

CORRECTIONAL SERVICE CANADA

CHANGING LIVES. PROTECTING CANADIANS.



Annual Report to Parliament on the *Access to Information Act*

2022-2023

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1. Introduction

The *Access to Information Act* (ATIA) provides the Canadian public with a broad right of access to information in records under the control of a government institution. This is in accordance with the principles that government information should be available to the public and that necessary exceptions to the right of access should be limited and specific.

Section 94 of the ATIA requires that the Head of every federal government institution submits an Annual Report to Parliament on the administration of this Act over the fiscal year. The Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs has delegated the administration of the ATIA, including the reporting of the Annual Report, to the Commissioner of the Correctional Service of Canada (CSC).

This report describes how CSC fulfilled its access to information responsibilities during the reporting period Fiscal Year (FY) period of April 1, 2022 to March 31, 2023.

2. Organizational Structure

2.1 About the Correctional Service of Canada

The purpose of the federal correctional system, as defined in law, is to contribute to the maintenance of a just, peaceful and safe society by carrying out sentences for offenders sentenced to two years or more imposed by courts. This is done through the safe and humane custody and supervision of offenders, and by assisting the rehabilitation of offenders and their safe reintegration into the community as law-abiding citizens through the provision of programs in penitentiaries and in the community (*Corrections and Conditional Release Act (CCRA)*, s.3).

CSC works closely with its Public Safety portfolio partners, including the Royal Canadian Mounted Police (RCMP), the Parole Board of Canada (PBC), the Canada Border Services Agency (CBSA), and the Canadian Security Intelligence Service (CSIS), in addition to oversight bodies including the Office of the Correctional Investigator (OCI).

2.2 The Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division reports to the Director General of Rights, Redress and Resolution under the Policy Sector and has nine units:

- Intake, Processing and Retention Unit (ATIP Administrative Team)
- Access to Information Operations
- Privacy Operations
- Policy and Governance
- Disclosure and Law Enforcement
- ATIP Transformation (Backlog)
- Digitization and Stakeholder Liaison
- Strategic Compliance, Reporting and Client Management
- ATIPXPress Migration

The Intake, Processing and Retention Unit (IPRU), is responsible for processing incoming requests, generating routine correspondence, tasking retrievals of records to Offices of the Primary Interest (OPIs), fostering the quality assurance of the ATIP process, preparing final release packages, responding to inquiries received on ATIP's Toll Free number (1-844-757-8031), and providing general support to the office.

The Access to Information Operations team is responsible for reviewing records, conducting consultations with internal and external stakeholders, applying exemptions and exclusions, preparing release packages for requesters, and responding to complaints from the Office of the Information Commissioner (OIC).

The Privacy Operations team processes formal and informal requests under the PA, and responds to complaints from the Office of the Privacy Commissioner (OPC). This team has been organized into three teams:

- 1) **The Privacy Urgent Team** is responsible for responding to urgent formal privacy requests (e.g. documents requested by offenders/requesters for upcoming parole hearings, court purposes or other legal proceedings where time is of the essence, and where the individual consents to release of their personal information).
- 2) **The Strategic Privacy Response Team (SPRT) Team** is responsible for reviewing offenders' records related to health care, employment, admission and discharge, visits and correspondence, and education and training.
- 3) **The Privacy Complaint Team** is responsible for responding to delay-complaints received by the OPC and to any judicial review applications related to these complaints.

The Policy and Governance Unit (PGU) acts as a single point of contact for privacy within CSC. It develops privacy policies, guidelines, tools and procedures to support ATIP requirements within CSC. In addition, the unit provides advice, guidance and support regarding ATIP legislation and related policies; promotes privacy awareness; and manages privacy breaches, and any improper collection, use and disclosure complaints filed with the OPC. The unit also oversees Privacy Impact Assessments (PIAs); reviews Memoranda of Understanding, Information Sharing Agreements, contracts, forms and Commissioner's Directives; and delivers privacy training. The PGU is also responsible for the informal review of disciplinary, harassment and workplace violence reports for the department. This also includes complex privacy requests related to investigations as well as other sensitive files such as public interest disclosures.

The Disclosure and Law Enforcement Team oversees releases under 8(2) of the PA, including files for litigation; dangerous offender applications and long-term supervision orders; other court purposes; and on-going investigations.

The ATIP Transformation Teams (Backlog Teams) are responsible for processing files from CSC ATIP's backlog, including assessing areas of ATIP operations that could be streamlined to foster efficiencies in addressing current legacy requests and preventing future backlog of requests.

The Strategic Compliance, Reporting and Client Management Team (SCRCM) is responsible for collecting, analyzing and presenting information using various search engines and data tools to support ATIP in its reporting requirements (including the ATIP Annual Reports) and compliance rates. When fully operational, this team will also be responsible for managing CSC ATIP's relationships with its clients, and build on the existing work to promote and foster a culture of client satisfaction within CSC's ATIP Division.

The ATIPXPress Migration Team is responsible to find or develop modern software solutions to assist the Rights Redress and Resolution Branch to increase productivity and efficiency through the use of new technological solutions.

The Digitization and Stakeholder Liaison Team was responsible for CSC ATIP's digitization and modernization initiative, including leveraging new technology and the digitization of the ATIP process within CSC. This team was active until March 31, 2023, at which time its objectives were absorbed into the SCRCM team and the ATIPXPress Migration Team.

In addition, each sector, region, institution, district, parole office and community correctional centre has an ATIP liaison who assists the national ATIP Division in administering its overall responsibilities.

During the next (FY), ATIP will continue to build its capacity, including completing staffing for the second Access team, completing staffing on the Privacy Teams, adding a second dedicated team for the review of disciplinary, harassment and workplace violence reports and related privacy formal requests, and increase capacity to support policy work. Overall, CSC is currently in the process of adding another EX01 (Director, ATIP Modernization, Disclosure and Law Enforcement) position to support the management of the newly created teams in order to adequately increase CSC's compliance with its statutory obligations under both the ATIA and PA.

During the 2022-2023 fiscal year, there were 9.3 employees dedicated to access to information activities as follows:

- 9 full-time employees
- 0.3 part-time employees

CSC was not party to any service agreements under section 96 of the ATIA during this reporting period.

2.3 Initiatives and Priorities

This section will outline CSC's initiatives and priorities for ATIP, and unless otherwise noted is referring to both the ATIA and the PA, as well as both formal requests and informal requests such as information sharing with our public safety partners.

CSC is a large organization that employs approximately 18,000 employees across Canada while managing a yearly average of 21,000 offenders. The highest proportion of ATIP Division work in CSC are Privacy requests, effectively accounting for more than 90% of the total workload, while Access requests represent about 10% of all ATIP requests. Offenders and their legal representatives make 89% of the privacy requests.

Like several federal institutions, CSC has been facing many compelling challenges that have significantly increased during the past six fiscal years. However, CSC has taken important steps and launched many initiatives to address its challenges and better position ATIP for the future. At the beginning of the 2021-2022 fiscal year, CSC developed an ambitious Strategic Action Plan with the following objectives:

1. Gradually increase ATIA and PA compliance rates to attain the Treasury Board Secretariat (TBS) compliance standards;
2. Increase customer satisfaction;
3. Ensure production outpaces requests;
4. Minimize and eventually eliminate existing backlog requests;
5. Reduce the number and frequency of complaints submitted by requesters to both the OIC and OPC;
6. Sustain productivity to prevent future backlog of requests; and
7. Take measures to become an employer of choice and a leader in the ATIP Community.

CSC's Strategic Action Plan was outlined in detail in CSC's 2021-22 Annual Reports.

