

2025 to 2026 Annual Report to Parliament

on the Administration of the Access to Information Act



Canada Revenue
Agency

Agence du revenu
du Canada

Canada

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the Minister of National Revenue, 2026

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Introduction

Each year, the head of every federal government institution prepares and submits a report to Parliament outlining how their institution administered the *Access to Information Act*. They must do this in keeping with:

- section 94 of the *Access to Information Act*
- section 20 of the *Service Fees Act*

The following report is tabled in Parliament under the direction of the Minister of National Revenue. It describes how the Canada Revenue Agency (CRA) administered and fulfilled its obligations under the *Access to Information Act* between April 1, 2025, and March 31, 2026. The report also discusses emerging trends, program delivery, and areas of focus for the year ahead.

Access to Information Act

The purpose of the *Access to Information Act* is to:

- increase the accountability and transparency of federal institutions to promote an open and democratic society
- enable public debate on the conduct of those institutions
- set out requirements for proactively publishing information

The Act's formal processes do not replace other ways of getting federal government information. The CRA encourages individuals and their representatives to get taxpayer information through its online self-service channels, such as **My Account** and **Represent a Client**. The CRA encourages individuals, businesses, and other groups to consider getting information through proactive disclosure online at canada.ca/en or through the CRA's automated and toll-free phone lines.

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About the Canada Revenue Agency

The Canada Revenue Agency (CRA) promotes and ensures compliance with Canada's tax legislation and regulations, and plays an important role in the economic and social well-being of Canadians. The CRA does this by administering tax programs for the Government of Canada and for provinces and territories. It also administers various social and economic benefits and incentive programs delivered through the tax system.

In addition, the CRA has the authority to partner with the provinces, territories, and other government bodies to share information. It can also administer services at their request for a fee. The CRA did not have any wholly owned subsidiaries at any time during the reporting period and did not have any service agreements under section 96 of the *Access to Information Act* to provide access to information related services to other government institutions under the responsibility of the Minister of National Revenue.

The CRA governance structure is more complex than most departments given its status as an agency with unique authorities. It includes a minister, a commissioner and chief executive officer, and a deputy commissioner, similar to other government departments. In addition, the CRA also has a board of management and a taxpayers' ombudsperson.

The **Minister of National Revenue** is accountable to Parliament for all the CRA's activities, including administering and enforcing the *Income Tax Act* and the *Excise Tax Act*.

The **Board of Management**, which the *Canada Revenue Agency Act* established, consists of 15 members appointed by the Governor in Council. Eleven of these are directors nominated by the provinces and territories. The other four members include the chair, the commissioner of the CRA and two directors nominated by the Government of Canada.

The Board is responsible for overseeing the:

- organization and the administration of the CRA
- management of the CRA's resources, services, property, personnel, and contracts
- development of the corporate business plan
- approval of the CRA's departmental results reports and its audited financial statements

As the CRA's chief executive officer, the **Commissioner** is responsible for the day-to-day administration and enforcement of the program legislation that falls under the Minister of National Revenue's delegated authority. The Commissioner is accountable to the Minister and must assist and advise them about the legislated authorities, duties, functions, and Cabinet responsibilities. The Commissioner is also an ex-officio member of the Board and is accountable to it for the:

- daily administration of the CRA

- supervision of its employees
- implementation of management policies

The Commissioner is supported by the **Deputy Commissioner**, and together they make sure operations are guided by the CRA's vision to be a world-class tax and benefits administration that is trusted, fair, and helpful.

The CRA is made up of 13 functional branches and 4 regional offices across the country:

Branches

- | | |
|-----------------------------------|---|
| • Appeals | • Information Technology |
| • Assessment, Benefit and Service | • Legal Services |
| • Audit, Evaluation, and Risk | • Legislative Policy and Regulatory Affairs |
| • Collections and Verification | • Public Affairs |
| • Compliance Programs | • Security |
| • Finance and Administration | • Service, Innovation and Integration |
| • Human Resources | |

Regions

- | | |
|------------|-----------|
| • Atlantic | • Quebec |
| • Ontario | • Western |

Access to Information and Privacy Directorate

The Access to Information and Privacy (ATIP) Directorate helps the CRA meet its legislative requirements under the *Access to Information Act* and the *Privacy Act*. To fulfill this mandate, the ATIP Directorate:

- responds to requests under the *Access to Information Act* and the *Privacy Act*
- responds to enquiries, consultations, complaints, and informal disclosure requests
- offers advice and guidance to CRA employees on how to properly manage and protect personal information under the CRA's control
- reviews and, if needed, publishes information to be proactively disclosed, including briefing note titles and committee material (for more information on each disclosure and the responsible branches, see the "Proactive Publication under Part 2 of the *Access to Information Act*" section)
- gives ATIP training and awareness sessions
- coordinates the privacy assessment process within the CRA, including giving expert advice to CRA employees on privacy implications and how to avoid and reduce risks
- oversees privacy breach management activities at the CRA, including providing employees with guidance, tools, and support required to identify, contain, and mitigate privacy breach risks

