

ACCESS TO INFORMATION ACT

ANNUAL REPORT TO PARLIAMENT 2023-2024



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Contents

| | |
|---|----|
| INTRODUCTION..... | 1 |
| I. Introduction..... | 1 |
| II. Organization..... | 1 |
| III. Delegation Order..... | 3 |
| PERFORMANCE..... | 4 |
| IV. Interpretation of the Statistical Report..... | 4 |
| 1. Requests under the <i>Access to Information Act</i> | 4 |
| 2. Informal Requests..... | 5 |
| 3. Applications to the Information Commissioner on Declining to Act on Requests..... | 7 |
| 4. Requests closed during the reporting period..... | 7 |
| 5. Extensions..... | 12 |
| 6. Fees..... | 12 |
| 7. Consultations Received from other Institutions and Organizations..... | 13 |
| 8. Completion time of Consultations on Cabinet Confidences..... | 15 |
| 9. Complaints and Investigations..... | 15 |
| 10. Court Action..... | 16 |
| 11. Resources related to the <i>Access to Information Act</i> | 16 |
| V. Monitoring Compliance..... | 17 |
| VI. Training and Awareness..... | 17 |
| VII. Policies, Guidelines, and Procedures..... | 18 |
| Proactive Publication..... | 19 |
| VIII. Proactive Publication under Part 2 of the ATIA..... | 19 |
| HIGHLIGHTS..... | 20 |
| V. 2023-2024 Points of Interest..... | 21 |
| APPENDIX A..... | i |
| Order of Delegation of the <i>Access to Information Act</i> dated November 6, 2020..... | i |
| Delegation of Authority Schedule / Annexe de délégation de pouvoirs..... | ii |
| APPENDIX B..... | vi |
| Statistical Report on the Access to Information Act..... | vi |

INTRODUCTION

I. Introduction

The purpose of the *Access to Information Act* (ATIA) is to provide Canadians with access to records under the control of federal institutions, except for records subject to limited and specific exemptions and exclusions.

This report reflects the access to information activities of Indigenous Services Canada (ISC) with respect to the stated legislation, for the period of April 1, 2023 to March 31, 2024.

The annual report is tabled in Parliament pursuant to section 94 of the ATIA and in accordance to section 20 of the *Service Fees Act*. The report describes the activities of ISC in compliance with access to information legislation.

Creation and Growth of the Departments

Since the creation of the Department, the Access to Information and Privacy (ATIP) ATIP Office has provided a shared service support for ISC and Crown-Indigenous Relations and Northern Affairs (CIRNAC) through a service level agreement (SLA).

Delegation of ministerial responsibilities for the ATIA remains institutionally specific.

Indigenous Services Canada's Mandate

The primary mandate of ISC is to work collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis. The Department aims to support and empower Indigenous Peoples to independently deliver services and address the socio-economic conditions in their communities.

ISC has been given the responsibility to identify the best models for delivering improved services to Indigenous Peoples and improve accountability to Indigenous Peoples for the quality of services delivered by the Department.

As Canada moves towards greater Indigenous self-government, ISC will oversee the provision of existing services to Indigenous Peoples, and particularly First

Nations under the *Indian Act*, including the provision of community infrastructure, emergency management, water, education, moneys and trusts, and registration.

The Department works in collaboration with its partners to create systemic change in how the federal government delivers health services to Indigenous Peoples.

II. Organization

Administration of the Access to Information Act at Indigenous Services Canada

Under the SLA, CIRNAC's ATIP Office processes requests made under the ATIA and the *Privacy Act* (PA). ISC's Corporate Secretary manages the SLA for ISC, and is directly accountable to the Deputy Head. The Corporate Secretary is a member of the ISC Senior Management Committee. The ATIP Office also coordinates and implements policies, guidelines and procedures to ensure departmental compliance with the ATIA and PA.

Workshop presentations, training courses and awareness sessions designed to increase access to information and privacy capacity across the Department are provided by the ATIP Office.

Under a shared service model, all ATIP analysts processed requests for both ISC and CIRNAC. Requests are varied in volume and complexity.

The ATIP Office provides advice and guidance to the Department on a number of topics:

- i. The application of the ATIA and PA;
- ii. The release of sensitive or protected information to the public;
- iii. Education and awareness of access to information and privacy issues throughout the Department; and
- iv. Proactive publications.

The Intake Team triages and coordinates the receipt of requests for information under the control of the Department made pursuant to the ATIA and the PA.

The Operations Team ensures that a response is provided within the legislated timeframe. All requests are monitored using the AccessPro case management tracking system.

In addition to the ATIP Office, within each of the sectors and regional offices of ISC are ATIP Liaison Officers (ALOs) who receive callouts from the ATIP Office and subsequently task the requests as appropriate to areas within their sector. ALOs play a crucial role in ensuring the appropriate records, impact statements and approvals are obtained and communicated to the ATIP Office within the designated time allowances.

ATIP analysts work closely with the relevant program areas in order to ensure that all responsive documents are identified and to ensure that the information contained within those documents are treated in accordance with the Acts to allow for government records to be appropriately disclosed to the Canadian public.

The ATIP Office will be transitioning away from an unsupported and sunseting case management solution and as such ISC and CIRNAC procured a new case management solution: ATIPXpress. This solution was chosen in the hopes that it will increase efficiency, reduce processing times, and streamline the processing of requests. This in turn could reduce the number of complaints we receive, alleviating pressures from both the Office of the Information Commissioner, and the Privacy Commissioners of Canada and improve service to the public. This new case management system provides a supported, stable, and technologically contemporary tool that provides the ability to manage both department's workloads fluidly within one system, further cutting down processing time. The solution is expected to be implemented in fiscal 2024-2025.

ATIP Operations has created and implemented a developmental program. The program is based on predetermined performance benchmarks that clearly state the expectations at each level from CR-04 to PM-06. An employee can choose to participate to develop their skills and build experience. With guidance from the team leaders, employees can advance within the organization.

This program was created to be open and transparent in order to develop and retain current staff and provide growth opportunities within the ATIP Office. The developmental program is highly successful and each year more and more analysts graduate to higher PM levels. During this reporting

period, eleven analysts were promoted or provided acting opportunities based on their success in the program.

The Department has continued to meet its publication requirements in this reporting period. The Department has published briefing material titles submitted to the Minister and Deputy Minister on a monthly basis as well as the summaries of the completed requests on the Open Government Portal, thereby continuing to improve communication with applicants and promoting transparency.

The Department continued to use the Microsoft Office 365 tools to communicate internally and engage with key stakeholders. The ATIP office also leveraged these tools for the transfer of information with sectors to allow for business continuity within the hybrid workplace structure.

To better serve our clients, the Department participates in the Access to Information and Privacy Online Request Service. Our clients can submit requests under the Act through this online channel administered by TBS.

In April 2023, the ATIP Office returned on-site in a hybrid model. Pandemic response conditions substantially reduced the use of paper. During this reporting period, the office mostly received electronic requests and records, and in most cases provided release packages electronically to applicants with the use of E-post Connect, which was implemented in February 2020.

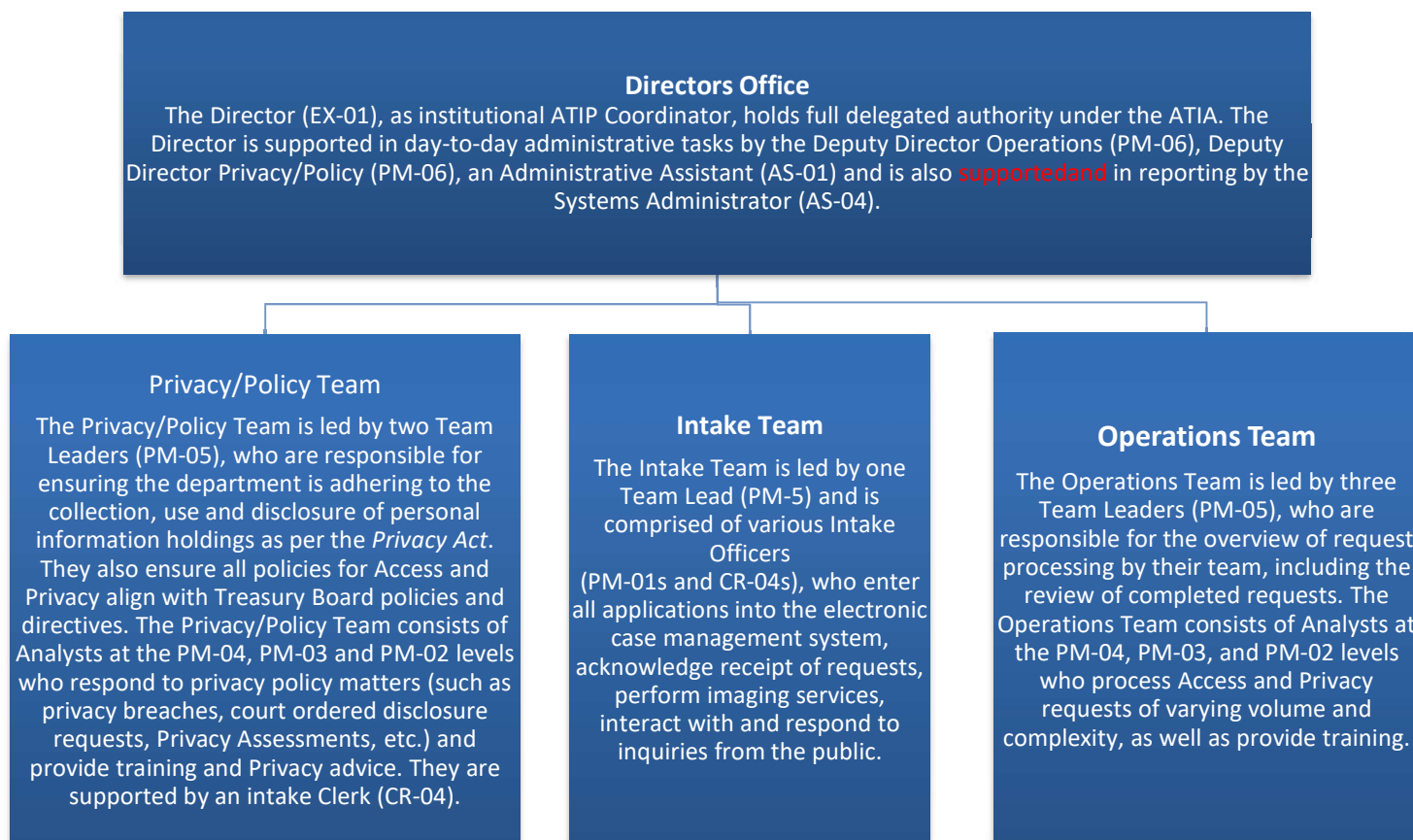
The Department continues to use electronic tools to facilitate the collection, consultation and processing of information even with the return to the workplace.

III. Delegation Order

Under section 95 of the ATIA, the Minister's authority may be delegated to departmental officials in order to administer the ATIA within ISC.