Some of the challenges that CSC continues to manage include:

- A persistent backlog: 7.2 million pages at the end of fiscal year 2022-2023. An average of 2 million pages (7,000 requests) received annually, with 1.7 million pages (6,408 requests) received in 2022-2023;
- A high number of historical backlog files, some dating back to 2014;
- An increase in requests for review of high risk and sensitive files (e.g. litigation files);
- A disproportionately low number of staff to respond to the demands; however significant hiring has begun and further staffing processes are underway as per pillar 1 of the Strategic Action Plan to improve results (54 Full Time Equivalents [FTEs] before 2021-2022 compared to 93 FTEs in 2022-2023);
- Requests becoming increasingly more complex, multi-faceted, inter-connected (multiple requests submitted by same requestor – largely from offenders or their legal counsel);
- A limited interest on the part of offenders to use their Case Management Team as an immediate source of request for information on their files, which drives formal ATIP requests for information;
- Technology challenges (e.g. Protected B server not suitable for Protected C or Secret documents and inmates with no access to internet);
- Staff turnover due to heavy workload, high stress and multiple competing priorities;

- A shortage of ATIP experts broadly in the federal community thereby leading to competition with other employers and ATIP community both in public and private agencies.

Given the continuing need to address these challenges and foster an environment to support CSC's ability to comply with its legislative obligations, CSC refocused its activities to respond to its ATIP requirements through the following actions:

1. Temporary Funding to Increase Production

From 2017-2018 to 2021-2022, CSC ATIP implemented and examined many initiatives to address its challenges, which were described in its previous Annual Reports.

During the current period, CSC ATIP received 2.84 million dollars in funding and succeeded in augmenting its overall complement on a permanent basis to 93 FTEs.

During the same period, the ATIP Division also continued to manage many competing priorities, including an increasing number of requests related to legal proceedings, which are sensitive and urgent in nature. To manage its backlog and its numerous competing priorities, CSC ATIP used its resources as efficiently and as strategically as possible, which has yielded significant results, described further in this section.

2. The 2021 Strategic Action Plan

In fiscal year 2021-2022, CSC developed a Strategic Action Plan for ATIP to address all issues/challenges described above on a more permanent basis. This framework continued into 2022-23 and yielded positive results, which will be described below. The comprehensive Strategic Action Plan focuses on four pillars: (1) Our Resources and People; (2) Our Infrastructure; (3) Our Culture and Practices; and (4) Our Results.

These four pillars identify various opportunities for (i) additional resources, including leveraging partnerships with academic institutions; (ii) working with our Information Management experts to strengthen our technological capabilities to fully digitize our ATIP processes; (iii) promoting a culture of client satisfaction; and (iv) ensuring accountability for timely and sustainable results.

Pillar 1: Our Resources and People

Improving compliance with obligations under the PA and the ATIA is a high priority for CSC. The organization has forecasted it will require approximately 130 FTEs to meet all its obligations under both Acts. During fiscal year 2022-2023, CSC ATIP has already secured human and financial resources for CSC's ATIP program/function to allow a gradual increase in its production and compliance rates for both Acts. As such, from FY 2021-22 to FY 2022-23, CSC increased its complement from 54 to 93 FTEs. During fiscal year 2023-2024, CSC ATIP will continue to focus on hiring the outstanding additional staff required to meet its legal obligations under the ATIP legislation.

To provide high quality service standards to requesters, the ATIP Division must attract the right people for the job. To overcome the shortage of ATIP experts in the community, CSC has been hiring and training individuals with transferable skills who are seeking careers in the Public Service and ATIP. To that effect, CSC is increasing its presence in local universities and colleges to recruit students who are interested in pursuing a career in ATIP at CSC.

It is also CSC's desire to position itself as an employer of choice. CSC ATIP is therefore also focusing on the continuing education and well-being of its staff. This includes equipping staff with proper tools, and training and mentoring analysts to increase their knowledge and application of the Acts.

CSC ATIP is also using talent management to invest in the organization's most important resource – its people. To this end, CSC will continue to recruit candidates with highly desirable skill sets and provide ongoing learning and development opportunities. It will also recognize the value of its team members and encourage them to advance within the organization. Talent management is one of the many tools that CSC ATIP is using to recruit, retain and develop a workforce that is as productive as possible and likely to stay with the organization on a long-term basis.

Equally important, CSC ATIP is working on creating a Developmental Program for ATIP analysts. At the same time, CSC is focusing on promoting the well-being of staff and ensuring there is appropriate mental and physical health support in managing the demands of their duties and functions.

Pillar 2: Our Infrastructure

Together with investments in resources and people, CSC is also putting the emphasis on modernizing its infrastructure to keep up with the changing reality of the ATIP environment and its associated challenges.

A team of specialists, led by a Deputy Director, ATIPXPress Migration, is responsible for CSC ATIP's modernization initiative (including but not limited to the migration from AccessPro Case Management to ATIPXPress). CSC will leverage technology to streamline the ATIP process. As an interim measure, CSC worked with its Preventive Security experts to use its Security Intelligence Network (SiNET) as a platform to collect Protected C documents when it must process information requests from the courts and law enforcement agencies. Ultimately, the longer-term solution is to migrate to ATIPXPress, which will allow CSC to appropriately process and store Protected C information.

Given that offenders' requests account for most of the privacy workload, and offenders and their legal representatives make 89% of the privacy requests, CSC continues to explore an Offender ATIP Portal. This option has many benefits including: (1) providing inmates access to technology with the opportunity to submit their ATIP requests electronically; (2) reducing the delays in receiving offender requests; (3) reducing/eliminating the amount of paper used to print the release packages to provide them to the offenders; and (4) significantly reducing mailing costs and delays in releasing documents to offenders.

Concurrently, CSC is exploring the piloting of tablets mobile devices for correctional institutions that provide inmates with communication, education and entertainment resources. These tablets will present an excellent opportunity to make an Offender ATIP Portal a reality, and ATIP will continue to explore this solution.

Additionally, to improve access to information, the CSC ATIP has been using the ATIP Online (AOMT) since 2020.

Pillar 3: Our Culture and Practices

From the initial ATIP request to ultimate disclosure, CSC's practices must embody a culture of responsibility and client satisfaction. To achieve this goal, CSC will continue to foster close relationships with key external organizations and keep apprised of best practices, including improving our engagement and consultation with the Offices of the Privacy and Information Commissioners, and TBS's Office of the Chief Information Officer.

CSC continues to also promote a right-of-access and client satisfaction culture. This culture shift encourages employees to recognize the rights of individuals to access their personal information and CSC's duty to enhance government accountability and transparency. CSC also continues to enhance engagement with ATIP requesters to swiftly seek clarity where required and minimize delays in fulfilling their requests.

To serve our clients to the best of our abilities, the ATIP Division is also exploring ways of processing requests more efficiently. To this end, CSC is increasing consultation with Offices of Primary Interest (OPIs) in collecting and assessing information to ensure timely responses to requesters' needs.

Furthermore, with additional resources, the ATIP teams will be able to play key and proactive roles in providing orientation, training and awareness to minimize legal risks and privacy breaches within the organization. In doing so, CSC ATIP will engage with regional management committees, institutional management committees, executive committees, sectors and regions to share best privacy practices and bring much-needed awareness in the areas of privacy and access to information.

Pillar 4: Our results

The ATIP Division is positioning itself not only to become an employer of choice, but also to be seen as a leader, a model and a flagship in the ATIP Community. CSC ATIP is therefore committed to increase PA and ATIA compliance rates over time, with the goal of attaining TBS compliance standards. It is very confident these three objectives will be achieved when its Strategic Action Plan is fully implemented, as shown by the positive results so far. As CSC continues to implement its plan, we will build on the existing results outlined below:

Positive and Promising Results:

Phase 1 of the 2021 Strategic Action Plan entailed, the creation of new teams including the Backlog Transformation Teams and the Disclosure and Law Enforcement Teams (DLET).