- develops and updates corporate policy instruments, procedures, and practices related to the *Access to Information Act* and the *Privacy Act*
- communicates with the Treasury Board of Canada Secretariat and the offices of the information and privacy commissioners of Canada about policy and legislative requirements, complaints, and investigations
- fulfills corporate planning and reporting obligations, such as the CRA's annual reports to Parliament on the administration of the *Access to Information Act* and the *Privacy Act*
- produces multiple reports that capture key statistics about the CRA's inventory of ATIP requests and key privacy performance indicators to assess, monitor, and improve the CRA's access to information and privacy programs

The ATIP Directorate director general and deputy chief privacy officer has the full delegated authority of the minister of national revenue under the *Access to Information Act* and the *Privacy Act*. As well, their responsibilities include:

- managing and coordinating the ATIP program
- leading strategic planning and development initiatives
- supporting the assistant commissioner of the Public Affairs Branch and chief privacy officer of the CRA in the role of ATIP governance

Directorate employees are mainly located in Ottawa, Montréal, and Vancouver. In the 2025 to 2026 fiscal year, the Directorate was made up of the equivalent of 207 full-time employees and 3 consultants who supported the administration of the *Access to Information Act* and the *Privacy Act* at the CRA.

Organizational changes

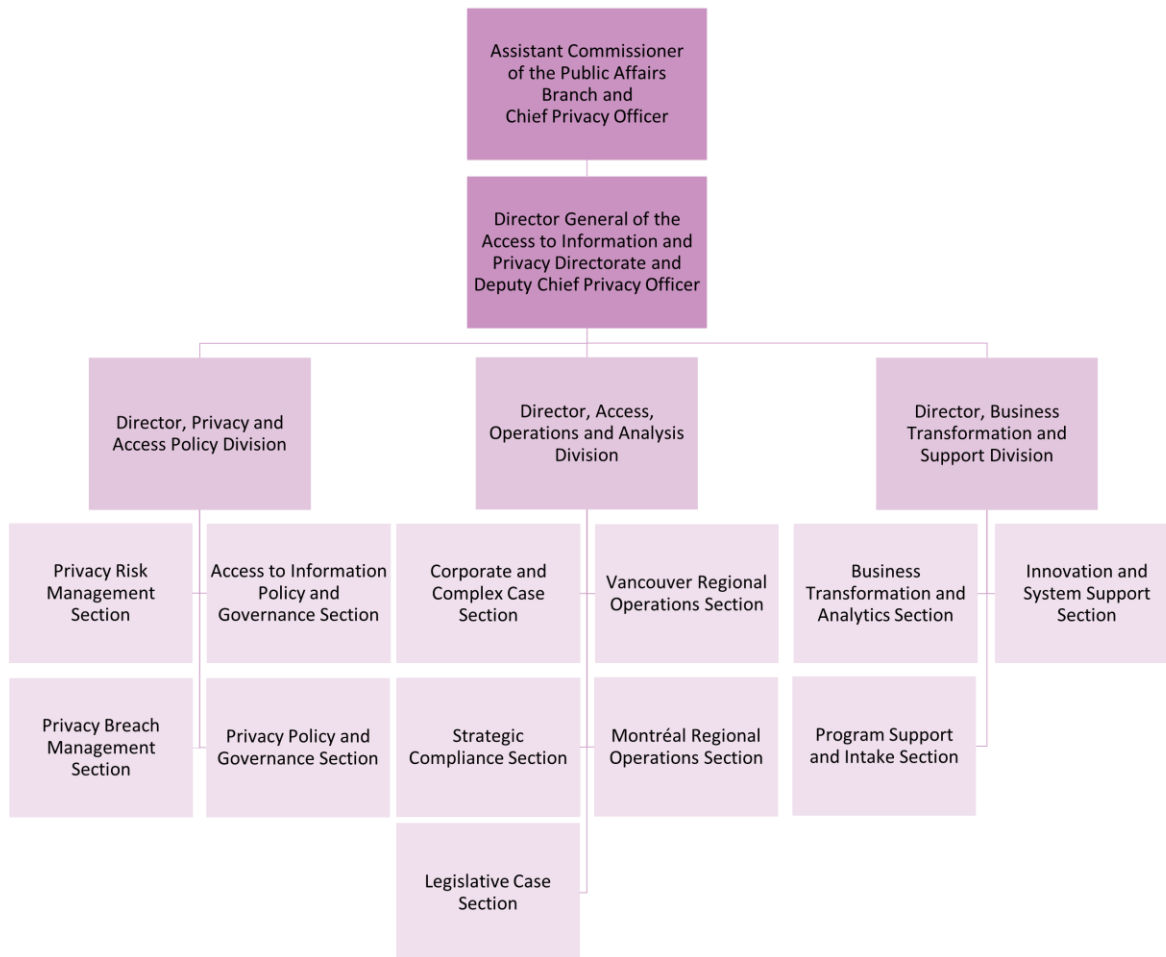
In the 2025 to 2026 fiscal year, the ATIP Directorate made targeted organizational changes to strengthen its capacity to meet statutory obligations under the *Access to Information Act* and the *Privacy Act*. At the same time, the Directorate advanced modernization and service delivery initiatives. These changes were made to respond to increasing request complexity and rising inventories, by streamlining functions, optimizing resources, and enhancing quality assurance.