During the reporting period, the delegation order signed by Minister Marc Miller on November 6, 2020, was in effect ([Appendix A](#)). Under section 95 of the ATIA, the order delegates full authority and responsibility for the ATIA to the following positions:

- Deputy Minister
- Associate Deputy Minister
- Corporate Secretary
- ATIP Coordinator
- ATIP Deputy Directors



PERFORMANCE

IV. Interpretation of the Statistical Report

ISC's Statistical Report and Supplemental Report were submitted to the Treasury Board Secretariat (TBS) on July 15th, 2024 ([Appendix B](#)). The Report details various aspects of the requests ISC received and processed during the period of April 1, 2023 to March 31, 2024.

1. Requests under the Access to Information Act

1.1 Number of requests

In 2023-2024, ISC received 363 requests, representing a decrease of approximately 12% compared to the 412 received in 2022-2023 (Table 1.1). With the addition of the 312 requests that were carried over from the previous year, this reflected a total of 675 requests to be processed in the course of the reporting period. The department completed 421 requests, 58 or 14% more than received, and carried 254 requests into the next reporting period 2024-2025.

The listing of ISC's completed access to information requests can be found on the [Open Canada's website](#).

Table 1.1 Number of requests 2020-2024

| Number of Requests | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|--|------------|------------|------------|------------|
| Received during reporting period | 358 | 444 | 412 | 363 |
| Outstanding from previous reporting period | 359 | 377 | 335 | 312 |
| Total | 717 | 821 | 747 | 675 |

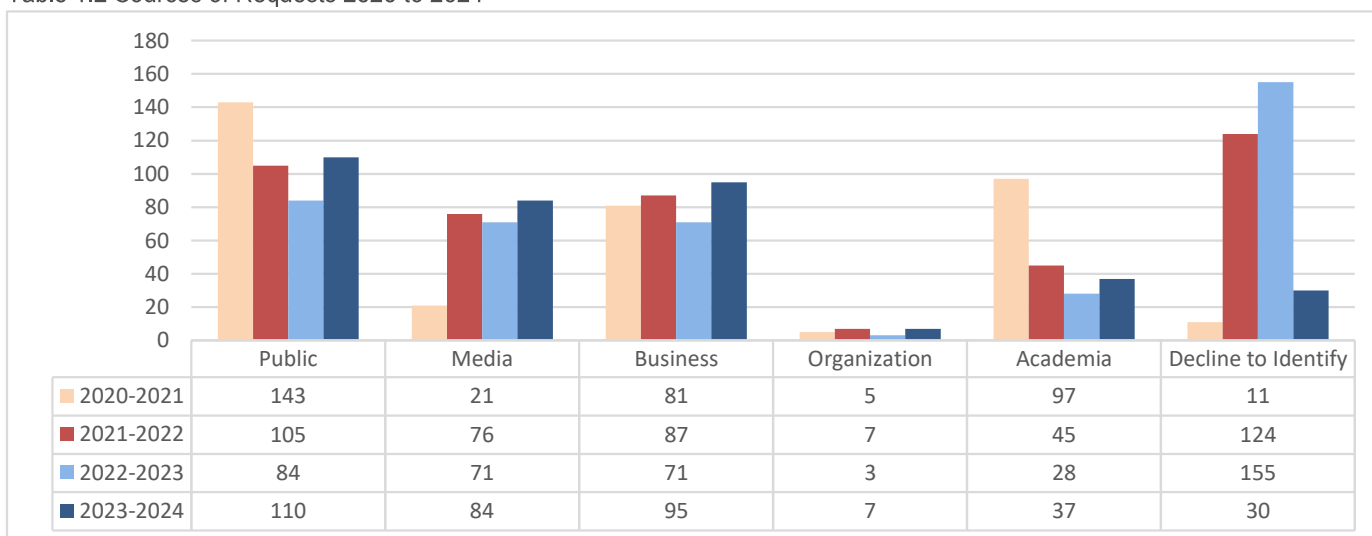
Table 1.1b 2020-2024 Number of requests closed and carried over to next reporting period

| Number of Requests | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|---------------------------------------|-----------|-----------|-----------|-----------|
| Closed during reporting period | 342 | 484 | 435 | 421 |
| Carried over to next reporting period | 375 | 337 | 312 | 254 |

1.2 Sources of requests

Of the 363 requests received during the reporting period, 110 (30%) were from the public, followed by 95 (26%) from businesses, and 84 (23%) from the media (Table 1.2). In previous years, those who declined to identify were the main source of requests.

Table 1.2 Sources of Requests 2020 to 2024



1.3 Channels of requests

The channels of requests serve to identify the mechanism used by the Canadian public to request records from the Department: Open Government of Canada Portal, e-mail, mail, phone or fax. The Government of Canada Online Portal was the most used mechanism to request records from the Department.

Table 1.3 Channels of requests

| Channel | Number of Requests |
|--------------|--------------------|
| Online | 330 |
| E-mail | 20 |
| Mail | 12 |
| In person | 0 |
| Phone | 0 |
| Fax | 1 |
| Total | 363 |

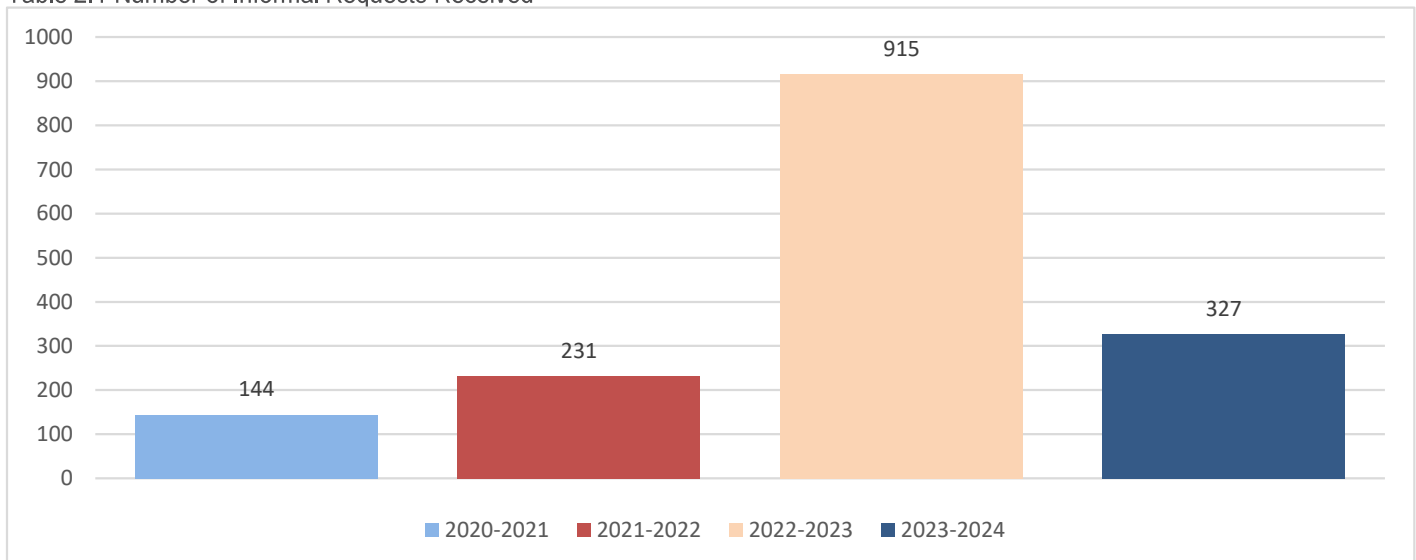
2. Informal Requests

An informal request is defined as a request for copies of previously released access to information requests. As per Treasury Board of Canada (TBS) policies, institutions are required to publicly post titles of summaries of completed requests. Government departments do not charge any application fees for the informal requests and there are no timelines for responding to the requesters. In addition, the requesters have no statutory right of complaint to the Office of the Information Commissioner of Canada (OIC).

2.1 Number of informal requests

During the 2023-2024 reporting period, ISC received 327 informal requests, an decrease of 64% compared to the 915 requests received in 2022-2023. With the addition of the 489 requests that were carried over from the previous year, this reflected a total of 816 informal requests to be processed. The Department completed 737 informal requests (90% of the informal requests) and carried 79 requests into the next reporting period 2024-2025. That represents an 84% drop in carried forward informal requests.

Table 2.1 Number of Informal Requests Received



2.2 Channels of informal requests

The channels of requests serve to identify the number and mechanism used by the Canadian public for informal requests: Government of Canada Online Portal, e-mail, mail, phone or fax. The channels of requests are a new reporting requirement. All informal requests this reporting fiscal year were received through the Government of Canada Online Portal or by e-mail.

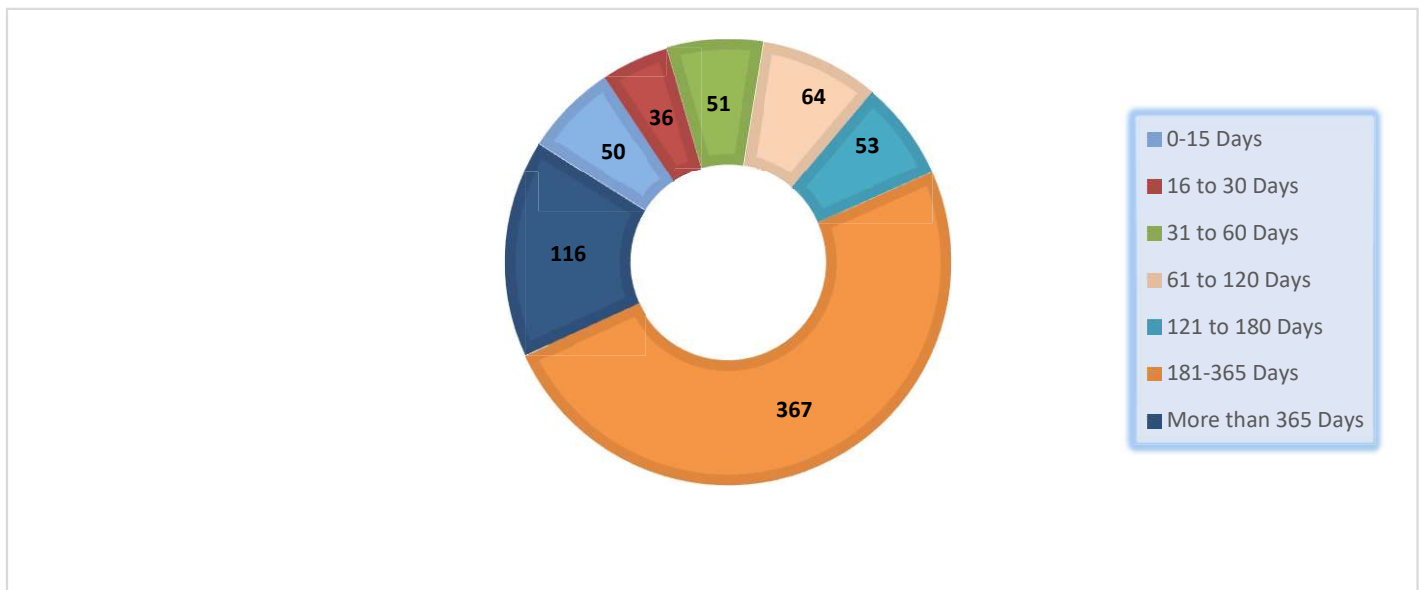
Table 2.2 Channels of requests

| Channel | Number of Requests |
|--------------|--------------------|
| Online | 295 |
| E-mail | 32 |
| Mail | 0 |
| In person | 0 |
| Phone | 0 |
| Fax | 0 |
| Total | 327 |

2.3 Completion time of informal requests

Table 2.3 (below), reports the number of requests/completion time for the 737 informal requests closed during the 2023-2024 reporting period. The table demonstrates the percentage of informal requests closed during the reporting period and the number of days it took to process and close them.