In fall 2022, CSC established the ATIP DLET responsible for engaging with Provincial and Territorial Crown Attorneys, Law Enforcement agencies and other public safety organizations to exchange information to foster public safety and protection of Canadians. Since commencing operations in fall 2022, DLET has responded to over 700 requests, reviewed 770,000 pages, and released approximately 550,000 pages to the requesting agencies. While these are not formal requests under the Access to Information Act or the Privacy Act, they are an important function of ATIP to meet CSC's disclosure and information sharing requirements with its criminal justice and law enforcement partners.

Phase 2 of the Strategic Action Plan effectively entails, the creation of new ATIP teams to gradually increase ATIA and PA compliance rates to meet TBS compliance standards.

The ATIP Division has created four of these new teams dedicated to Privacy requests and one to Access requests. These teams are currently partially staffed, and CSC will continue to fully staff them in 2023-24. The full implementation of Phase 2 of the Strategic Action Plan will allow CSC to comply with the ATIA and PA and to uphold the right of access of requesters.

The new teams and initiatives from Phase 1 and 2 continue to yield positive results with an approximate 145% increase in overall production in 2022-2023 (from approximately 2.2 million pages closed in 2021-2022 to approximately 3.2 million pages closed in 2022-2023). Furthermore, it is worth noting that CSC is closing almost twice the number of pages received (3.2 million pages closed in 2022-2023 versus 1.7 million pages received). Over the next three years, CSC will aim to minimize and eliminate the existing legacy backlog requests, will strive to sustain productivity to prevent developing future backlog, and improve its compliance rate.

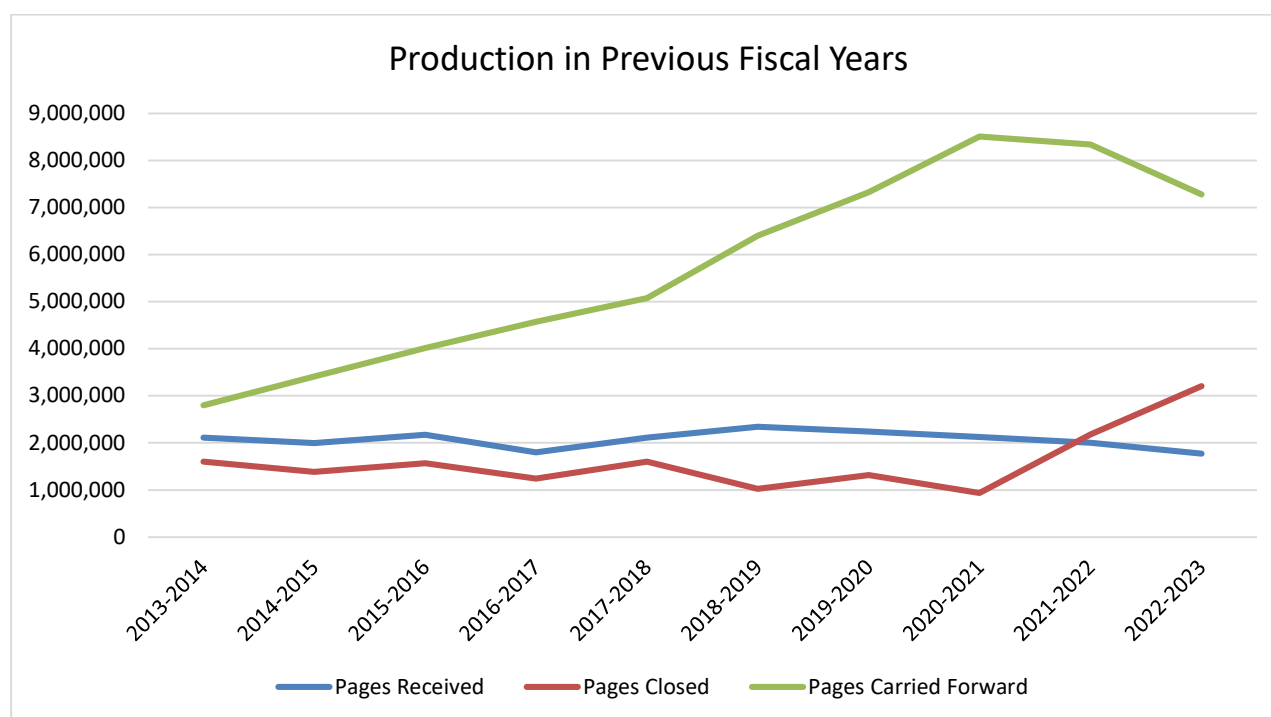
Production in Previous Years:

The following table and graph will show CSC's overall production, including formal and informal requests under both acts, and including both pages processed and pages resolved (abandoned, not relevant, etc.).

All Teams	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Pages Received	2,131,480	2,067,068	2,192,854	1,801,525	2,117,156	2,361,032	2,252,793	2,227,645	2,245,510	1,772,039
Pages Closed	1,609,364	1,389,448	1,578,083	1,244,846	1,629,940	1,033,272	1,343,565	942,540	2,216,879	3,211,619
Carried Forward	2,831,094	3,508,714	4,123,485	4,680,164	5,167,380	6,495,140	7,404,368	8,689,473	8,718,104	7,278,524

Source: ATIP Dashboard 2023-03-31

The following graph shows that during fiscal years 2021-2022 and 2022-23, CSC ATIP was successful in changing the previous trend, and making significant progress in addressing the backlog.



CSC aims to increase and maintain efficiency in processing ATIP requests, eliminate the current backlog, avoid accumulating further legacy requests while improving CSC's compliance rate. To achieve this goal, CSC ATIP production must continue to outpace the number of requests received.

Success will only be sustainable if CSC addresses both those historical requests as well as new requests simultaneously. These efforts, combined with targeted investments and cultural changes, will better equip CSC ATIP to move from reactive to proactive, and to deal with inevitable new complexities and challenges in the future.

CSC has also achieved positive results managing complaints.

3. Informal Sharing Pilot Project

Cultural changes and related options to avoid/curb future workload increases will also assist CSC ATIP to achieve its goals. For example, CSC ATIP continues to explore informal release of documents. To that effect, CSC launched a Pilot Project in two operational sites at the end of 2022-2023– Stony Mountain Institution and Bowden Institution. In 2023-2024, CSC launched the Pilot Project in an additional operational site- Saskatchewan Penitentiary. Results of the pilot project will be communicated during the next reporting period.

4. Pilot Project with the Department of Justice

In 2021-2022, CSC ATIP and CSC Legal Services Unit (LSU), in conjunction with the Department of Justice (DOJ) launched a Pilot Project entitled the Disclosure Review Process (DRP) 2.0 for litigation files. The DRP developed a process for the collection and review of documents that needed to be processed on an urgent basis and in a timely fashion for litigation purposes. Through this process, litigation teams lead the review of the collected CSC documents and determine what information is relevant, carry out the review and apply protections to all files, except for more sensitive files, including the Preventive Security and Discipline and Dissociation files. They also determine whether there are concerns with release, such as privileged information.

CSC's LSU and DOJ litigation teams engage the DLET for their review of all relevant information contained in the Preventive Security and Discipline and Dissociation files, and any other security-related information. This approach prevents "double-work" e.g. where files are reviewed more than once or where second reviews are unnecessary. DOJ lawyers are trained to recognize personal information and protect it if it is not relevant for court purposes. As such, there is no value added for them to consult CSC ATIP to confirm and identify personal information included in these files. However, DOJ will consult the DLET to obtain expert advice on complex files involving security matters.