Towards this end, the ATIP Directorate realigned core functions across divisions to better support strategic priorities:

- The Privacy and Access Policy Division expanded its responsibilities to include access to information and privacy request complaints. Integrating this function with policy, governance and quality assurance will further strengthen compliance and help identify systemic issues.
- The Business Transformation and Support Division consolidated ATIP intake activities under the Program Support and Intake Section, improving coordination, efficiency, and oversight.
- The Access, Operations and Analysis Division refined its focus on core processing activities, enabling greater specialization and effectiveness.

The following chart shows the revised structure of the ATIP Directorate.

Figure 1: Organizational structure of the ATIP Directorate



Delegating responsibilities under the *Access to Information Act*

As head of the CRA, the Minister of National revenue is responsible for how the CRA administers and complies with:

- the *Access to Information Act*
- the Access to Information Regulations

- related Treasury Board of Canada Secretariat policies

Subsection 95(1) of the Act gives the Minister the authority to designate one or more CRA officials to perform all or part of the minister's powers, duties, and functions under the Act.

The Honourable François-Philippe Champagne, Minister of National Revenue, signed the CRA's current delegation order for the *Access to Information Act* on October 7, 2025. The order identifies specific provisions of the Act and its regulations that the Minister delegated to various positions within the CRA.

The ATIP Directorate's director general and deputy chief privacy officer, directors, assistant directors, managers, technical reviewers/advisor, analysts and senior analysts have been delegated to exercise certain powers, duties, or functions of the Minister under the Act and related regulations set out in the schedule.

For the delegation order and schedule, see "Appendix A: Delegation order."

Performance

This section of the report covers ATIP Directorate performance during the reporting period. Some totals may add up to more than 100% due to rounding.

Operational environment

The ATIP Directorate processes one of the largest volumes of requests and pages of any federal institution. According to the latest statistics from the Treasury Board of Canada Secretariat, in the fiscal year 2024 to 2025, the CRA processed the seventh-largest number of requests and processed the fourth-largest volume of pages of any federal institution that responds to *Access to Information Act* requests.

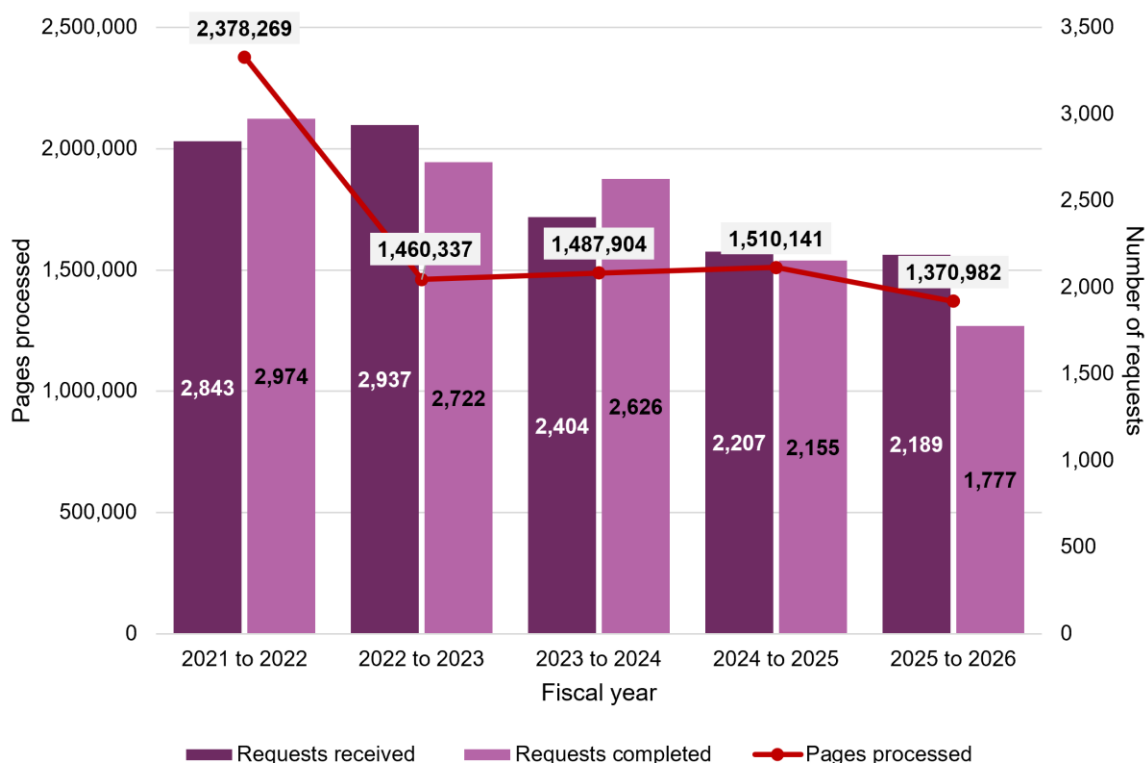
The CRA received 2,189 requests under the *Access to Information Act* in the 2025 to 2026 fiscal year, a decrease of under 1% compared to the 2024 to 2025 fiscal year (2,207).