Table 2.3 Completion time of informal requests



2.4 Pages released informally

This section provides information on the number of informal requests closed in relation to pages released. Table 2.4 provides information on the number of informal requests that were closed during the 2023-2024 reporting period that fall under each range of pages released. Of the 737 requests completed, 416 were requests for copies of records previously processed through a formal access to information request.

Table 2.4 Pages released informally

| Pages Released | Number of Requests | Pages Released |
|-------------------|--------------------|----------------|
| Less than 100 | 330 | 4,671 |
| 100 to 500 | 66 | 15,240 |
| 501 to 1000 | 10 | 7,406 |
| 1001 to 5000 | 10 | 17,714 |
| Greater than 5000 | 0 | 0 |
| Total | 416 | 45,031 |

2.5 Pages re-released informally

Of the 737 informal requests completed, 321 requests were processed as re-releases. These requests were for copies of records previously processed through a formal access to information request that have had copies provided to the public informally in previous instances.

Table 2.5 Pages re-released informally

| Pages Released | Number of Requests | Pages Released |
|-------------------|--------------------|----------------|
| Less than 100 | 220 | 5,980 |
| 100 to 500 | 70 | 17,167 |
| 501 to 1000 | 21 | 13,505 |
| 1001 to 5000 | 9 | 19,828 |
| Greater than 5000 | 1 | 54,622 |
| Total | 321 | 111,102 |

3. Applications to the Information Commissioner on Declining to Act on Requests

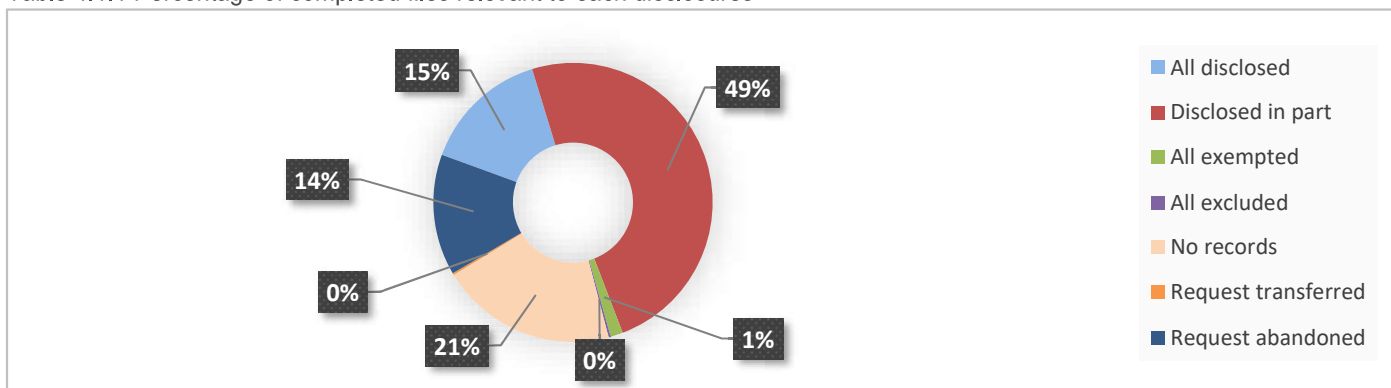
As per the Act, Departments may submit an application to the Information Commissioner to decline to act on a request considered to be vexatious, made in bad faith or considered to be an abuse of rights. However, this application must be approved by the Information Commissioner of Canada (OIC) pursuant to section 6 of the ATIA. ISC has not submitted any application to decline to act pursuant to section 6, as no requests met the set criteria for such an application during the 2023-2024 reporting year.

4. Requests closed during the reporting period

4.1 Disposition and completion time

Of the 421 formal access to information requests closed during the reporting period, ISC was able to fully or partially disclose records in 268 cases (64% of the requests) (Table 4.1.1).

Table 4.1.1 Percentage of completed files relevant to each disclosures



About 14% percent of requests were abandoned or transferred to the appropriate government institution (60 cases). Only 7 cases (2% of all requests) had the relevant records fully exempted or excluded under provisions of the Act. Finally, there were no records that existed in response to 86 cases or 20% of the requests (Table 4.1.2).

Table 4.1.2 Disposition and completion time

| Disposition of requests | Completion Time (days) | | | | | | | Total |
|--|------------------------|-----------|-----------|-----------|------------|------------|-----------|------------|
| | 1 to 15 | 16 to 30 | 31 to 60 | 61 to 120 | 121 to 180 | 181 to 365 | > 365 | |
| All disclosed | 2 | 13 | 19 | 16 | 4 | 5 | 3 | 62 |
| Disclosed in part | 1 | 4 | 20 | 41 | 31 | 52 | 57 | 206 |
| All exempted | 0 | 0 | 1 | 2 | 1 | 1 | 1 | 6 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| No records exist | 23 | 38 | 15 | 6 | 3 | 1 | 0 | 86 |
| Request transferred | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Request abandoned | 31 | 10 | 5 | 2 | 1 | 1 | 9 | 59 |
| 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 | 58 | 65 | 60 | 67 | 40 | 60 | 71 | 421 |

4.2 Exemptions

The most commonly invoked exemption applied were pursuant to section 20(1) (third party) which was applied in 278 instances. The next most commonly applied exemption was section 21(1) (advice or deliberations), was applied in 199 instances. The third most applied exemption, section 19(1) (personal information) was applied in 164 instances. Each request under the Act can have more than one exemption applied (Table 4.2).

Table 4.2 Number of requests closed where exemption provisions were invoked

| Section | Number of requests | Section | Number of requests | Section | Number of requests | Section | Number of requests |
|---------------|--------------------|------------|--------------------|------------|--------------------|----------|--------------------|
| 13(1)(a) | 0 | 16(2) | 15 | 18(a) | 3 | 20.1 | 7 |
| 13(1)(b) | 0 | 16(2)(a) | 0 | 18(b) | 2 | 20.2 | 0 |
| 13(1)(c) | 10 | 16(2)(b) | 0 | 18(c) | 0 | 20.4 | 0 |
| 13(1)(d) | 2 | 16(2)(c) | 14 | 18(d) | 1 | 21(1)(a) | 71 |
| 13(1)(e) | 6 | 16(3) | 1 | 18.1(1)(a) | 0 | 21(1)(b) | 85 |
| 14 | 6 | 16.1(1)(a) | 0 | 18.1(1)(b) | 0 | 21(1)(c) | 40 |
| 14(a) | 10 | 16.1(1)(b) | 0 | 18.1(1)(c) | 0 | 21(1)(d) | 3 |
| 14(b) | 1 | 16.1(1)(c) | 2 | 18.1(1)(d) | 0 | 22 | 1 |
| 15(1) | 0 | 16.1(1)(d) | 0 | 19(1) | 164 | 22.1(1) | 3 |
| 15(1) – I.A.* | 0 | 16.2(1) | 0 | 20(1)(a) | 2 | 23 | 33 |
| 15(1) – Def.* | 0 | 16.3 | 0 | 20(1)(b) | 129 | 23.1 | 0 |
| 15(1) – S.A.* | 0 | 16.4(1)(a) | 0 | 20(1)(b.1) | 57 | 24(1) | 0 |
| 16(1)(a)(i) | 0 | 16.4(1)(b) | 0 | 20(1)(c) | 45 | 26 | 1 |
| 16(1)(a)(ii) | 0 | 16.5 | 0 | 20(1)(d) | 45 | | |
| 16(1)(a)(iii) | 0 | 16.6 | 0 | | | | |
| 16(1)(b) | 0 | 17 | 0 | | | | |
| 16(1)(c) | 1 | | | | | | |
| 16(1)(d) | 0 | | | | | | |

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

4.3 Exclusions

In 2023-2024, the Department applied 7 mandatory exclusion provisions on requests completed. (Table 4.3)

Table 4.3 Number of requests closed where exclusion provisions were applied

| Section | Number of requests | Section | Number of requests | Section | Number of requests |
|---------|--------------------|----------|--------------------|-----------------|--------------------|
| 68(a) | 1 | 69(1) | 1 | 69(1)(g) re (a) | 0 |
| 68(b) | 0 | 69(1)(a) | 1 | 69(1)(g) re (b) | 0 |
| 68(c) | 0 | 69(1)(b) | 0 | 69(1)(g) re (c) | 0 |
| 68.1 | 1 | 69(1)(c) | 0 | 69(1)(g) re (d) | 0 |
| 68.2(a) | 1 | 69(1)(d) | 0 | 69(1)(g) re (e) | 0 |
| 68.2(b) | 1 | 69(1)(e) | 1 | 69(1)(g) re (f) | 0 |
| | | 69(1)(f) | 0 | 69.1(1) | 0 |

4.4 Format of information released

Over the course of this reporting period, the majority of responses were provided to the requesters electronically through E-post Connect or through e-mail. On two (2) occasions, individuals who did not have access to retrieve records electronically were provided with paper copies through regular mail. (Table 4.4)

Table 4.4 Format of information released

| Paper | Electronic | | | | Other |
|-------|------------|----------|-------|-------|-------|
| | E-Record | Data Set | Video | Audio | |
| 2 | 266 | 0 | 0 | 0 | 0 |

4.5 Complexity

The following sections details several factors affecting the complexity of requests that were completed throughout 2023-2024.