This pilot project continued in 2022-2023, and was improved as needed based on experience. The intention is to transition to a permanent process in 2023-2024.

5. Strategy for Transforming our inventory of backlog files

During this period, CSC took significant steps to address our inventory of older files (backlog). We closed all 2013 Access and Privacy files and made significant progress in other areas as well. Two such areas include:

- Continuing a project starting in the previous fiscal year to contact requesters to determine their ongoing interest in their legacy request. CSC managed to resolve 4,474 requests totaling 1,651,857 pages (Access and Privacy requests) with this initiative.
- Starting and completing a project to resolve all requests where the requester (offender) has reached their Warrant Expiry (no longer under CSC supervision) and did not leave CSC with their updated contact information. CSC managed to resolve 3,210 Privacy requests totaling 793,326 pages with this initiative.

This transformation is a significant step to targeting our focus on requests where the requester still wants the records, which ultimately assists our clients and reduces our backlog.

6. ATIPXpress Migration

Similar to other federal departments, CSC has been using AccessPro Case Management (APCM), an ATIP software for the management of both internal and external ATIP requests since the mid-2000s. In late 2021, CSC and other federal departments were notified by Treasury Board Secretariat (TBS) that APCM will become a legacy application effective June 2023. Given that this will affect several federal departments, TBS' Office responsible for ATIP within the Government of Canada commenced the collection and coordination of business requirements to initiate a horizontal procurement process to replace APCM.

TBS finalized the Request for Proposal (RFP) in summer 2022. CSC has selected ATIPXpress, given the size of ATIP team and the complexity of requests (particularly privacy requests). CSC secured 1.2 million dollars for this purpose and initiated a procurement process in November 2022. In March 2023, CSC finalized a contract with the supplier and launched an implementation project for the new system.

The new Request for Proposal Software Solution (RPSS) solution will provide powerful new tools to the ATIP division to allow them to be more productive and effective in responding to requesters. Tools such as the Collaboration Portal and the Public Access Link (PAL) will allow our stakeholders to communicate and provide ATIP with requested documents safely and efficiently within the ATIPXpress system. The Electronic Document Review and Optical Character Recognition will add automation to the organization of records and the search for duplicate documents in larger files. Lastly, the selected product contains an Artificial Intelligence (AI) component that will provide support to the analyst by suggesting what could be redacted and will support new analysts on how to analyze a certain file.

We are very confident that the implementation of the new ATIPXpress will increase CSC's ATIP division's productivity and effectiveness to respond to all our requesters.

Goals and Vision Moving Forward

In the 2023-2024 fiscal year, CSC ATIP will turn its focus to:

- Strengthening areas of opportunity for improvement as an employer of choice;
- Increasing customer satisfaction;
- Ensuring production continues to outpace requests;
- Minimizing and eventually eliminating the existing backlog;
- Sustaining productivity to prevent future backlogs;
- Examining options to avoid future workload increases;
- Researching and implementing digitization of services; and
- Providing training and awareness to prevent beaches of personal information and increase employees' ATIP knowledge.
- The migration of Access to Information and Privacy (ATIP) AccessPro platform to ATIPXpress to enhance ATIP's capacity to respond to information requests by requesters. This work will continue

into 2023-2024, including training staff and officially adopting ATIPXpress as ATIP's request processing software.

- Complementing its previous work on resolving backlog requests by also focusing on current requests to better meet TBS compliance standards. In addition, we are refocusing our efforts on backlog requests to more recent late files. This is expected to result in fewer complaints, allowing CSC to focus even more resources on current files.

- Increasing capacity for reviewing video and audio.

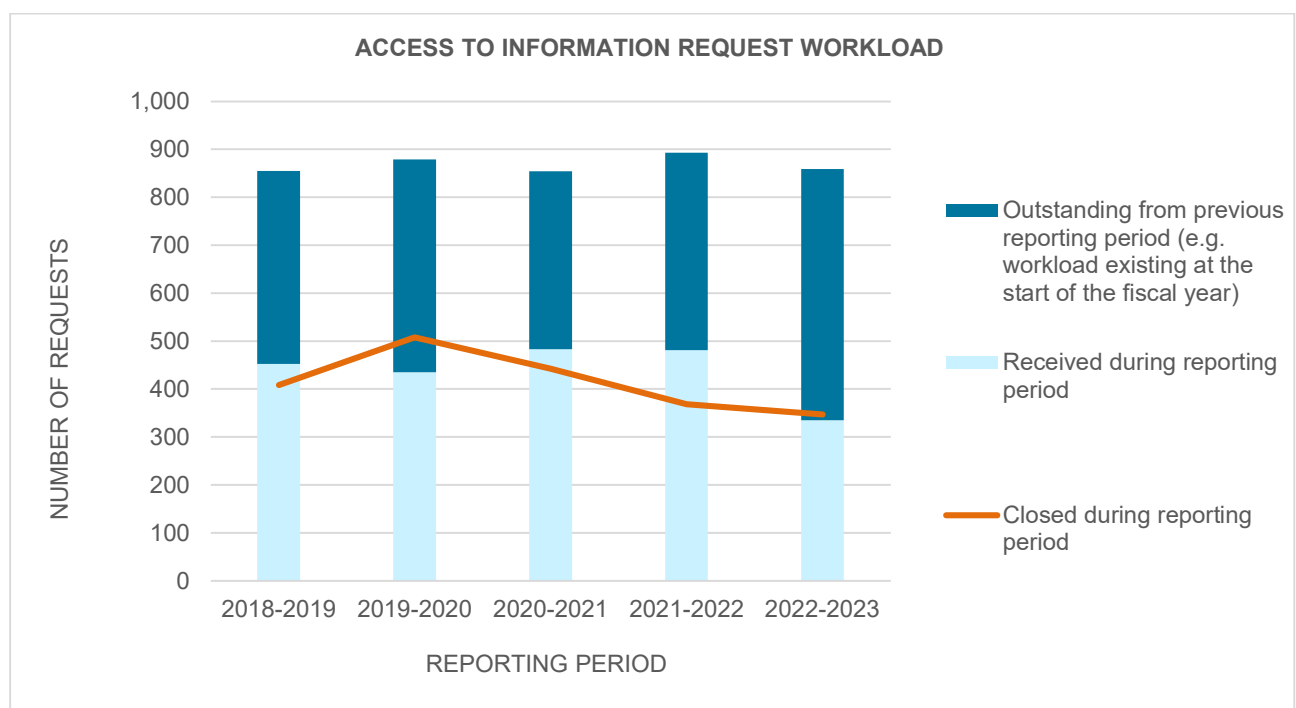
3. Delegation Order

The Commissioner of CSC is responsible for the administration of the ATIA. The Minister delegates this authority to members of departmental senior management, including the ATIP Division Departmental Coordinator (ATIP Director), to carry out their powers, duties and functions under the Act, in relation to ATIP requests. Certain authorities are delegated to positions in the ATIP Division at National Headquarters (NHQ) as shown in Appendix A of this report.