The CRA completed 18% fewer *Access to Information Act* requests in the 2025 to 2026 fiscal year (1,777) than in 2024 to 2025 (2,155). This decrease reflects ongoing operational challenges, such as reduced workforce levels and sustained backlog pressures. In addition, the attention directed to responding to complaints received by the Office of the Information Commissioner of Canada affected processing timelines during the reporting period. In addition, the transition to, and ongoing optimization of the ATIPXpress system, continued to affect processing timelines. Challenges related to the stability of ATIPXpress system updates resulted in system issues, further compounding operational pressures across the ATIP Directorate. While longer-term efficiencies are still anticipated, these disruptions have continued to impact the overall performance of the Directorate.

While fewer requests were completed during the reporting period, the CRA processed a large number of pages (1,370,982), demonstrating a continued effort to address complex requests and ongoing backlog pressures. The average number of pages processed per closed request increased by approximately 10%, from 701 pages in the 2024 to 2025 fiscal year (1,510,141 pages across 2,155 completed requests) to 771 pages in the 2025 to 2026 fiscal year (1,370,982 pages across 1,777 completed requests).

The chart below shows the trend of requests received, requests completed, and the pages processed under the *Access to Information Act* over the past five years.

Figure 2: *Access to Information Act* request trend

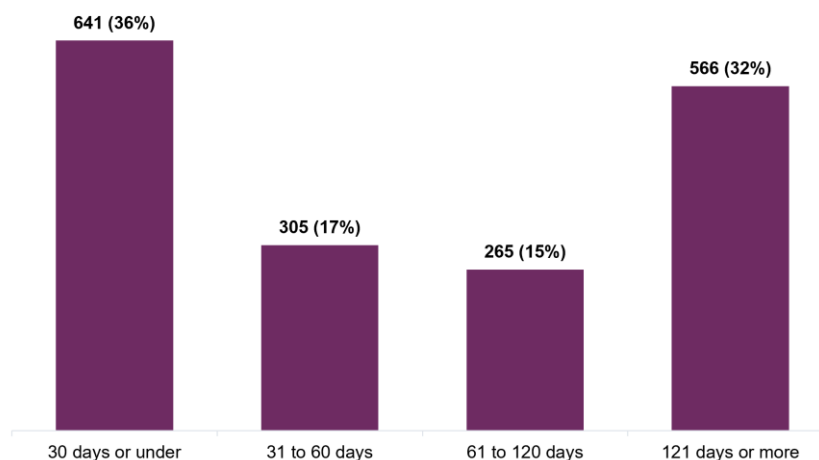


To address this significant workload, the CRA continued work on many continuous improvement initiatives to improve productivity and modernize processes and technology. For more information, see the “Continuous improvement initiatives and projects” section.

Compliance and completion times

Of the 1,777 requests completed in 2025 to 2026, 1,217 (68%) of these requests were completed within the timelines required by law. This means the ATIP Directorate completed those requests within 30 calendar days or within an extended deadline. This is a 5% decrease compared to the 2024 to 2025 fiscal year. The following chart shows the completion time for the 1,777 requests completed in the 2025 to 2026 fiscal year.

Figure 3: Completion time for *Access to Information Act* requests



Disposition of completed requests

The table below shows the disposition of the 1,777 requests completed under the *Access to Information Act*.

Table 1: Disposition of the requests completed under the *Access to Information Act*

Disposition of requests	Number of requests	Percentage of requests
All disclosed	344	19%
Disclosed in part	849	48%
All exempted	5	0.3%
All excluded	3	0.2%
No records exist	111	6%
Request transferred	0	0%
Request abandoned by requester	462	26%
Neither confirmed nor denied	3	0.2%

Declined to act with the approval of the Information Commissioner	0	0%
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Open requests and complaints from previous reporting periods

At the end of the fiscal year, the CRA had 1,497 requests outstanding, 31% of which were received before the 2025 to 2026 fiscal year. Of these open requests, 519 were within legislated timelines and 978 were beyond legislated timelines.

The table below shows the number of requests the CRA carried over to the next reporting period, broken down by the fiscal year in which the request was received.