4.5.1 Relevant pages processed and disclosed

Of the 421 requests closed, 334 requests generated a total of 150,556 pages processed. The total amount of pages disclosed during the reporting year was 71,741, a 35% decrease from the 110,811 pages disclosed in the previous reporting period. (Table 4.5.1)

Table 4.5.1 Relevant pages processed and disclosed

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 150,556 | 71,741 | 334 |

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

Of the 334 requests, 192 requests (57%) required the processing of 100 pages or less. 101 requests contained 101-1000 pages to be processed. However 41 requests (12%) had more than 1,001 pages to be reviewed accounting for 109,023 pages of records processed. (Table 2.5.2)

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

| Disposition | < 100 pages | | 101-500 pages | | 501-1000 pages | | 1001-5000 pages | | > 5000 pages | |
|------------------------------|-------------|-------|---------------|--------|----------------|--------|-----------------|--------|--------------|--------|
| | Requests | Pages | Requests | Pages | Requests | Pages | Requests | Pages | Requests | Pages |
| All disclosed | 44 | 1,048 | 8 | 1,479 | 6 | 3,889 | 4 | 6,668 | 0 | 0 |
| Disclosed in part | 93 | 3,067 | 62 | 15,288 | 18 | 12,703 | 32 | 67,933 | 1 | 10,485 |
| All exempted | 5 | 233 | 0 | 0 | 1 | 728 | 0 | 0 | 0 | 0 |
| All excluded | 1 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Abandoned | 49 | 102 | 3 | 872 | 3 | 2,117 | 3 | 6,555 | 1 | 17,382 |
| 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 | 192 | 4,457 | 73 | 17,639 | 28 | 19,437 | 39 | 81,156 | 2 | 27,867 |

4.5.3 Relevant minutes processed and disclosed for audio formats

No audio files were provided to the ISC ATIP office in response to an ATIA request.

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

No audio files were provided to the ISC ATIP office in response to an ATIA request.

4.5.5 Relevant minutes processed and disclosed for video formats

No video files were provided to the ISC ATIP office in response to an ATIA request.

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

No video files were provided to the ISC ATIP office in response to an ATIA request.

4.5.7 Other complexities

During the reporting period, the Department consulted other federal institutions 49 times and non-federal government organizations 57 times. The most frequently consulted institutions included Department of Justice, Public Safety, and Privy Council Office. Consultations with third parties were required in 516 instances with First Nations, organizations, and businesses. More than one institution can be consulted per request. Other complexities included requests with high profile subject matter, requests for contents of a database, and instances where records needed to be retrieved from other regions (Table 4.5.7).

Table 4.5.7 Other complexities

| Disposition | Consultation required | Legal advice sought | Other | Total |
|---|-----------------------|---------------------|-----------|------------|
| All disclosed | 10 | 0 | 20 | 30 |
| Disclosed in part | 98 | 17 | 59 | 174 |
| All exempted | 6 | 0 | 0 | 6 |
| All excluded | 0 | 1 | 0 | 1 |
| Abandoned | 5 | 0 | 20 | 25 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 |
| Total | 119 | 18 | 99 | 236 |

4.6 Closed Requests

4.6.1 Number of requests closed within legislated timelines

The following section reports the number and percentage of requests closed within legislated timelines with or without extensions during the current reporting period. Overall, 245 requests, representing 58% of the 421 requests, were closed within the legislative timelines. Compliance has decreased with a 17% variance compared to the previous reporting period.

Table 4.6.1 Requests closed within legislated timelines

| | |
|---|-------|
| Number of requests closed within legislated timelines | 245 |
| Percentage of requests closed within legislated timelines (%) | 58.19 |

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

During the reporting period, ISC did not respond within the statutory timelines on 176 occasions. The majority of deemed refusals (late) were a result of challenges in the Department’s ability to retrieve records and process requests with existing resource levels. Other challenges experienced by the ATIP Office included: finding and hiring staff at junior levels for the Developmental Program meeting the basic requirements; large volume of records for a few files; and a large volume of files received in a short time frame, which contributed to surges in workload that was not manageable with existing resources. This receipt of Orders from the Information Commissioner also necessitated the reassignment of senior analysts and sector specialists. Additionally, external consultations with Indigenous organizations and other institutions create additional pressures. All of these factors affected the workload and overall performance for the Department.

Table 4.7.1 Reasons for not meeting legislated timelines

| Number of requests closed past the legislated timelines | Principal Reasons | | | |
|---|---|-----------------------|-----------------------|-------|
| | Interference with Operations / Workload | External Consultation | Internal Consultation | Other |
| 176 | 114 | 44 | 5 | 13 |

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

Requests closed beyond legislated timelines include files where an extension was requested. For the current reporting period the total number of closed requests that were deemed refusals (late) is broken down by the number of days that elapsed past the legislated timelines. During this reporting period 60 requests had no extensions applied and were closed beyond the legislated timelines. 116 requests applied extensions pursuant to section 9(1) of the Act and were closed beyond the legislated timelines.

Table 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 |
|--|--|--|
| 1 to 15 days | 8 | 12 |
| 16 to 30 days | 6 | 8 |
| 31 to 60 days | 9 | 13 |
| 61 to 120 days | 14 | 18 |
| 121 to 180 days | 4 | 10 |
| 181 to 365 days | 8 | 15 |
| > 365 days | 11 | 40 |
| Total | 60 | 116 |

4.8 Requests for translation

During the reporting period, there were no instances where a requester asked for responsive records to be translated to another official language.

5. Extensions

5.1 Reasons for extensions and disposition of requests

With a workload of 675 formal access to information requests for 2023-2024, reflecting both requests received and carried over from previous fiscal year, a total of 324 extensions were applied pursuant to section 9(1) of the Act. The most prevalent reason for extending deadlines during this reporting period was for interference with operations (high workload) which was applied 201 times, representing 62% of all extensions. In addition, 13% (42 extensions) were taken due to necessary consultations with other departments and another 25% (81 extensions) due to necessary consultations with third-parties including but not limited to First Nations.

In cases where extensions were applied pursuant to section 9(1)(a), due to volume/interference, it resulted in a full or partial disclosure in 171 times. Where an extension was taken pursuant to either 9(1)(b) or 9(1)(c) due to necessary consultations, records were disclosed in full or in part in 111 out of 117 instances representing 95% (Table 5.1).

5.1 Reasons for extensions and disposition of requests

| Disposition of Requests Where an Extension Was Taken | 9(1)(a) | 9(1)(b) | | 9(1)(c) |
|--|---------------------------------------|--------------|-----------|--------------------|
| | Interference Operations / Workload | Consultation | | Third-Party Notice |
| | | Section 69 | Other | |
| All disclosed | 29 | 0 | 2 | 4 |
| Disclosed in part | 142 | 7 | 30 | 68 |
| All exempted | 4 | 0 | 2 | 3 |
| All excluded | 0 | 0 | 0 | 0 |
| Request abandoned | 15 | 0 | 1 | 0 |
| No records exist | 11 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 |
| Total | 201 | 7 | 35 | 81 |

5.2 Length of extensions

The majority of extensions, more specifically 282 extensions or 87%, requested and applied during the reporting period were for a length of time of 120 days or less (Table 5.2).

More than one type of extension may be taken for a single request. The number of extensions reported is not necessarily equal to the number of requests involved.

Table 5.2 Length of extensions

| Length of extensions | 9(1)(a) | 9(1)(b) | | 9(1)(c) |
|----------------------|---------------------------------------|--------------|-----------|--------------------|
| | Interference Operations / Workload | Consultation | | Third party notice |
| | | Section 69 | Other | |
| 30 days or less | 51 | 0 | 6 | 4 |
| 31 to 60 days | 47 | 4 | 12 | 36 |
| 61 to 120 days | 78 | 3 | 16 | 25 |
| 121 to 180 days | 19 | 0 | 0 | 10 |
| 181 to 365 days | 6 | 0 | 1 | 6 |
| 365 days or > | 0 | 0 | 0 | 0 |
| Total | 201 | 7 | 35 | 81 |

6. Fees

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

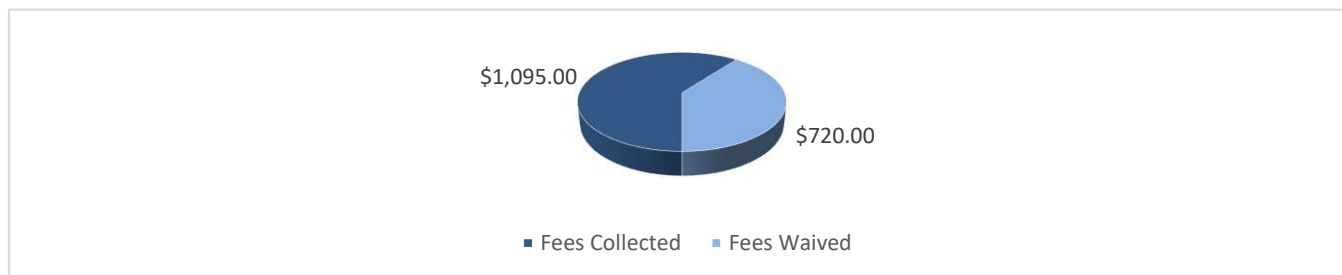
In accordance with the changes to the ATIA that came into force on June 21, 2019, ISC may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the Regulations. Pursuant to section 11 of the ATIA, institutions can waive this application fee as deemed appropriate.

In November 2023, ISC made the decision to eliminate the \$5 fee for all applicants when submitting a formal request under the ATIA for the purpose of advancing Indigenous reconciliation. As of December 1, 2023, this took effect meaning that all requests submitted to our department through the ATIP Online request portal no longer required payment.

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

Under the authority of the ATIA, prior to the decision to eliminate all application fees, the Department collected a \$5 application fee for 219 requests, a total of \$1,095 (Table 5). 144 requests did not require fees and therefore a total of \$720.00 was waived.

Table 6. Fees collected and waived



7. Consultations Received from other Institutions and Organizations

The Access to Information and Privacy Office communicates with other departments in order to ensure legislative timelines are met.

7.1 Consultations received from other Government of Canada institutions and organizations

The Department received 71 consultations from other government institutions for a total of 2,966 pages and 16 consultations from other organizations with another 1,358 pages to review. 12 files from the previous year were carried over, for a total of 99 consultations in 2023-2024 (Table 7.1). A total of 92 consultations were completed, which included the review and release of 6,345 pages.

Consultation received from *Other Government of Canada institutions* are other government institutions subject to the Act and *Other organizations* includes provincial governments, territories, and municipalities in addition to consultations received from other countries.