4. Performance 2022-2023

4.1 Requests Processed Under the Access to Information Act

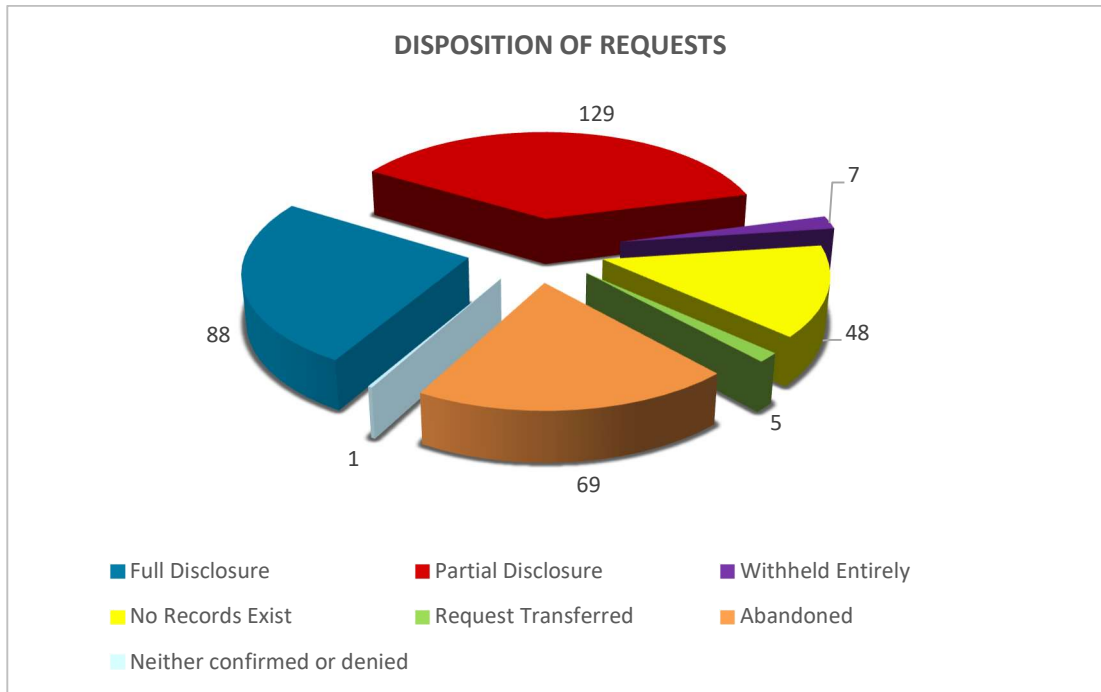
In 2022-2023, CSC received 335 ATIA requests, which represents a 30% decrease from the previous year. A total of 524 requests were carried over from the previous reporting years, totaling 859 requests requiring processing in 2022-2023. CSC responded to 347 access to information requests, representing 66% of the total number of requests received and outstanding from the previous reporting periods. Please refer to Appendix B for the Statistical Report.



This graph shows the total workload of access to information requests as a sum of requests received during the reporting period and requests outstanding from the previous reporting period. The line illustrates the trend of files closed. As the graph outlines, while the number of access to information requests had been relatively stable over the years, the current fiscal year saw a slight decrease. Efficiencies and resources continue to be implemented to address the long-standing backlog.

4.2 Disposition of Requests

Of the 347 requests completed during the 2022-2023 reporting period, 88 requests were full disclosures; 129 were partial disclosures; seven were withheld in their entirety; no records existed for 48; five were request transfers; 69 were abandoned by the requesters; and one was neither confirmed nor denied. In summary, 25% of the requests were full disclosures and 37% were partial disclosures. In total, 54,761 pages were processed.



4.3 Exemptions and Exclusions

There were 332 exemptions and three exclusions applied during this reporting period. Most exemptions invoked by CSC were under four sections of the ATIA:

- Subsection 16(1) was applied in 44 cases (13%) to protect information relating to law enforcement and investigations;
- Subsection 19(1) was applied in 128 cases (38%) to protect personal information of individuals;
- Subsection 20(1) was applied in 43 cases (13%) to protect third party information;
- Subsection 21(1) was applied in 70 cases (21%) to protect information relating to operations of government.

A complete breakdown of the exemptions and exclusions applied during this reporting period is as follows:

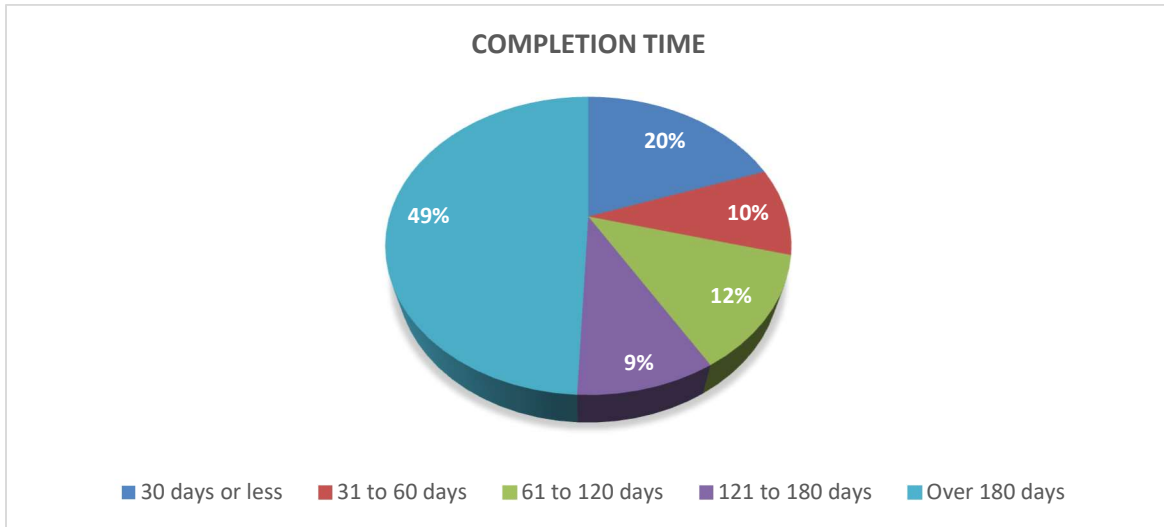
Exemption Description	Number of Times Applied
Obtained in Confidence	8
International Affairs and Defence	2
Law Enforcement and Investigation	44
Security	19
Safety of Individuals	1
Personal Information	128
Third Party Information	43
Operations of Government (Advice)	70
Testing Procedures	4
Internal Audits	2
Solicitor-Client Privilege	10
Refusal of access	1
Published information	3
Total	335

4.4 Extensions

A total of 88 extensions were taken for closed requests this reporting period. This represents a significant decrease in extensions taken for closed requests in comparison to the previous fiscal year (162).

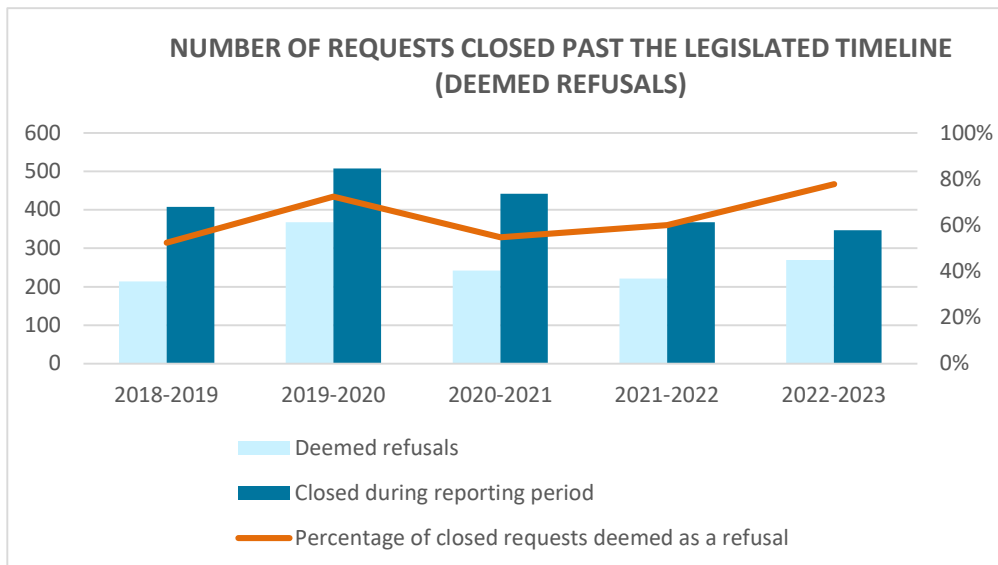
4.5 Completion Time

During the reporting period, CSC completed 68 requests in 30 days or less; 33 requests between 31 and 60 days; 43 requests between 61 and 120 days; 32 requests between 121 and 180 days; and 171 requests completed in over 180 days.