Table 2: Active *Access to Information Act* requests by fiscal year received

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2026	Open requests that are beyond legislated timelines as of March 31, 2026	Total
2025 to 2026	502	531	1,033
2024 to 2025	14	318	332
2023 to 2024	2	114	116
2022 to 2023	1	14	15
2021 to 2022	0	1	1
Total	519	978	1,497

At the end of the fiscal year, the CRA had 136 open complaints with the Information Commissioner of Canada. The table below shows the number of complaints the CRA carried over to the next reporting period, broken down by the fiscal year in which the complaint was received. The CRA continues to maintain a collaborative relationship with the Office of the Information Commissioner of Canada and has submitted its representations on the oldest complaints shown in the table.

Table 3: Active *Access to Information Act* complaints by fiscal year received

Fiscal year the open complaints were received	Number of active complaints as of March 31, 2026
2025 to 2026	69
2024 to 2025	35
2023 to 2024	15
2022 to 2023	9
2021 to 2022	0
2020 to 2021	0
2019 to 2020	3
2018 to 2019	4
2017 to 2018	0
2016 to 2017 or earlier	1
Total	136

For more information on complaints, see the “Summary of key issues and actions taken on complaints” section.

Reasons for extensions

The *Access to Information Act* sets the timelines for responding to access to information requests. It also allows time extensions when there is a large volume of records to be processed or there is a need to have consultations (for example, with a government institution or third party).

Of the 1,777 requests closed in the 2025 to 2026 fiscal year, the CRA applied extensions to 1,033 (58%) of them. It applied those extensions 96% (989) of the time due to workload and because meeting the original 30-day time limit would unreasonably interfere with CRA operations. The CRA applied the remaining 44 extensions because of the need for internal and external consultations.

Consultations completed for other institutions

In the 2025 to 2026 fiscal year, the ATIP Directorate received 78 consultation requests from other Government of Canada institutions and other organizations, and completed 76 requests. For the 76 completed requests, the CRA reviewed 5,817 pages. The table below shows the number of days the CRA took to complete these consultations.

Table 4: Completion times for consultation requests

Number of days required to complete the consultation request	Number of consultation requests
0 to 15 days	11
16 to 30 days	38
31 to 60 days	20
61 to 120 days	6
121 to 180 days	0
181 to 365 days	1
More than 365 days	0

Continuous improvement initiatives and projects

In the 2025 to 2026 fiscal year, the ATIP Directorate implemented key changes that enhanced productivity and efficiency in the ATIP Directorate. The changes included the following initiatives and projects.

Continuous improvement tools

To better support branches and regions tasked with requests, five new tools were introduced to improve processing by strengthening collaboration, transparency, and oversight. Together, these tools streamline communication, strengthen situational awareness, and reinforce our shared commitment to delivering timely, high-quality ATIP responses.

Collaboration Portal

A centralized, user-friendly workspace where ATIP contacts across the CRA can track requests, securely share documents, and stay engaged throughout each stage of the process.

Power BI tasking dashboard

The tasking dashboard provides real-time metrics on active taskings. As well, it helps with managing the monitoring and oversight of ATIP taskings by issues managers and chiefs of staff across the CRA.

Creation of records decision tree

The creation of records decision tree provides offices of primary interest with a systematic and efficient approach to evaluate requests that may require the creation of new records, such as requests for statistical information. This tool is designed to clarify whether new records must be created to respond to a specific request. The tool is available to all CRA employees.

Assistant commissioner coordinated approach for complex requests

The coordinated approach with the assistant commissioners enables early assistant commissioner level alignment on complex non-client-specific ATIP requests. This includes requests that are broad in scope, involve multiple branches, require discussion, or contain highly sensitive information (for example, embargoed material or Cabinet confidences). This early engagement helps make the timely retrieval and submission of records easier.

Enhanced extension calculator

This improved tool considers multiple factors that influence the processing of requests to help estimate appropriate extension lengths, enabling more accurate and transparent timelines for requesters.

Fast Track redirect project

Building on the initiative launched in the 2024 to 2025 fiscal year, the ATIP Directorate continued to redirect requests to CRA's secure My Account online service when requesters are seeking the following information:

- proof-of-income statements from the past ten assessed years
- notices of assessment
- benefits information

By doing this, the CRA was able to reduce the volume of requests received for income tax information by 74% during the 2025 to 2026 fiscal year. Although the initiative

applies only to requests under the *Privacy Act* and does not directly affect the volume of requests received under the *Access to Information Act*, it contributes to the overall efficiency of the ATIP program. The CRA will continue to redirect these types of requests in the 2026 to 2027 fiscal year and look for further opportunities for disclosure through service channels.

ATIP case management improvement

During the reporting period, CRA users began adopting enhanced features of the ATIPXpress system, including artificial intelligence tools that assist with document review and help identify information that may require redaction. By improving efficiency, these tools are expected to help reduce processing times. Benefits realized from these features are being monitored and will be reported on in the 2026 to 2027 fiscal year.

ATIP Directorate Strategic Plan

The ATIP Directorate Strategic Plan 2024 to 2027 outlines the Directorate's guiding principles and strategic priorities.