Table 7.1a Consultation received and carried over from the previous reporting period from other Government of Canada institutions and organizations

| Consultations | Other Government of Canada Institutions | Pages to Review | Other Organizations | Pages to Review |
|--|---|-----------------|---------------------|-----------------|
| Received during reporting period | 71 | 2,966 | 16 | 1,358 |
| Outstanding from the previous reporting period | 12 | 2,765 | 0 | 0 |
| Total | 83 | 5731 | 16 | 1358 |

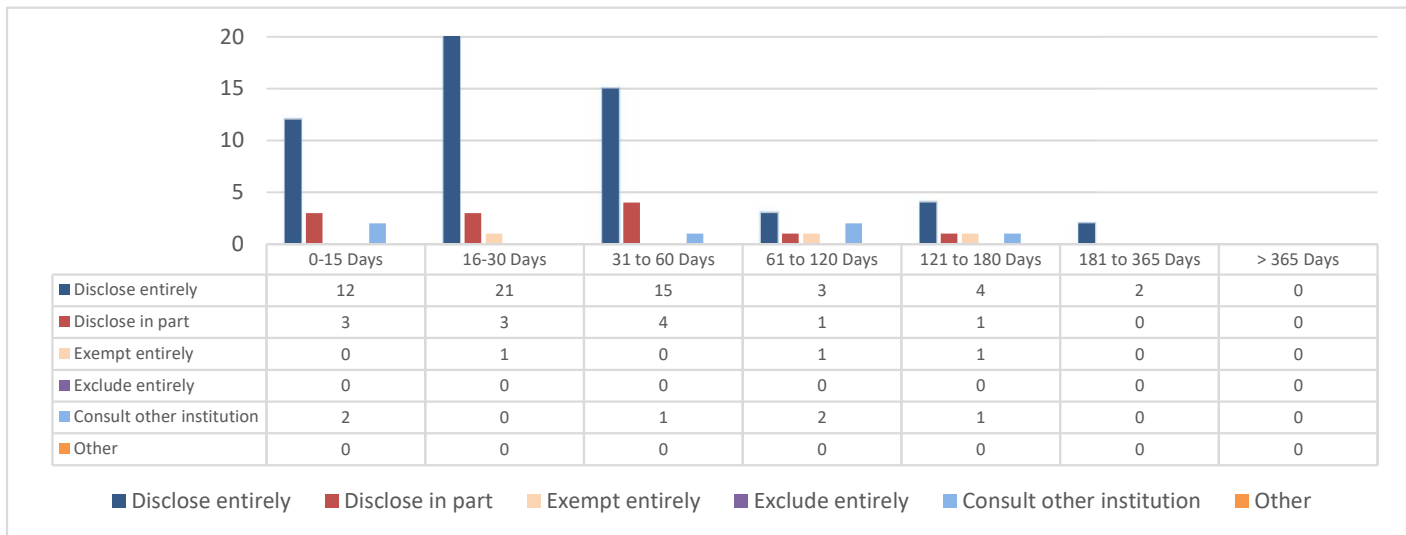
Table 7.1b Consultation received from other Government of Canada institutions and organizations closed and carried over to next reporting period

| Consultations | Other Government of Canada Institutions | Pages to Review | Other Organizations | Pages to Review |
|---------------------------------------|---|-----------------|---------------------|-----------------|
| Closed during the reporting period | 78 | 5,084 | 14 | 1,261 |
| Carried over to next reporting period | 5 | 647 | 2 | 97 |

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

In 2023-2024, of the 78 consultations completed for other Government of Canada institutions, 57 consultations or 73% were recommended by the Department for full disclosure (Table 7.2). 62 consultations or 79%, were completed within 60 days of their receipt. There were 9 occurrences or 12% where the Department required longer than 120 days to provide a response to their request.

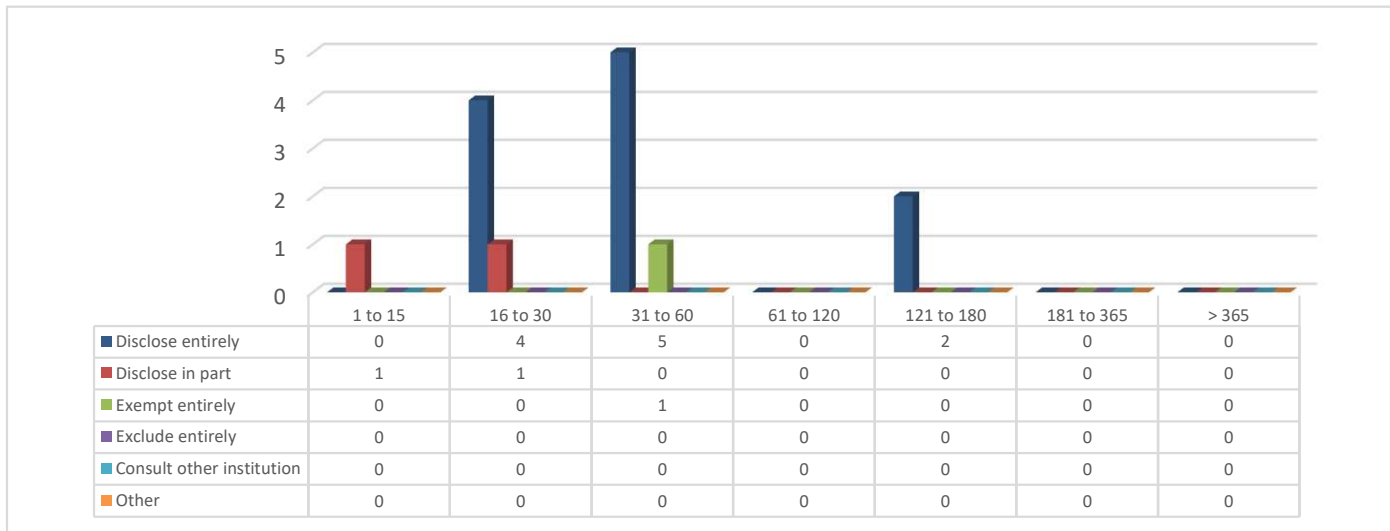
Table 7.2 Consultation and completion time for consultations received from other Government of Canada institutions



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

In 2023-2024, the Department received 16 new consultation requests from other organizations and a total of 14 consultations were closed in the course of the same period. Of the 14 consultations, 11 or 78% were recommended by the Department to be disclosed in their entirety as we had no objections to the release of the relevant records provided.

Table 7.3 Recommendations and completion time for consultations received from other organizations



8. Completion time of Consultations on Cabinet Confidences

This section provides details on the number of completed consultations during the current reporting period in regards to the application of Section 69 (cabinet confidences) of the Act. In some instances, a file may have required more than one consultation concerning the application of Section 69. For this reason, the number of consultations may not necessarily reflect the total number of closed requests where consultations on Section 69 were completed.

8.1 Requests with Legal Services

In 2023-2024, 18 consultations were sent for the application of Section 69 of the Act to the Departmental Legal Services Unit, due to possible Cabinet confidences (Table 8.1). A response was received within 60 days in 15 instances, with two (2) taking up to 120 days to obtain a response. A total of 206 pages were recommended to be disclosed.

Table 8.1 Requests with Legal Services

| Number of Days | < 100 | | 100–500 | | 501–1,000 | | 1,001–5,000 | | > 5,000 | |
|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Pages Processed | | Pages Processed | | Pages Processed | | Pages Processed | | Pages Processed | |
| | Requests | Pages Disclosed | Requests | Pages Disclosed | Requests | Pages Disclosed | Requests | Pages Disclosed | Requests | Pages Disclosed |
| 1 to 15 | 3 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 12 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 2 | 108 | 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 |
| > 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 18 | 206 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

8.2 Requests with Privy Council Office

In 2023-2024, ISC did not send any consultation requests to the Privy Council Office.

9. Complaints and Investigations

A Complaint Coordinator has been identified who oversees the processing of complaints with the Office of the Information Commissioner (OIC) and tracks the progress made on complaints. Regular meetings are held with the OIC where the

progress and status of complaint files are discussed for resolution. These meetings have assisted with the closing of numerous complaints files during the reporting period.

The annual statistical report requires institutions to identify sections of the Act under complaint (section 32, 30(5) 35 and 37).

- Section 32 captures a new formal complaint from the OIC;
- Section 30(5) captures when a complaint is discontinued or abandoned;
- Section 35 requires the institution to make representations against a complaint to the OIC; and
- Section 37 is the formal finding of the OIC and closure of the complaint.

9.1 Investigations

During the 2023-2024 reporting period, 40 new complaints were registered with the OIC. The ATIP office processed a total of 22,846 pages under complaint during this reporting period. A majority of complaints received were regarding requests in deemed refusal, having not met the legislated timelines to respond. The department received 23 notices pursuant to subsection 30(5), ceased to investigate and 2 (two) request pursuant to section 35 Formal Representations.

Table 9.1 Investigations

| Section 32 Notice of intention to investigate | Subsection 30(5) Ceased to investigate | Section 35 Formal Representations |
|---|--|-----------------------------------|
| 40 | 23 | 2 |

9.2 Reports of findings

During the current reporting period, the Department worked with the OIC to successfully close 41 complaints. Of the 41 closed complaints, the department received the initial reports for 2 (two) reports and 2 (two) final reports. The additional 37 complaints did not require a report of findings due to having received an early resolution or cease to investigate notice from the OIC.

Table 9.2 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 |
| 2 | 0 | 2 | 2 | 0 | 2 |

10. Court Action

One application was filed before the Federal Court pursuant to section 41 of the Act during the 2023- 2024 reporting period.

11. Resources related to the *Access to Information Act*

11.1 Allocated Costs

In 2023-2024, ISC spent a total of \$2,058,891 on staffing, overtime, and, goods and services. Of this total, \$667,426 was spent for goods and services which included the purchase of a new case management system, developmental training for employees, and professional services contracts. These amounts reflect the level of effort in support of ISC's responsibilities pursuant to the Act (Table 11.1).

Table 11.1 Costs

| Expenditures | | Amount |
|---------------------------------|-----------|-------------|
| Salaries | | \$1,340,223 |
| Overtime | | \$51,242 |
| Goods and Services | | \$667,426 |
| Professional services contracts | \$477,053 | |
| Other | \$190,373 | |
| Total | | \$2,058,891 |

11.2 Human Resources

In 2023-2024, ISC allocated a total 15.056 full time employees (FTE), including the services of two consultants and a casual employee, in the course of the reporting period (Table 11.2).

V. Monitoring Compliance

The ATIP Office does weekly, monthly, quarterly and ad hoc reporting on all aspects of ATIP Operations and compliance with all levels of staff. During the reporting period there were weekly meetings with Minister's Office, Deputy Minister's Office, Parliamentary Affairs and Communications in order to present the incoming and outgoing requests. Monthly statistical reporting of ATIP Operations is completed and presented to the Corporate Secretary, as well as quarterly reporting on the compliance of sectors and regions that were tasked to retrieve or review records. The Director of ATIP meets on an ad hoc basis to discuss non-compliance with the sector heads. The System Administrator is responsible for all reporting functions including the time taken to process access to information requests and Operations Unit compliance.

All levels of analysts prepare consultations with other government departments, however a Team Leader will review and send the consultation only when there is an intention to disclose in order to limit inter-institutional consultations. Discretion is appropriately exercised and reviewed by a Team Leader each time a consultation is required.

When a request is received by the Intake Unit, a search is done to ensure that the request is unique or novel. Duplicate or similar requests are offered informally to improve access. For frequently requested types of information, the Intake Unit maintains an evergreen list of topics and subjects for ease of reference. This process repeated for each request received to reduce the workload of the Operations unit and sectors, thereby easing the burden on the Department as a whole and improving access for the public.

The ATIP Office has included contracts, information sharing agreements and information sharing arrangements in its process for publishing of programs and activities, and the information holdings related to programs and activities, of government institutions (InfoSource).

