2	\$10.00

## 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	66	3382	10	154
Outstanding from the previous reporting period	2	40	0	0
<b>Total</b>	68	3422	10	154
Closed during the reporting period	67	3399	10	154
Carried over within negotiated timelines	1	23	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	37	2	0	0	0	0	0	39
Disclose in part	14	8	5	0	0	0	0	27
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	1	0	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	52	10	5	0	0	0	0	67

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	7	1	0	0	0	0	0	8
Disclose in part	1	1	0	0	0	0	0	2
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	8	2	0	0	0	0	0	10

## 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	3	33	0	0	0	0	0	0	0	0
16 to 30	1	16	1	283	0	0	0	0	0	0
31 to 60	4	40	0	0	0	0	1	1252	0	0
61 to 120	6	216	3	778	0	0	0	0	0	0
121 to 180	2	110	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	16	415	4	1061	0	0	1	1252	0	0

### 8.2 Requests with Privy Council Office

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

## Section 9: Investigations and Reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
3	0	0

### 9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	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	\$406,019
Overtime	\$0
Goods and Services	\$5,478
• Professional services contracts	\$0
• Other	\$5,478
<b>Total</b>	<b>\$411,497</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	5.736
Part-time and casual employees	0.183
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.050
<b>Total</b>	<b>5.969</b>

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

Annex C  
2022-2023 Supplemental  
Statistical Report

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

Name of institution: Infrastructure Canada  
 Reporting period: 2022-04-01 to 2023-03-31

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

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

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

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

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

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

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

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

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

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	6	0	6
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>6</b>

Row 11, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Access to Information Act*

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2022-2023	2
Received in 2021-2022	2
Received in 2020-2021	1
Received in 2019-2020	2
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>7</b>

**Section 4: Open Requests and Complaints Under the Privacy Act**

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	2	0	2
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>

Row 11, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the Privacy Act

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>0</b>

**Section 5: Social Insurance Number**

Has your institution begun a new collection or a new consistent use of the SIN in	NO
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Please provide a response to this question.

**Section 6: Universal Access under the Privacy Act**

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0
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Row 1, Col. 1 of Section 6 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*