The four priorities outlined are to:

- continue to meet *Access to Information Act* and *Privacy Act* legislative obligations for requests for information through enhanced productivity
- improve the ATIP program by implementing digital technologies and continuous improvement initiatives, including artificial intelligence
- ensure the safety and security of Canadians' personal information while upholding our commitment to fostering a transparent and open government
- enhance leadership and shift our culture to create a strong and engaged cross-country workforce, built to sustain a diverse, healthy, and inclusive workplace

Training and awareness

Training

The following is a summary of ATIP training activities the CRA completed in the 2025 to 2026 fiscal year.

Mandatory training

In 2023, the CRA introduced a requirement that employees must complete the Canada School of Public Service course COR502, Access to Information and Privacy Fundamentals. Employees must take the course every five years to retain the knowledge. This ensures that all CRA employees receive the required access to information and privacy training to properly respond to ATIP requests and protect and manage personal information.

This mandatory training supports the Treasury Board of Canada Secretariat's policy requirement that all federal government employees must receive training on their obligations related to the *Access to Information Act* and the *Privacy Act*. This mandatory CSPS course has replaced the voluntary ATIP awareness information sessions.

Since 2023, 48,048 employees completed the course, with 2,843 completing it in the 2025 to 2026 fiscal year. In total, 98% of the CRA workforce has received the training surpassing CRA's target of 90%.

Semi-annual teleconferences with the office of primary interest

During the reporting period, 715 CRA employees participated in two national teleconferences with the offices of primary interest to support them in their roles as ATIP contacts. These teleconferences ensured continued awareness and consistency in how the CRA applied processes across the organization and provided information on the ATIPXpress Collaboration Portal.

Targeted training

The ATIP Directorate provided targeted access to information training to over 200 participants in two separate CRA branches. This training is tailored to address the specific challenges faced by parts of the CRA, improving their ability to process ATIP requests and ultimately strengthening transparency and compliance.

Despite a reduction in training sessions in the 2025 to 2026 fiscal year, the CRA continued to support offices of primary interest and subject matter experts in meeting their ATIP obligations. This included providing updated online tools and access to a consultation team for guidance on legislative requirements.

Raising awareness

Right to Know Week

Every September, the CRA celebrates Right to Know Week to raise awareness of an individual's right to access government information. It also promotes freedom of information as essential to both democracy and good governance.

In the 2025 to 2026 fiscal year, the CRA marked its 15th consecutive year of participation with the theme "Serving with Transparency: Strengthening Trust in Government."

To raise awareness of this initiative, the CRA:

- revamped and promoted its Right to Know Week intranet page which highlights resources on informal disclosure, transparency and open government at the CRA
- published a career showcase on the CRA's intranet highlighting an ATIP employee's access-focused career path

- highlighted the importance of access to information through committee meetings and internal communication

ATIP News Flash

In the 2025 to 2026 fiscal year, the CRA continued to promote its ATIP News Flash to CRA employees. The ATIP News Flash provides updates on access to information and privacy policies, regulations, and upcoming changes from the Treasury Board of Canada Secretariat and the offices of the privacy and information commissioners of Canada. During the reporting period, three newsletters were distributed to a growing subscriber base of over 800 employees, contributing to increased awareness and engagement in access to information and privacy at the CRA.

Policies, guidelines, and procedures

Corporate policy instruments

The CRA continued to offer feedback to the Treasury Board of Canada Secretariat on draft corporate policy instruments related to access to information and to promote compliance with those instruments.

Proactive publication under Part 2 of the *Access to Information Act*

In keeping with Part 2 and the *Access to Information Act*, the CRA continued to proactively disclose information to increase transparency and accountability in government. The CRA's proactive disclosure publications are available at the page [Proactive disclosures](#).

The CRA branches are responsible for proactive disclosures and must create their own tools, procedures, and guidelines. CRA branches apply Lean principles to streamline their processes and monitor their proactive disclosures on a scheduled basis (monthly, quarterly, or yearly), in line with each branch's requirement. Executives within each branch monitor their compliance to ensure accuracy and completeness of proactively published information.

Table 5: Sections of Part 2 of the *Access to Information Act* that the Canada Revenue Agency is subject to

Legislative requirements	Section	Responsible group	Publication timeline	Compliance rate (%)
<u>Packages of briefing materials</u> prepared for a new or incoming minister, deputy head, or equivalent	74 (a) 88 (a)	Service, Innovation and Integration Branch	Within 120 days of appointment	100%
<u>Titles and reference numbers of memoranda</u> prepared for a minister, a deputy head, or equivalent, that is received by their office	74 (b) 88 (b)	Public Affairs Branch	Within 30 days of the end of the month	100%
<u>Packages of question period notes</u> prepared by a government institution for the minister, in use on the last sitting days of the House of Commons in June and December	74 (c)	Public Affairs Branch	Within 30 days of the last sitting days of the House of Commons in June and December	100%
<u>Packages of briefing materials</u> prepared for an appearance before a parliamentary committee by a minister, a deputy head, or equivalent	74 (d) 88 (c)	Public Affairs Branch	Within 120 days of appearance	100%
<u>Travel expenses</u> for a minister and senior-level CRA officials	75 82	Finance and Administration Branch	Within 30 days of the end of the month of reimbursement	100%
<u>Hospitality expenses</u> for a minister and senior-level CRA officials	76 83	Finance and Administration Branch	Within 30 days of the end of the month of reimbursement	100%