VI. Training and Awareness

During the reporting period, the ATIP Office provided ATIP 101 and 102 training sessions consisting of ATIP awareness and information and specific ATIP Liaison Officer training, respectively. These training sessions provide general ATIP information such as purpose of the Access to Information and Privacy Acts, history, as well as general applications of the Acts. Included is departmental specific information, such as most commonly applied exemptions and information on working effectively with Indigenous partners. The ATIP Liaison Officer training addresses common practices and processes for each sector, compliance and internal service standards. In addition to these training sessions, the ATIP Office meets bi-yearly with ATIP Liaison Officers for a Town Hall session in order to establish open and transparent communication with our internal partners. This past fiscal year, a total of 160 ISC staff were trained in ATIP 101 and 102 sessions.

Ad hoc training sessions are often provided by ATIP Team Leaders and the Deputy Directors with all levels of staff, including but not limited to, senior management, Deputy Minister's and Minister's offices. These sessions range from ATIP awareness sessions, informal briefings on the Acts or a topics of interest related to ATIP. One-on-one training sessions are also done with senior manager and the Director and Deputy Directors. These types of training and awareness is to ensure consistency with the application of the Acts and create open and transparent dialogue within the Department

VII. Policies, Guidelines, and Procedures

The ATIP Office strives to update their internal policies and procedures in order to comply with new Treasury Board of Canada directives and policies. This past fiscal year, the ATIP Office updated their Proactive Publication procedures in order to streamline the process. Due to the influx of orders received by the Office of the Information Commissioner of Canada, the process for informing the Deputy Minister and responding to orders were updated. Guidelines for dealing with medical files, simple privacy requests, and day school requests were also updated during this reporting period. The ATIP Manual, consisting of all policies and procedures within the unit, was also updated. Procedures that were updated include: Closing of Requests; Complaints Procedure; Informal Requests chapters; and Release Chart Procedures.

Proactive Publication

VIII. Proactive Publication under Part 2 of the ATIA

Proactive publication is a department wide effort with contributions from multiple sectors across both ISC and CIRNAC, including the Corporate Secretariat, Human Resources and Workplace Services, and the Chief Finances, Results and Delivery Officer sector. Certain publications such as briefing binders, briefing note title lists, and packages of briefing material are reviewed by the ATIP office prior to publication. The table below outlines each legislative requirement, section of the Act, publication timeline, the link to the publication, and the overall compliance for the 2023-2024 year (Table 12.1).

Table 12.1 Proactive Publication Requirements Table

| Legislative Requirement | Section | Publication Timeline | Link to Publication | Compliance % | Institutional Requirement |
|---|---------|--|---|--------------|---------------------------|
| All Government Institutions as defined in section 3 of the Access to Information Act | | | | | |
| Travel Expenses | 82 | Within 30 days after the end of the month of reimbursement | Government Travel Expenses Open Government - Government of Canada | 90% | X |
| Hospitality Expenses | 83 | Within 30 days after the end of the month of reimbursement | Government Hospitality Expenses Open Government - Government of Canada | 90% | X |
| Reports tabled in Parliament | 84 | Within 30 days after tabling | Reports (sac-isc.gc.ca) Open Government Portal (canada.ca) | 100% | X |
| 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 | | | | | |
| Contracts over \$10,000 | 86 | Q1-3: Within 30 days after the quarter, Q4: Within 60 days after the quarter | Search Government Contracts over \$10,000 (canada.ca) | 100% | X |
| Grants & Contributions over \$25,000 | 87 | Within 30 days after the quarter | Grants and Contributions (canada.ca) | 100% | X |
| Packages of briefing materials prepared for new or incoming deputy heads or equivalent | 88(a) | Within 120 days after appointment | N/A | N/A | X |
| 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 | Briefing Note Titles and Numbers (canada.ca) | 100% | X |
| 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 | Committee Appearances - Briefing Documents (sac-isc.gc.ca) | 100% | X |
| 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 | Search Government Position Reclassifications Open Government - Government of Canada | 50% | X |
| Ministers | | | | | |
| Packages of briefing materials prepared by a government institution for new or incoming ministers | 74(a) | Within 120 days after appointment | Briefing documents (sac-isc.gc.ca) | N/A | X |
| 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 | Briefing Note Titles and Numbers (canada.ca) | 100% | X |
| 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 | Question Period Notes (canada.ca) | 100% | X |
| 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 | Committee Appearances - Briefing Documents (sac-isc.gc.ca) | 100% | X |
| Travel Expenses | 75 | Within 30 days after the end of the month of reimbursement | Government Travel Expenses Open Government - Government of Canada | 57% | X |
| Hospitality Expenses | 76 | Within 30 days after the end of the month of reimbursement | Government Hospitality Expenses Open Government - Government of Canada | 57% | X |
| Contracts over \$10,000 | 77 | Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter | Search Government Contracts over \$10,000 (canada.ca) | 100% | X |
| 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 | N/A | N/A | N/A |

HIGHLIGHTS

V. 2023-2024 Points of Interest

Since November 30, 2017, the ATIP Office has administered the *Access to Information Act* as a shared service for both Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC). This past fiscal year (2023-2024) was the sixth full year of reporting for Indigenous Services Canada under the ATIA and PA.

The Department received 363 ATIA requests and closed 421. It processed 150,556 pages of records under the legislation and carried over 254 files into the new fiscal year (2024-2025).

During this reporting period, there was a considerable increase in the number of requesters who identified themselves as members of the public, which represents 30% of the requests received and a sharp decrease in those requesters that “decline to identify”. Requesters self identifying as businesses and media followed at 26% and then 23%, respectively.

In addition, 87 requests for consultation were received from other federal institutions and organizations with a total page count of 6,345 pages processed.

Furthermore, the Department completed 737 informal requests in the course of the 2023-2024 reporting period. This is an increase of 41% from the previous fiscal year where 435 informal request were completed.

The majority of exemptions applied pursuant to the ATIA were subject to section 20 (third party information). The second most applied exemption was section 21(1) (advice or deliberations) and the third was section 19(1) (personal information).

Extensions were requested beyond 30 days, pursuant to Section 9(1)(a) of ATIA, for interference with operations, due to the increase demand on the ATIP Office and the Department and associated workloads.

The Department received 40 complaints from the Office of the Information Commissioner, closed 41 and processed 22,846 pages under complaints.

Pursuant Bill C-58, and the amendments to the ATIA which added a requirement for mandatory proactive publication of specific information produced by

government institutions, the Department has remained compliant and continues to ensure publication of all required documents either on the departmental website or Open Canada.

During the fiscal year, the ATIP office provided recommendations to sectors concerning the proactive disclosure of their documents. A total of 32 files were processed and 2,992 pages were reviewed.

ATIP Office also trained a total of 160 employees on the ATIA and the *Privacy Act* (PA) in 2023-2024.

The ATIP Office continuously monitors progress on all ATIA request files. Reports are prepared monthly to ensure compliance with legislative timelines so that risks can be mitigated. Each quarter reports are produced on the Department’s performance in meeting legislative time frames and these are shared with senior management.

In December, 2023, the Department took the initiative to waive all fees for incoming Access to Information requests to remove existing barriers to access for Indigenous requesters.

In 2023-2024, ISC spent a total of \$2,058,891 on staffing and goods and services in support of the ATIA. This includes the purchase of a new case management system.

A total of 17.289 person years dedicated to Access to Information Activities. This included 15 full time employees (FTE), 0.278 casual employees, 2 (two) consultants to help reduce backlog files.

APPENDIX A

Order of Delegation of the *Access to Information Act* dated November 6, 2020

Ministre des Services
aux Autochtones



Minister of
Indigenous Services

Ottawa, Canada K1A 0H4

Delegation Order

L'ordonnance de délégation de pouvoirs

Access to Information Act and Privacy Act

Loi sur l'accès à l'information et Loi sur la protection des renseignements personnels

I, the Minister of Indigenous Services Canada, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby delegate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as head of Indigenous Services Canada, under the provisions of the *Act* and related regulations set out in the schedule opposite each position. This delegation supersedes all previous delegation orders.

En ma qualité de ministre de les Services aux Autochtones Canada et en vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant les dits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de Services aux Autochtones Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.

Minister of Indigenous Services Canada
Ministre de les Services aux Autochtones Canada

6 November 2020

Date

Canada

Delegation of Authority Schedule / Annexe de délégation de pouvoirs

Access to Information Act Loi sur l'accès à l'information

| Provision / Disposition | Description | DM / SM | AsDM / SoMD | Corp Sec / Sec | Dir ATIP / Dir, ATIP | Deputy Dir, ATIP / Dir adj, ATIP |
|--|--|---|-------------|----------------|----------------------|----------------------------------|
| | All powers, duties and functions under the <i>Access to Information Act</i> , R.S.C. 1985, c. A-1 (prior to and following February 11, 2020) and related regulations (prior to and following February 11, 2020) / Tous les pouvoirs, tâches et fonctions en vertu de la Loi sur l'accès à l'information, R.S.C. 1985, ch. A-1 (avant et après le 11 février, 2020) et réglementations associées (avant et après le 11 février, 2020) | Full authority unless identified below/ Autorité absolue sauf indication contraire ci-dessous | | | | |
| 4(2.1) | Responsibility of government institutions / Responsable de l'institution fédérale | . | . | . | . | . |
| 6.1(1) | Reasons for declining to act on request / Motifs pour ne pas donner suite à la demande | . | . | . | . | . |
| 6.1(1.3), (1.4), (2) | Notice – suspension, end of suspension/ Avis – de la suspension, de la fin de la suspension | . | . | . | . | . |
| 7 | Notice when access requested / Notification | . | . | . | . | . |
| 8(1) | Transfer of request / Transmission de la demande | . | . | . | . | . |
| 9 (1) | Extension of time limits / Prorogation du délai | . | . | . | . | . |
| 9(2) | Notice of extension to Information Commissioner / Avis de prolongation au Commissaire à l'information | . | . | . | . | . |
| 10 | Where access is refused / Refus de communication | . | . | . | . | . |
| 11(2) | Application Fee Waiver / Dispense de versement des droits | . | . | . | . | . |
| 12(2)(b) | Language of access / Version de la communication | . | . | . | . | . |
| 12(3)(b) | Access to record in alternative format / Communication sur support de substitution | . | . | . | . | . |
| Exemption Provisions of the <i>Access to Information Act</i> / Dispositions d'exception de la Loi sur l'accès à l'information | | | | | | |
| 13 | Information obtained in confidence / Renseignements obtenus à titre confidentiel | . | . | . | . | . |
| 14 | Federal-provincial affairs / Affaires fédéraux-provinciales | . | . | . | . | . |
| 15 | International affairs and defence / Affaires internationales et défense | . | . | . | . | . |
| 16 | Law enforcement and investigations / Enquêtes | . | . | . | . | . |
| 16.5 | <i>Public Servants Disclosure Protection Act</i> / <i>Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i> | . | . | . | . | . |
| 17 | Safety of individuals / Sécurité des individus | . | . | . | . | . |
| 18 | Economic interests of Canada / Intérêts économiques du Canada | . | . | . | . | . |
| 18.1 | Economic interest of certain government institutions / Intérêts économiques de certaines institutions fédérales | . | . | . | . | . |
| 19 | Personal information / Renseignements personnels | . | . | . | . | . |
| 20 | Third party information / Renseignements de tiers | . | . | . | . | . |
| 21 | Advice, etc. / Avis, etc. | . | . | . | . | . |
| 22 | Testing procedures, tests and audits / Examens et vérifications | . | . | . | . | . |
| 22.1 | Internal Audits / Vérifications internes | . | . | . | . | . |
| 23 | Protected information – solicitors, advocates and notaries / Renseignements protégés : avocats et notaires | . | . | . | . | . |
| 23.1 | Protected information – patents and trade-marks / Renseignements protégés : brevets et marques de commerce | . | . | . | . | . |
| 24 | Statutory prohibitions against disclosure / Interdictions fondées sur d'autres lois | . | . | . | . | . |