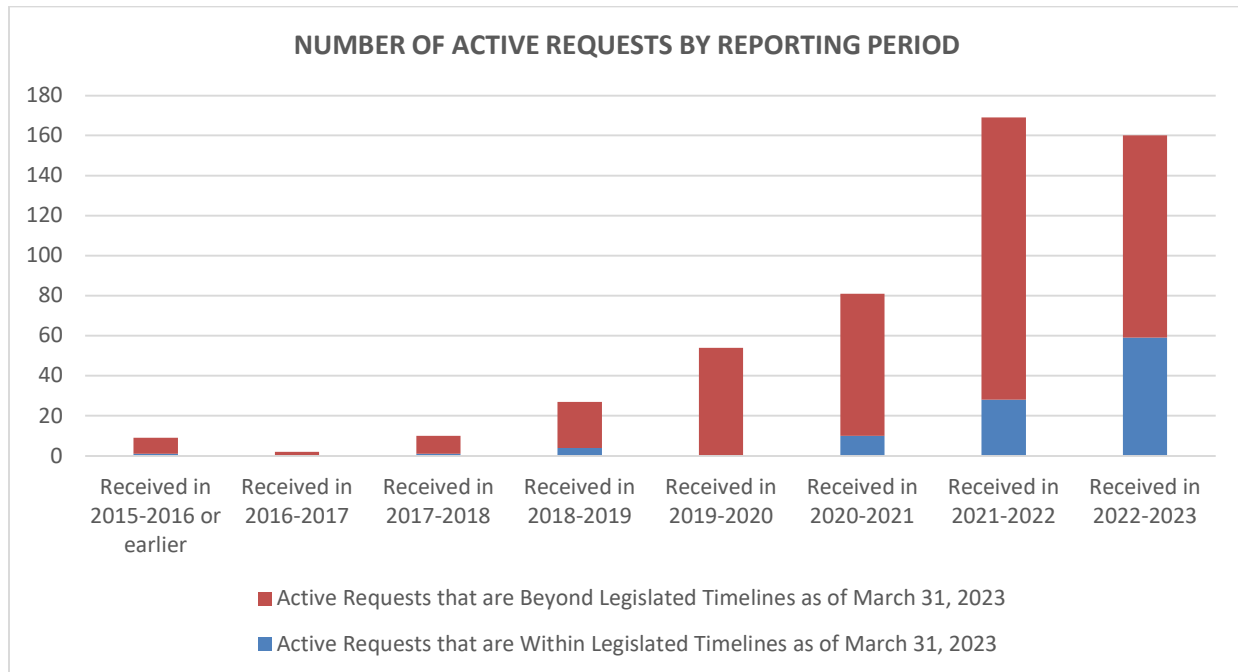
4.6 Deemed Refusals

During this fiscal year, there was an increase in the number of requests deemed as refusal – 78% of the requests (270) were closed beyond the legislated timeline, representing a 22% increase from 2021-2022. This can be attributed to an unexpected high turnover in resources during the previous fiscal year, difficulty in recruiting new analysts, and time required to train new recruits. In particular, CSC managed to create a second Access Team, but has had difficulty staffing the Team Leader position. CSC’s goal is to resolve this in 2023-2024, and have two fully functional Access Teams by the end of the fiscal year to meet CSC’s needs.



4.7 Outstanding Requests

As of the last day of the reporting period, 512 requests were outstanding and were carried over to the 2023-2024 reporting period. Of those 512 requests, 160 were received during this fiscal year, whereas 169 were received during the previous fiscal year 2021-2022. Also, six outstanding requests were initially received during fiscal year 2014-2015, three were received in 2015-2016, two were received in 2016-2017, 10 were received in 2017-2018, 27 were received in 2018-2019, 54 were received in 2019-2020, 81 were received in 2020-2021. A total of 409 of those requests were beyond the legislated timelines as of March 31, 2023, of which 101 (25%) were received during the fiscal year 2022-2023. A total of 103 outstanding requests were still considered to be within legislated timelines as of March 31, 2023.



4.8 Outstanding Active Complaints

As of March 31, 2023, there were 57 active complaints with the OIC, of which 27 were received during the current fiscal year, 17 were received during fiscal year 2021-2022, six were received in 2020-2021, and seven were received in 2019-2020.

During this reporting period, CSC received a total of 57 complaints with a total of 39 findings issued, representing a decrease in the number of complaints received during the last fiscal year (97 complaints in 2021-2022).

Most access complaints received during this reporting period are related to delay/time limit complaints.

4.9 Informal Requests

During the reporting period, 189 informal requests were received. A total of 930 requests were carried over from previous reporting years, totaling 1,119 informal requests requiring processing in 2022-2023. Informal requests included requests for previously released access to information packages. A total of 90 informal requests were closed during 2022-2023. During this fiscal year, the total number of pages re-released was 9,931 pages.

4.10 Consultations from Other Institutions and Organizations

The ATIP Division's workload involves responding to consultations in response to formal requests received by other institutions and organizations. CSC works closely with its partners in the Public Safety portfolio such as CBSA, RCMP, CSIS, PBC and OCI to respond to consultations in a timely fashion. CSC is consulted on such subjects as court cases, offender grievances, Office of the Correctional Investigator (OCI) matters, offender files, and deported individuals.

During the 2022-2023 reporting period, the number of consultations completed was 103, and the number of pages reviewed was 5,960.

4.11 COVID-19 Impact

During this reporting period, ATIP operations were not affected by COVID-19 pandemic.

5. Training and Awareness

CSC offered several training and awareness sessions in this period. In general, the sessions covered both Access to Information and Privacy topics, with some variance based on the training participants.

The PGU plays a fundamental role in developing and delivering training to employees at NHQ, Regional Headquarters and at the institutional level across Canada, as well as the ATIP staff, on ATIP related matters. PGU also continues to provide advice, and address questions and concerns regarding training, policy and guidelines, and interpretations of the Acts through its generic email account. Through the use of these email accounts, CSC staff is provided with a single point of contact to increase their knowledge of the ATIP legislation and related policies.

During this fiscal year, the ATIP Division offered three formal training and awareness sessions. The first was delivered in May 2022 to 15 participants concerning the management of protected information and privacy breaches. The second training was delivered in December 2022 in both official languages (15 participants for the English session and 17 participants of the French session) focusing on ATIP awareness for Independent External Decision-Makers. Finally, a third training session was delivered in March 2023 to 11 participants about ATIP basics and essentials.

In addition, two training sessions were provided by staff at the Prairies Regional Headquarters about ATIP awareness. One was provided to the Chiefs of Health Services and Regional Managers of Health Services, where approximately 25 participants were in attendance. The second session was delivered to health care and mental health staff at Saskatchewan Penitentiary with approximately 45 participants in attendance. Staff in the Atlantic Region also delivered one training session about general and region-specific ATIP topics to two staff members.

CSC ATIP delivered presentations to Stony Mountain Institution's inmates, Warden and parole officers on the ATIP process in June 2022, where approximately 25-30 participants attended. CSC ATIP also delivered presentations to approximately 20-30 staff in the Offender Redress Division and seven staff in the Human Rights Division, to explain the role of ATIP and provide an overview of ATIP's operations. Additionally, CSC ATIP delivered a presentation at Government of Canada wide Mentoring (Career Boot camp): Mentorship presentation to approximately 300-400 participants in February 2023. Lastly, CSC ATIP delivered a presentation at CSC-wide mentorship/learning sessions where 75 participants were in attendance and occurred several times over the reporting period. All employees have mandatory training on information management practices, as well as training specific to protecting and sharing offender information.