<u>Minister and minister's office contracts</u>	77	Finance and Administration Branch	Q1 to Q3: within 30 days after the quarter Q4: within 60 days after the quarter	100%
<u>Minister's office yearly expenditures</u>	78	Finance and Administration Branch	Within 120 days after the end of the fiscal year	100%
<u>Reports tabled in Parliament</u>	84	Public Affairs Branch, Human Resources Branch, and Service, Innovation and Integration Branch	Within 30 days of tabling	100%
<u>Reclassification of positions</u> (not mandatory for the CRA)	85	Human Resources Branch	Within 30 days after the quarter	100%
<u>CRA contracts over \$10,000</u>	86	Finance and Administration Branch	Q1 to Q3: within 30 days after the quarter Q4: within 60 days after the quarter	100%
<u>Grants and contributions over \$25,000</u>	87	Assessment, Benefit, and Service Branch	Within 30 days after the quarter	100%

Summary of key issues and actions taken on complaints

The CRA regularly communicated with the offices of the information and privacy commissioners of Canada to simplify processes and apply Lean methodology for continuous improvement to close complaint files as soon as possible. During the reporting period, the CRA worked with these offices by focusing on resolving complaints at the early resolution stage.

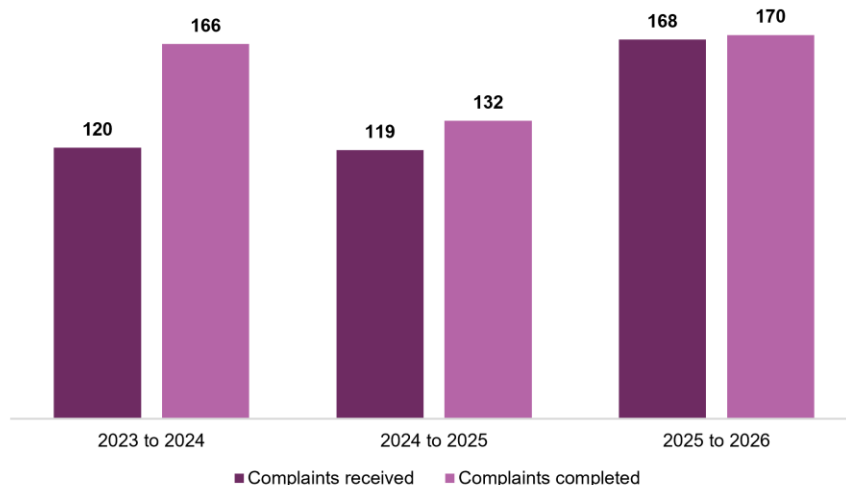
The CRA specifically addressed complaints by:

- sharing a new reasonable commitment date for responses with the applicable commissioner's office when the CRA failed to respond to a request within the prescribed delays
- applying extensions in a timely manner
- developing proper efficient processes and procedures to ensure that CRA offices of primary interest will fulfill their responsibilities to provide records to the ATIP Directorate in a timely way
- conducting thorough investigations to confirm reasonable searches for records were completed and providing a rationale to the applicable commissioner's office detailing the searches and whether those searches were successful or whether the records did not exist
- reviewing the analysis of the records to see if it should maintain an exemption or release the information (following the review, in cases where the CRA determines it improperly applied an exemption, the CRA will provide a supplemental disclosure package to the applicable commissioner's office and the complainant)
- reviewing the process of a refused request to give further direction about what information or actions would be required to proceed with the initial request
- providing an additional copy of the records in the requested format

In the 2025 to 2026 fiscal year, the CRA received 168 complaints under the *Access to Information Act* and completed 170 complaints. At the end of the fiscal year, 136 complaints were still active.

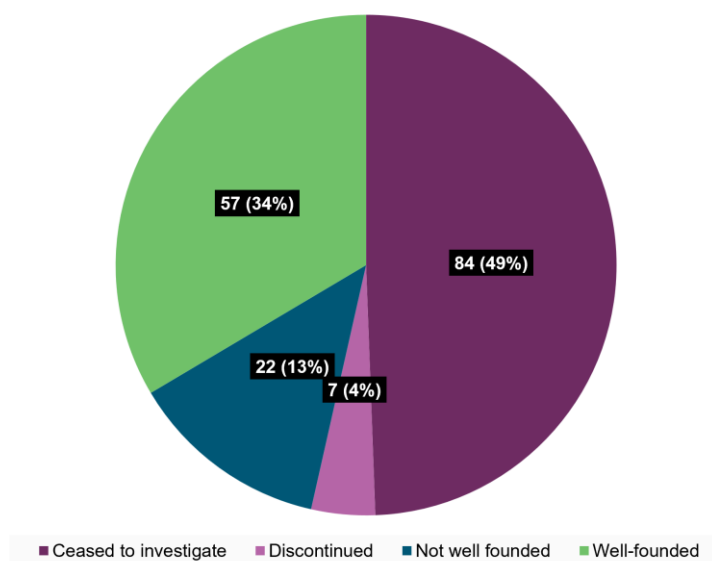
The following chart shows the number of complaints received and completed since the 2023 to 2024 fiscal year.