| Provision / Disposition | Description | DM / SM | AsDM / SoMD | Corp Sec / Sec | Dir ATIP / Dir, | Deputy Dir, ATIP / Dir adj, |
|--|--|---------|-------------|----------------|-----------------|-----------------------------|
| Other Provisions of the Access to Information Act / Autres dispositions de la Loi sur l'accès à l'information | | | | | | |
| 25 | Severability / Prélèvements | . | . | . | . | . |
| 26 | Refusal of access if information to be published / Refus de communication en cas de publication | . | . | . | . | . |
| 27(1), (4) | Notice to third parties / Avis aux tiers | . | . | . | . | . |
| 28(1)(b), (2), (4) | Representations of third party and decision / Observations des tiers et décision | . | . | . | . | . |
| 33 | Notice to Information Commissioner of notices to third parties / Avis au Commissaire à l'information des avis aux tiers | . | . | . | . | |
| 35(2)(b) | Right to make representations / Droit de présenter des observations | . | . | . | . | |
| 37(1)(c) | Notice of actions to implement recommendations of Commissioner / Avis des mesures pour la mise en œuvre des recommandations du Commissaire | . | . | . | . | |
| 37(4) | Access to be given to complainant / Communication accordée au plaignant | . | . | . | . | |
| 41(2) | Review by Federal Court – government institution / Révision par la Cour fédérale : institution fédérale | . | . | . | . | |
| 43(2) | Service or notice of application to Federal Court for review / Signification et avis de demande à la Cour fédérale pour révision | . | . | . | . | |
| 44(2) | Notice to person who requested record / Avis à la personne qui a fait la demande | . | . | . | . | |
| 52(2)(b), 52(3) | Special rules for hearings / Règles spéciales pour les auditions | . | . | . | . | |
| 94 | Annual report – government institutions / Rapport annuel des institutions fédérales | . | . | | | |
| 96(3) | Notice of Provision of services related to access to information / Avis de fourniture de services liés à l'accès à l'information | . | . | | | |
| 96(5) | Spending authority / Dépense des recettes | . | . | | | |
| Access to Information Act – Regulations / Règlement sur l'accès à l'information | | | | | | |
| 6(1) | Transfer of request / Transmission de la demande | . | . | . | . | . |
| 8 | Method of access / Méthode d'accès | . | . | . | . | . |
| 8.1 | Limitations in respect of format / Restrictions applicables au support | . | . | . | . | . |

Privacy Act
Loi sur la protection des renseignements personnels

| Provision / Dispositio n | Description | DM / SM | ASDM / SoMD | Corp Sec / Sec | Dir ATIP / Dir, | Deputy Dir, ATIP / Dir adj, AIPP |
|---|---|---|-------------|----------------|-----------------|-------------------------------------|
| | All powers, duties and functions under the Act and Regulations | Full authority unless identified below/ Autorité absolue sauf indication contraire ci-dessous | | | | |
| 8(2)(j) | Disclosure for research or statistical purposes / Communication pour des travaux de recherche ou de statistique | • | • | • | • | |
| 8(2)(m) | Disclosure in the public interest or in the interest of the individual / Communication dans l'intérêt public ou de l'individu | • | • | • | • | |
| 8(4) | Copies of requests under paragraph 8(2)(e) / Copies des demandes faites en vertu de l'alinéa 8(2)e | • | • | • | • | • |
| 8(5) | Notice of disclosure under paragraph 8(2)(m) / Avis de communication dans le cas de l'alinéa 8(2)m | • | • | • | • | |
| 9(1) | Record of disclosures to be retained / Relevé des cas d'usage | • | • | • | • | • |
| 9(4) | Consistent uses / Usages compatibles | • | • | • | • | • |
| 10 | Personal information to be included in personal information banks / Renseignements personnels versés dans les fichiers de renseignements personnels | • | • | • | • | |
| 14(a) | Notice where access requested / Notification de l'auteur de la demande | • | • | • | • | • |
| 14(b) | Giving access to the record / Communication du document | • | • | • | • | • |
| 15 | Extension of time limits / Prorogation du délai | • | • | • | • | • |
| 16 | Where access is refused / Refus de communication | • | • | • | • | • |
| 17(2)(b) | Language of access / Version de la communication | • | • | • | • | • |
| 17(3)(b) | Access in an alternative format / Communication sur support de substitution | • | • | • | • | • |
| Exemption Provisions of the Privacy Act / Dispositions d'exception de la Loi sur la protection des renseignements personnels | | | | | | |
| 18(2) | Exempt banks / Fichiers in-consultables | • | • | • | • | • |
| 19 | Information obtained in confidence / Renseignements obtenus à titre confidentiel | • | • | • | • | • |
| 20 | Federal-provincial affairs / Affaires fédéraux-provinciales | • | • | • | • | • |
| 21 | International affairs and defence / Affaires internationales et défense | • | • | • | • | • |
| 22 | Law enforcement and investigations / Application de la loi et enquêtes | • | • | • | • | • |
| 22.3 | <i>Public Servants Disclosure Protection Act / Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i> | • | • | • | • | • |
| 23 | Security clearances / Enquêtes de sécurité | • | • | • | • | • |
| 24 | Individuals sentenced for an offence / Individus condamnés pour une infraction ⁸¹ kil b | • | • | • | • | • |
| 25 | Safety of individuals / Sécurité des individus | • | • | • | • | • |
| 26 | Information about another individual / Renseignements concernant un autre individu | • | • | • | • | • |
| 27 | Protected information – solicitors, advocates and notaries / Renseignements protégés : avocats et notaires | • | • | • | • | • |
| 27.1 | Protected information – patents and trade-marks / Renseignements protégés : brevets et marques de commerce | • | • | • | • | • |
| 28 | Medical records / Dossiers médicaux | • | • | • | • | • |

| Provision / Disposition | Description | DM / SM | AsDM / SoMD | Corp Sec / Sec | Dir ATIP / Dir, | Deputy Dir, ATIP / Dir adj, AIPP |
|--|--|---------|-------------|----------------|-----------------|----------------------------------|
| Other Provisions / Autres dispositions | | | | | | |
| 33(2) | Right to make representations / Droit de présenter des observations | . | . | . | . | |
| 35(1)(b) | Notice of actions to implement recommendations of Commissioner / Avis des mesures pour la mise en œuvre des recommandations du Commissaire | . | . | . | . | |
| 35(4) | Access to be given to complainant / Communication accordée au plaignant | . | . | . | . | |
| 36(3)(b) | Notice of actions to implement recommendations of Commissioner concerning exempt banks / Avis des mesures pour la mise en œuvre des recommandations du Commissaire au sujet des fichiers in-consultables | . | . | . | . | |
| 51(2)(b),(3) | Special rules for hearings / Règles spéciales pour les auditions | . | . | . | . | |
| 72 | Annual report to Parliament / Rapport annuel au Parlement | . | . | | | |
| 73.1(3) | Notice of Provision of services related to privacy / Avis de fourniture de services liés à la protection des renseignements personnels | | | | | |
| 73.1(5) | Spending authority / Dépense des recettes | | | | | |
| Privacy Regulations / Règlement sur la protection des renseignements personnels | | | | | | |
| 7 | Retention of personal information requested under paragraph 8(2)(e) / Conservation des renseignements personnels demandés en vertu de l'alinéa 8(2)e) | . | . | . | . | . |
| 9 | Examination of information / Consultation sur place | . | . | . | . | . |
| 11(2),11(4) | Notification concerning corrections / Avis concernant les corrections | . | . | . | . | . |
| 13(1) | Disclosure of personal information relating to physical or mental health / Communication des renseignements personnels concernant l'état physique ou mental | . | . | . | . | . |
| 14 | Examination in presence of medical practitioner or psychologist / Consultation en présence d'un médecin ou d'un psychologue | . | . | . | . | . |

Legend

| | |
|---|-----------------------------------|
| . | Delegated / Délégué |
| | No Delegation / Pas de délégation |

Position Titles / Titres de poste

| | |
|--|----------------------------|
| Deputy Minister / Sous-ministre | DM / SM |
| Associate Deputy Minister, / Sous-ministre délégué | AsDM / SoMD |
| Corporate Secretary / Secrétaire du Ministère | Corp Sec / Sec Min |
| Director (Coordinator), Access to Information and Privacy / Directrice (teur) (Coordinatrice (teur)), Accès à l'information et protection des renseignements personnels (AIPP) | Dir ATIP / Dir, AIPP |
| Deputy Director, ATIP / Directrice(teur) adjointe, Accès à l'information et de la protection des renseignements personnels | Deputy Dir / Dir adj, AIPP |

APPENDIX B

Statistical Report on the Access to Information Act



Government
of Canada

Gouvernement
du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Indigenous Services Canada

Reporting period: 4/1/2023 to 3/31/2024

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

1.1 Number of requests

| | | Number of Requests |
|---|-----|--------------------|
| Received during reporting period | | 363 |
| Outstanding from previous reporting periods | | 312 |
| • Outstanding from previous reporting period | 146 | |
| • Outstanding from more than one reporting period | 166 | |
| Total | | 675 |
| Closed during reporting period | | 421 |
| Carried over to next reporting period | | 254 |
| • Carried over within legislated timeline | 74 | |
| • Carried over beyond legislated timeline | 180 | |

1.2 Sources of requests

| Source | Number of Requests |
|---------------------------|--------------------|
| Media | 84 |
| Academia | 37 |
| Business (private sector) | 95 |
| Organization | 7 |
| Public | 110 |
| Decline to Identify | 30 |
| Total | 363 |

1.3 Channels of requests

| Source | Number of Requests |
|--------------|--------------------|
| Online | 330 |
| E-mail | 20 |
| Mail | 12 |
| In person | 0 |
| Phone | 0 |
| Fax | 1 |
| Total | 363 |

Section 2: Informal Requests

2.1 Number of informal requests

| | | Number of Requests |
|---|-----|--------------------|
| Received during reporting period | | 327 |
| Outstanding from previous reporting periods | | 489 |
| • Outstanding from previous reporting period | 489 | |
| • Outstanding from more than one reporting period | 0 | |
| Total | | 816 |

| | |
|---------------------------------------|-----|
| Closed during reporting period | 737 |
| Carried over to next reporting period | 79 |