6. Policies, Guidelines and Procedures

There were no new or revised institution-specific policies, guidelines and procedures related to access to information that were implemented during the reporting period.

7. Proactive Publication under Part 2 of the ATIA

CSC is a government institution for the purposes of part 2 of the ATIA. As such, it is subject to sections 82 to 90 of the Access to information Act.

As a result of *Bill C-58: An Act to amend the Access to Information and Privacy Acts* receiving Royal Assent on June 21, 2019, the ATIP Division continues to work closely with Parliamentary Relations and other stakeholders on proactive publications. A total of 19 requests for proactive publication were received this fiscal year. All 19 were processed and closed. Of these, 13 (68%) were closed on time and 6 (32%) were late.

CSC's published proactive publication requirements during the 2022-2023 fiscal year can be found on open.canada.ca/en/proactive-disclosure . We also provide links on our website, at <https://www.csc-scc.gc.ca/transparency/007-0001-index-en.shtml>.

8. Complaints, Compliance Investigations and Audits

CSC's ATIP Division has made significant progress to reduce its Access complaints with the following measures:

- CSC ATIP continued to prioritize providing timely responses, including creating a second Access Team which is partially staffed.
- CSC ATIP has monthly meetings with the OIC to discuss priority files and resolve issues prior to the section 37 findings and recommendations. This allows CSC to focus our resources where they will be most effective.
- The ATIP Division has continued to make use of a divisional complaints coordinator in order to work closely with the OIC to respond to formal complaints and queries using a single point of contact.
- CSC ATIP created action plans tailored to complete requests that are the subject of Time Limits complaints.

There were no audits or compliance investigations undertaken during this fiscal year.

9. Monitoring Compliance

The Strategic Compliance, Reporting and Client Management Team (SCRCM) produces weekly reports for senior management that outlines various outputs, including the number of requests received, closed and outstanding. The SCRCM also generates ad hoc reports to monitor and report on strategic areas or "quick wins" with the objective of identifying trends and measuring performance to increase compliance with legislated timeframes.

CSC limits inter-institutional consultation to only when required for the proper exercise of discretion or when there is an intention to disclose. CSC-ATIP will only perform an inter-institutional consultation if the subject matter truly is outside of the subject matter expertise within CSC. The monitoring takes place on a case-by-case basis and is decided by the Team Leader and Deputy Director.

Additionally, CSC-ATIP will perform an informal disclosure of documents previously requested under the ATIA. A cursory review is performed to ensure that personal information belonging to the original requester is redacted in subsequent informal releases. Also, CSC-ATIP works collaboratively with Communications Engagement to ensure the accuracy and completeness of the records. CSC-ATIP's responsibility is to protect personal information or any information that falls within the ATIA. Monitoring access consultations and access informal disclosures takes place on a case-by-case basis by the Access Team Leader and Access Deputy Director.

All CSC issued contracts include General Conditions found in the Public Service and Procurement Canada (PSPC) Standard Acquisition Clauses and Conditions (SACC) Manual, which include a clause in the General Conditions that relates to Access to Information.

10. Reporting on the 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 ATIA, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

- Enabling authority: ATIA
- Fee payable: \$1,350 (The \$5.00 application fee is the only fee charged for an ATI request.)
- Total revenue: \$1,350
- Fees waived: \$105 (In accordance with the *Interim Directive on the Administration of the Access to Information Act*, issued on May 5, 2016, CSC waives all fees prescribed by the Act and Regulations, other than the \$5.00 application fee set out in paragraph 7(1)(a) of the Regulations.)
- Cost of operating the program: \$862,383

11. Federal Court

The ATIP Division did not receive any Notice of Application for Judicial Review in this reporting period.

Appendix A – Delegation Order

Access to Information Act Delegation Order

The Minister of Public Safety, pursuant to section 95(1) of the *Access to Information 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 Minister as the head of Correctional Service Canada, under the provisions of the *Access to Information Act* and related regulations set out in the schedule opposite each position. The designation replaces all previous delegation orders.

Delegate	Authorities under the <i>Access to Information Act</i> and <i>Access to Information Regulations</i>
Commissioner Senior Deputy Commissioner Assistant Commissioner, Policy Director General, Rights, Redress and Resolution Director, ATIP Deputy Directors, ATIP	Full authority
Assistant Commissioner, Communications and Engagement Assistant Commissioner, Corporate Services Assistant Commissioner, Human Resource Management	74(b)
ATIP Team Leaders / Senior Policy Advisor	Sections 4(2.1), 7(a)(b), 8(1), 9, 11(2), 12(2)(b), 12(3)(b), 13-16, 16.1, 16.5, 17-18, 18.1, 19-22, 22.1, 23, 23.1, 24-26, 27(1)(4), 28(1)(b), 28(2), 28(4), 33, 35(2)(b), 37(4), 68-69, 71(1), and 74(b) of the <i>Access to Information Act</i> and 6(1), 7(2), 7(3), 8 and 8.1 of the <i>Access to Information Regulations</i>
ATIP Analysts	Section 9 of the <i>Access to Information Act</i>

Dated, at the City of Ottawa, this 29 th day of June, 2022



The Honourable Marco E. L. Mendicino, P.C., M.P.
Minister of Public Safety

Appendix B – Access to Information Act

Statistical Report

Government
of CanadaGouvernement
du Canada

Statistical Report on the *Access to Information Act*

Name of institution:
Correctional Service of 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	335
Outstanding from previous reporting periods	524
• Outstanding from previous reporting period	295
• Outstanding from more than one reporting period	229
Total	859
Closed during reporting period	347
Carried over to next reporting period	512
• Carried over within legislated timeline	103
• Carried over beyond legislated timeline	409

1.2 Sources of requests

Source	Number of Requests
Media	50
Academia	19
Business (private sector)	9
Organization	37
Public	163
Decline to Identify	57
Total	335

1.3 Channels of requests

Source	Number of Requests
Online	184
E-mail	26
Mail	102
In person	0
Phone	0
Fax	23
Total	335

Section 2: Informal Requests

2.1 Number of informal requests

	Number of Requests
Received during reporting period	189
Outstanding from previous reporting periods <ul style="list-style-type: none"> Outstanding from previous reporting period: 181 Outstanding from more than one reporting period: 749 	930
Total	1119
Closed during reporting period	90
Carried over to next reporting period	1029

2.2 Channels of informal requests

Source	Number of Requests
Online	183
E-mail	6
Mail	0
In person	0
Phone	0
Fax	0
Total	189

2.3 Completion time of informal requests

Number of Informal Requests by 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
Number of Informal Requests	20	5	9	9	6	19	22	90

2.4 Pages released informally

	Less Than 100 Pages Released	100-500 Pages Released	501-1,000 Pages Released	1,001-5,000 Pages Released	More Than 5,000 Pages Released
Number of Requests	0	0	0	0	0
Pages Released	0	0	0	0	0

2.5 Pages re-released informally

	Less Than 100 Pages Re-released	100-500 Pages Re-released	501-1,000 Pages Re-released	1,001-5,000 Pages Re-released	More Than 5,000 Pages Re-released
Number of Requests	67	20	2	1	0
Pages Released	2,010	5,507	1,299	1,115	0

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

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

Section 4: Requests Closed During the Reporting Period**4.1 Disposition and completion time**