Figure 4: Complaints received and completed under the *Access to Information Act*



The following chart shows the disposition of complaints completed during the fiscal year.

Figure 5: Disposition of complaints completed during the fiscal year



Monitoring compliance

The ATIP Directorate uses a combination of case management, performance reporting, and data analytics to monitor the CRA's ATIP request inventory. Monitoring activities focus on request volume, compliance, complaints, and the overall state of ATIP requests in the CRA.

During the reporting period, the Directorate continued to enhance its reporting and analytical capabilities through the use of ATIPXpress and Power BI. These tools help provide timely information on operational performance and support proactive oversight, and help identify emerging pressures, manage inventories, and address potential compliance risks.

Monitoring is conducted on an ongoing basis, with operational reports reviewed regularly by ATIP Directorate management. Additionally, executives across the CRA now have access to real-time operational data and dashboards, enabling them to monitor performance, identify emerging pressures, and take timely action to support compliance with legislated timelines. In addition, the ATIP Directorate presents reports monthly to senior management at the commissioner-chaired Agency Management Committee.

Conclusion

Despite ongoing operational pressures and a complex access to information environment, the CRA continued to strengthen its administration of the *Access to Information Act* in the 2025 to 2026 fiscal year. The CRA maintained a strong commitment to transparency and accountability, while adapting to sustained backlog pressures, evolving technologies, and increasing request complexity.

Key initiatives, including the continued implementation of the Fast Track Redirect Project and the introduction of new digital and analytical tools, contributed to more efficient processing and greater use of informal service channels.

Looking ahead, the CRA will continue to advance the priorities outlined in its ATIP strategic plan, and continue to:

- improve the ATIP program through proactive disclosure and continue to advance modernization, transformation and innovation of ATIP processes by implementing and leveraging digital technologies, including artificial intelligence
- leverage funding obtained through a business case to strengthen compliance with the *Access to Information Act* and *Privacy Act*, enhance processing capacity, and address ongoing inventory and workload pressures

Appendix A: Delegation order

Minister of Finance
and National Revenue



Ministre des Finances
et du Revenu national

Ottawa, Canada K1A 0G5

Access to Information Act Delegation Order

I, François-Philippe Champagne, Minister of National Revenue, do hereby designate, under subsection 95(1) of the *Access to Information Act*, the officers and employees of the Canada Revenue Agency who hold the positions set out in the attached Schedule to exercise or perform the powers, duties, or functions given to me as head of the Canada Revenue Agency under the provisions of the *Access to Information Act*, as set out in the Schedule.

This document replaces all previous delegation orders.

Arrêté sur la délégation en vertu de la *Loi sur l'accès à l'information*

Je, François-Philippe Champagne, ministre du Revenu national, délègue par les présentes, en vertu du paragraphe 95(1) de la *Loi sur l'accès à l'information*, aux cadres ou employés de l'Agence du revenu du Canada détenteurs des postes mentionnés dans l'annexe ci-jointe les attributions dont je suis, en qualité de responsable de l'Agence du revenu du Canada, investi par les dispositions de la *Loi sur l'accès à l'information* qui sont mentionnées dans l'annexe.

Le présent document remplace et annule tout arrêté antérieur.

Le ministre du Revenu national,

François-Philippe Champagne
Minister of National Revenue

Signed in Ottawa, Ontario, Canada, this 7th day of October
Signé à Ottawa, Ontario, Canada, ce 7^e jour d'octobre

Schedule to the *Access to Information Act* delegation order

The following positions are allowed to perform the powers, duties, or functions given to the Minister of National Revenue as head of the Canada Revenue Agency under the provisions of the *Access to Information Act* and its regulations.

Commissioner

Full authority

Deputy Commissioner

Full authority

Assistant Commissioner, Public Affairs Branch and Chief Privacy Officer

Full authority

Director General and Deputy Chief Privacy Officer, Access to Information and Privacy Directorate, Public Affairs Branch

Full authority

Director, Access to Information and Privacy Directorate, Public Affairs Branch

Full authority

Assistant directors, Access to Information and Privacy Directorate, Public Affairs Branch

Full authority excluding subsection 94(1)

Managers, technical reviewers / advisors, Access to Information and Privacy Directorate, Public Affairs Branch

Full authority excluding paragraph 35(2)(b) and subsection 94(1)

Analysts, senior analysts, Access to Information and Privacy Directorate, Public Affairs Branch

Authority only under paragraph 7(a), subsection 9(1), subsection 9(2), subsection 10(1), paragraph 12(2)(b), and paragraph 12(3)(b)