2.2 Channels of informal requests

| Source | Number of Requests |
|--------------|--------------------|
| Online | 295 |
| E-mail | 32 |
| Mail | 0 |
| In person | 0 |
| Phone | 0 |
| Fax | 0 |
| Total | 327 |

2.3 Completion time of informal requests

| Completion Time | | | | | | | |
|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|-------|
| 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | Total |
| 50 | 36 | 51 | 64 | 53 | 367 | 116 | 737 |

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 |
| 330 | 4671 | 66 | 15240 | 10 | 7406 | 10 | 17714 | 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 |
| 220 | 5980 | 70 | 17167 | 21 | 13505 | 9 | 19828 | 1 | 54622 |

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

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

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

| Disposition of Requests | Completion Time | | | | | | | Total |
|---|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|------------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| All disclosed | 2 | 13 | 19 | 16 | 4 | 5 | 3 | 62 |
| Disclosed in part | 1 | 4 | 20 | 41 | 31 | 52 | 57 | 206 |
| All exempted | 0 | 0 | 1 | 2 | 1 | 1 | 1 | 6 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| No records exist | 23 | 38 | 15 | 6 | 3 | 1 | 0 | 86 |
| Request transferred | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Request abandoned | 31 | 10 | 5 | 2 | 1 | 1 | 9 | 59 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 58 | 65 | 60 | 67 | 40 | 60 | 71 | 421 |

4.2 Exemptions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|---------------|--------------------|------------|--------------------|------------|--------------------|----------|--------------------|
| 13(1)(a) | 0 | 16(2) | 15 | 18(a) | 3 | 20.1 | 7 |
| 13(1)(b) | 0 | 16(2)(a) | 0 | 18(b) | 2 | 20.2 | 0 |
| 13(1)(c) | 10 | 16(2)(b) | 0 | 18(c) | 0 | 20.4 | 0 |
| 13(1)(d) | 2 | 16(2)(c) | 14 | 18(d) | 1 | 21(1)(a) | 71 |
| 13(1)(e) | 6 | 16(3) | 1 | 18.1(1)(a) | 0 | 21(1)(b) | 85 |
| 14 | 6 | 16.1(1)(a) | 0 | 18.1(1)(b) | 0 | 21(1)(c) | 40 |
| 14(a) | 10 | 16.1(1)(b) | 0 | 18.1(1)(c) | 0 | 21(1)(d) | 3 |
| 14(b) | 1 | 16.1(1)(c) | 2 | 18.1(1)(d) | 0 | 22 | 1 |
| 15(1) | 0 | 16.1(1)(d) | 0 | 19(1) | 164 | 22.1(1) | 3 |
| 15(1) - I.A.* | 0 | 16.2(1) | 0 | 20(1)(a) | 2 | 23 | 33 |
| 15(1) - Def.* | 0 | 16.3 | 0 | 20(1)(b) | 129 | 23.1 | 0 |
| 15(1) - S.A.* | 0 | 16.4(1)(a) | 0 | 20(1)(b.1) | 57 | 24(1) | 0 |
| 16(1)(a)(i) | 0 | 16.4(1)(b) | 0 | 20(1)(c) | 45 | 26 | 1 |
| 16(1)(a)(ii) | 0 | 16.5 | 0 | 20(1)(d) | 45 | | |
| 16(1)(a)(iii) | 0 | 16.6 | 0 | | | | |
| 16(1)(b) | 0 | 17 | 0 | | | | |
| 16(1)(c) | 1 | | | | | | |
| 16(1)(d) | 0 | | | | | | |

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

4.3 Exclusions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|---------|--------------------|----------|--------------------|-----------------|--------------------|
| 68(a) | 1 | 69(1) | 1 | 69(1)(g) re (a) | 0 |
| 68(b) | 0 | 69(1)(a) | 1 | 69(1)(g) re (b) | 0 |
| 68(c) | 0 | 69(1)(b) | 0 | 69(1)(g) re (c) | 0 |
| 68.1 | 1 | 69(1)(c) | 0 | 69(1)(g) re (d) | 0 |
| 68.2(a) | 1 | 69(1)(d) | 0 | 69(1)(g) re (e) | 0 |
| 68.2(b) | 1 | 69(1)(e) | 1 | 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 | |
| 2 | 266 | 0 | 0 | 0 | 0 |

4.5 Complexity

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

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 150,556 | 71,741 | 334 |

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

| Disposition | Less Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|---|-------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed |
| All disclosed | 44 | 1048 | 8 | 1479 | 6 | 3889 | 4 | 6668 | 0 | 0 |
| Disclosed in part | 93 | 3067 | 62 | 15288 | 18 | 12703 | 32 | 67933 | 1 | 10485 |
| All exempted | 5 | 233 | 0 | 0 | 1 | 728 | 0 | 0 | 0 | 0 |
| All excluded | 1 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 49 | 102 | 3 | 872 | 3 | 2117 | 3 | 6555 | 1 | 17382 |
| 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 | 192 | 4457 | 73 | 17639 | 28 | 19437 | 39 | 81156 | 2 | 27867 |

4.5.3 Relevant minutes processed and disclosed for audio formats

| Number of Minutes Processed | Number of Minutes Disclosed | Number of Requests |
|-----------------------------|-----------------------------|--------------------|
| 0 | 0 | 0 |

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

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

4.5.5 Relevant minutes processed and disclosed for video formats

| Number of Minutes Processed | Number of Minutes Disclosed | Number of Requests |
|-----------------------------|-----------------------------|--------------------|
| 0 | 0 | 0 |

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

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

4.5.7 Other complexities

| Disposition | Consultation Required | Legal Advice Sought | Other | Total |
|---|-----------------------|---------------------|-----------|------------|
| All disclosed | 10 | 0 | 20 | 30 |
| Disclosed in part | 98 | 17 | 59 | 174 |
| All exempted | 6 | 0 | 0 | 6 |
| All excluded | 0 | 1 | 0 | 1 |
| Request abandoned | 5 | 0 | 20 | 25 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 |
| Total | 119 | 18 | 99 | 236 |

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

| | |
|---|-------------|
| Number of requests closed within legislated timelines | 245 |
| Percentage of requests closed within legislated timelines (%) | 58.19477435 |

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 |
| 176 | 114 | 44 | 5 | 13 |

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 | 8 | 12 | 20 |
| 16 to 30 days | 6 | 8 | 14 |
| 31 to 60 days | 9 | 13 | 22 |
| 61 to 120 days | 14 | 18 | 32 |
| 121 to 180 days | 4 | 10 | 14 |
| 181 to 365 days | 8 | 15 | 23 |
| More than 365 days | 11 | 40 | 51 |
| Total | 60 | 116 | 176 |

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 | 29 | 0 | 2 | 4 |
| Disclosed in part | 142 | 7 | 30 | 68 |
| All exempted | 4 | 0 | 2 | 3 |
| All excluded | 0 | 0 | 0 | 0 |
| Request abandoned | 15 | 0 | 1 | 6 |
| No records exist | 11 | 0 | 0 | 0 |
| Declined to act with the approval of the Information Commissioner | 0 | 0 | 0 | 0 |
| Total | 201 | 7 | 35 | 81 |

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 | 51 | 0 | 6 | 4 |
| 31 to 60 days | 47 | 4 | 12 | 36 |
| 61 to 120 days | 78 | 3 | 16 | 25 |
| 121 to 180 days | 19 | 0 | 0 | 10 |
| 181 to 365 days | 6 | 0 | 1 | 6 |
| 365 days or more | 0 | 0 | 0 | 0 |
| Total | 201 | 7 | 35 | 81 |

Section 6: Fees

| Fee Type | Fee Collected | | Fee Waived | | Fee Refunded | |
|--------------|--------------------|------------|--------------------|----------|--------------------|--------|
| | Number of Requests | Amount | Number of Requests | Amount | Number of Requests | Amount |
| Application | 219 | \$1,095.00 | 144 | \$720.00 | 0 | \$0.00 |
| Other fees | 0 | \$0.00 | 0 | \$0.00 | 0 | \$0.00 |
| Total | 219 | \$1,095.00 | 144 | \$720.00 | 0 | \$0.00 |

Section 7: Consultations Received From Other Institutions and Organizations

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

| Consultations | Other Government of Canada Institutions | Number of Pages to Review | Other Organizations | Number of Pages to Review |
|--|--|------------------------------|---------------------|------------------------------|
| Received during the reporting period | 71 | 2966 | 16 | 1358 |
| Outstanding from the previous reporting period | 12 | 2765 | 0 | 0 |
| Total | 83 | 5731 | 16 | 1358 |
| Closed during the reporting period | 78 | 5084 | 14 | 1261 |
| Carried over within negotiated timelines | 3 | 18 | 1 | 89 |
| Carried over beyond negotiated timelines | 2 | 629 | 1 | 8 |

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

| Recommendation | Number of Days Required to Complete Consultation Requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|-----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| Disclose entirely | 12 | 21 | 15 | 3 | 4 | 2 | 0 | 57 |
| Disclose in part | 3 | 3 | 4 | 1 | 1 | 0 | 0 | 12 |
| Exempt entirely | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 3 |
| Exclude entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 2 | 0 | 1 | 2 | 1 | 0 | 0 | 6 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 17 | 25 | 20 | 7 | 7 | 2 | 0 | 78 |

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

| Recommendation | Number of Days Required to Complete Consultation Requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|-----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| Disclose entirely | 0 | 4 | 5 | 0 | 2 | 0 | 0 | 11 |
| Disclose in part | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Exempt entirely | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Exclude entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 5 | 6 | 0 | 2 | 0 | 0 | 14 |

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 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 12 | 84 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 2 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 18 | 206 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

8.2 Requests with Privy Council Office

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

Section 9: Investigations and Reports of finding

9.1 Investigations

| Section 32 Notice of intention to investigate | Subsection 30(5) Ceased to investigate | Section 35 Formal Representations |
|---|--|-----------------------------------|
| 40 | 23 | 2 |

9.2 Investigations and Reports of finding

| Section 37(1) Initial Reports | | | Section 37(2) Final Reports | | |
|-------------------------------|---|--|-----------------------------|---|--|
| Received | Containing recommendations issued by the Information Commissioner | Containing an intent to issue an order by the Information Commissioner | Received | Containing recommendations issued by the Information Commissioner | Containing orders issued by the Information Commissioner |
| 2 | 0 | 2 | 2 | 0 | 2 |

Section 10: Court Action

10.1 Court actions on complaints

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

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 | | \$1,340,223 |
| Overtime | | \$51,242 |
| Goods and Services | | \$667,426 |
| • Professional services contracts | \$477,053 | |
| • Other | \$190,373 | |
| Total | | \$2,058,891 |

11.2 Human Resources

| Resources | Person Years Dedicated to Access to Information Activities |
|----------------------------------|--|
| Full-time employees | 15.056 |
| Part-time and casual employees | 0.278 |
| Regional staff | 0.000 |
| Consultants and agency personnel | 1.955 |
| Students | 0.000 |
| Total | 17.289 |

Note: Enter values to three decimal places.