Completion Time by Disposition of Requests

Disposition of Requests	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	3	13	7	14	6	25	20	88
Disclosed in part	1	5	14	13	17	26	53	129
All exempted	0	0	2	1	1	3	0	7
All excluded	0	0	0	0	0	0	0	0
No records exist	3	2	6	10	5	16	6	48
Request transferred	3	2	0	0	0	0	0	5
Request abandoned	28	7	4	5	3	8	14	69
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	39	29	33	43	32	78	93	347

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(1)(c)	1	16.6	0	20.1	0
13(1)(b)	0	16(1)(d)	30	17	1	20.2	0
13(1)(c)	5	16(2)	0	18(a)	0	20.4	0
13(1)(d)	3	16(2)(a)	1	18(b)	0	21(1)(a)	30
13(1)(e)	0	16(2)(b)	0	18(c)	0	21(1)(b)	19
14	0	16(2)(c)	18	18(d)	0	21(1)(c)	11
14(a)	0	16(3)	0	18.1(1)(a)	0	21(1)(d)	10
14(b)	0	16.1(1)(a)	0	18.1(1)(b)	0	22	4
15(1)	0	16.1(1)(b)	0	18.1(1)(c)	0	22.1(1)	2
15(1) - I.A.*	2	16.1(1)(c)	0	18.1(1)(d)	0	23	10
15(1) - Def.*	0	16.1(1)(d)	0	19(1)	128	23.1	0
15(1) - S.A.*	0	16.2(1)	0	20(1)(a)	1	24(1)	0
16(1)(a)(i)	7	16.3	0	20(1)(b)	20	26	1
16(1)(a)(ii)	1	16.4(1)(a)	0	20(1)(b.1)	0		
16(1)(a)(iii)	1	16.4(1)(b)	0	20(1)(c)	12		
16(1)(b)	4	16.5	0	20(1)(d)	10		

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

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	3	69(1)(a)	0	69(1)(g) re (b)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (c)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (d)	0
68.1	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (f)	0
68.2(b)	0	69(1)(f)	0	69.1(1)	0
69(1)	0	69(1)(g) re (a)	0		

4.4 Format of information released

Paper	Electronic E-record	Electronic Data set	Electronic Video	Electronic Audio	Other
46	171	0	1	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
54,761	41,279	294

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

Number of Requests for Paper and Electronic Records Processed by Disposition Type and Pages Processed

Disposition	Less Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1001-5,000 Pages Processed	More Than 5,000 Pages Processed
All disclosed	75	9	2	2	0
Disclosed in part	75	30	11	12	1
All exempted	7	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	64	5	0	0	0
Neither confirmed nor denied	1	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	222	44	13	14	1

Number of Pages of Paper and Electronic Records Processed by Disposition Type and Pages Processed

Disposition	Less Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1001-5,000 Pages Processed	More Than 5,000 Pages Processed
All disclosed	682	1,761	1,514	2,853	0
Disclosed in part	1,968	6,615	7,801	24,380	5,643
All exempted	165	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	32	1,347	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	2,847	9,723	9,315	27,233	5,643

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

Number of Audio Requests Processed by Disposition Type and Length of Recording

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

Length of Audio Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	0	0	0
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0
Total	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
21	11	3

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

Number of Video Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	0	0	0
Disclosed in part	1	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	2	0	0
Neither confirmed nor denied	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0
Total	3	0	0

Length of Video Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	0	0	0
Disclosed in part	11	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	10	0	0
Neither confirmed nor denied	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0
Total	21	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
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	0	0	0
Total	0	0	0	0

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	77
Percentage of requests closed within legislated timelines (%)	22.19020173

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Principle Reason	Number of Requests
Interference with operations/ Workload	257
External Consultation	2
Internal Consultation	11
Other	0
Total number of requests closed past the legislated timelines	270

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	14	2	16
16 to 30 days	12	3	15
31 to 60 days	24	2	26
61 to 120 days	27	3	30
121 to 180 days	25	12	37
181 to 365 days	55	16	71
More than 365 days	43	32	75
Total	200	70	270

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: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third-Party Notice
All disclosed	18	0	4	0
Disclosed in part	39	0	9	0
All exempted	0	0	1	0
All excluded	0	0	0	0
Request abandoned	6	0	2	0
No records exist	7	0	2	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	70	0	18	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations / Workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third-Party Notice
30 days or less	19	0	12	0
31 to 60 days	27	0	6	0
61 to 120 days	13	0	0	0
121 to 180 days	7	0	0	0
181 to 365 days	1	0	0	0
365 days or more	3	0	0	0
Total	70	0	18	0

Section 6: Fees

Fee Type	Number of Requests where Fees were Collected	Amount of Fees Collected	Number of Requests where Fees were Waived	Amount of Fees Waived	Number of Requests where Fees were Refunded	Amount of Fees Refunded
Application	307	\$1,535.00	6	\$30.00	0	\$0.00
Other fees	0	\$0.00	1	\$75.00	0	\$0.00
Total	307	\$1,535.00	7	\$105.00	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	87	3,730	0	0
Outstanding from the previous reporting period	23	2,903	0	0
Total	110	6,633	0	0
Closed during the reporting period	103	5,960	0	0
Carried over within negotiated timelines	3	107	0	0
Carried over beyond negotiated timelines	4	566	0	0

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

Number of Days to Complete Consultation Requests by Recommendation

Recommendation	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
Disclose entirely	22	9	13	5	1	2	0	52
Disclose in part	5	8	12	3	1	2	0	31
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	0	1	0	0	0	0	0	1
Consult other institution	1	5	7	1	0	1	0	15
Other	0	2	1	0	0	0	0	3
Total	28	26	33	9	2	5	0	103

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

Number of Days to Complete Consultation Requests by Recommendation

Recommendation	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
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Requests with Legal Services by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

Pages Disclosed by Requests with Legal Services by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Requests with Privy Council Office by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

Pages Disclosed by Requests with Privy Council Office by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	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
57	50	57

9.2 Investigations and Reports of finding

	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
Section 37(1) Initial Reports	0	0	0
Section 37(2) Final Reports	39	0	6

Section 10: Court Action

10.1 Court actions on complaints

Number of Requests by Section 41 Type

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	\$715,667
Overtime	\$6,107
Goods and Services <ul style="list-style-type: none"> • Professional services contracts: \$0.00 • Other: \$140,609 	\$140,609
Total	\$862,383

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	9.000
Part-time and casual employees	0.333
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	9.333

Appendix C – 2022-2023 Supplemental Statistical Report on the Access to Information Act and Privacy Act



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

Name of institution: Correctional Service of 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

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	59	101	160
Received in 2021-2022	28	141	169
Received in 2020-2021	10	71	81
Received in 2019-2020	0	54	54
Received in 2018-2019	4	23	27
Received in 2017-2018	1	9	10
Received in 2016-2017	0	2	2
Received in 2015-2016	1	2	3
Received in 2014-2015	0	6	6
Received in 2013-2014 or earlier	0	0	0
Total	103	409	512

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	27
Received in 2021-2022	17
Received in 2020-2021	6
Received in 2019-2020	7
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
Total	57

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	916	3,348	4,264
Received in 2021-2022	0	3,221	3,221
Received in 2020-2021	0	2,780	2,780
Received in 2019-2020	0	3,155	3,155
Received in 2018-2019	0	3,016	3,016
Received in 2017-2018	0	2,811	2,811
Received in 2016-2017	0	943	943
Received in 2015-2016	0	81	81
Received in 2014-2015	0	86	86
Received in 2013-2014 or earlier	0	0	0
Total	916	19,441	20,357

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	54
Received in 2021-2022	26
Received in 2020-2021	15
Received in 2019-2020	4
Received in 2018-2019	4
Received in 2017-2018	3
Received in 2016-2017	1
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	107

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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Section 6: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	3
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