



# Annual Report on the Administration of the *Access to Information Act* 2019-2020



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# Introduction

The [Access to Information Act](#) (the Act) came into force on July 1, 1983. The Act gives Canadian citizens and permanent residents as well as other individuals present in Canada a broad right of access to information contained in government records, subject to certain specific and limited exceptions.

On December 12, 2006, the Act was amended as a result of the [Federal Accountability Act](#). In June 2019, the Act was amended again. Its scope was expanded to include proactive publication of information.

Section 94 of the revised Act requires that the head of every federal institution write an annual report on the administration of the Act by the institution. The report has to be submitted to Parliament in the first 15 sitting days of the parliamentary session after September 1.

This annual report summarizes the management and administration of the Act within the Public Service Commission of Canada for fiscal year 2019–2020.

This report is also available on the [publications](#) page of the Public Service Commission of Canada's website.

# Part I About the Public Service Commission of Canada

## Raison d'être, mandate and role: who we are and what we do

### Raison d'être

The President of the Queen's Privy Council for Canada is responsible for the Public Service Commission of Canada (the agency) in accordance with the Financial Administration Act and for tabling the agency's annual report under the Public Service Employment Act. The agency reports independently on its mandate to Parliament.

Through collaboration with departments and agencies, it is dedicated to building tomorrow's public service that is based on excellence and is representative of Canada's diversity. It safeguards non-partisanship and promotes and protects merit and the use of both official languages in a staffing and recruitment context. It supports departments and agencies in recruiting talented people from coast to coast to coast through the use of innovative and modern services, tools and practices.

### Mandate and role

Under the delegated staffing system set out in the Public Service Employment Act, the Public Service Commission fulfills its mandate by promoting and safeguarding a non-partisan, merit-based and representative public service that serves all Canadians. We do this by:

- supporting departments and agencies in hiring qualified individuals into and within the public service
- overseeing and ensuring the integrity of public service hiring
- protecting the non-partisan nature of the public service while respecting employees' rights to participate in political activities
- delivering recruitment programs and assessment services

### Program inventory

The program inventory is a list of all programs that support the delivery of our departmental results. It describes how the Public Service Commission of Canada (PSC) achieves its results by identifying how resources contribute to them. While programs are

very similar to our sectors, they were not designed to reflect that structure. For instance, a program's departmental result can rely on the work of more than one sector.

The PSC has 3 programs, each with a vice-president who is responsible for ensuring its success.

## **Policy Direction and Support**

The Policy Direction and Support Program exists to support departments and agencies in hiring qualified individuals into and within the public service, in experimenting and innovating with their staffing approaches and supporting strategies to help them both meet their business needs and achieve their diversity and employment equity objectives. The Policy Direction and Support Program establishes government-wide direction on staffing through regulations and policy. This program also provides guidance to organizations to enable legislative, regulatory and policy compliance, including providing expert advice. The program also assesses public servants' requests for permission to become candidates for elected office, and conducts outreach to ensure public servants know their legal rights and responsibilities regarding political activities.

## **Recruitment and Assessment Services**

The Recruitment and Assessment Services Program exists to support departments and agencies in the hiring of qualified individuals into and within the public service, helping to shape a workforce reflecting Canada's diversity. The program includes the delivery of recruitment programs, student programs, assessment and accommodation services and administration of legislated priority entitlements. Through outreach and the use of modern tools, online systems and technology, it reduces barriers for Canadians accessing public service jobs. This program also collaborates with departments and agencies to create and implement innovative staffing and assessment approaches to meet the strategic recruitment priorities of the Government of Canada and the renewal of the public service.

## **Oversight and Monitoring**

The Oversight and Monitoring Program exists to ensure the integrity of the merit-based public service hiring process and to identify areas for continuous improvement of the public service. The program performs audits and investigations and conducts surveys to monitor organizational compliance with staffing legislation, regulations and policies, and to provide a system-wide view of the staffing environment of the public service. This program also monitors and analyzes hiring data and conducts research to provide

departments and agencies, and Canadians an informed view of the dynamics of public service hiring.

# Part II Annual report on the *Access to Information Act*

## 1. Organization of delegation and activities

### 1.1 Delegation order

The President of the Public Service Commission of Canada (PSC) is designated as the head of the institution for the administration of the [Access to Information Act](#) (the Act).

Before the Act was amended in June 2019, section 73 allowed the President to sign an order authorizing one or more delegated officers or employees to exercise specific powers, duties or functions. New provisions resulting from the amends to the Act can only be exercised at the PSC by the President.

However, most of the President's powers, duties and functions under the Act are delegated to the Chief of Staff. The Chief of Staff is the designated Access to Information and Privacy (ATIP) Coordinator for the PSC. The ATIP Manager has partial delegation, as well as operational responsibility for the application of the Act. Refer to Annex A Delegation Instrument.

### 1.2 The Access to Information and Privacy Coordinator

The ATIP Coordinator is responsible for developing, coordinating and implementing effective policies, guidelines, systems and procedures to ensure requests are processed efficiently under the [Access to Information Act](#) and the [Privacy Act](#) (the acts).

The Coordinator is also responsible for developing, coordinating and implementing policies, systems and procedures that are required by both acts as well as Treasury Board of Canada policies and directives. The activities of the Coordinator include:

- responding to requests made under both acts
- acting as spokesperson for the PSC in dealings with the Treasury Board of Canada Secretariat (TBS), the Office of the Information Commissioner, the Office of the Privacy Commissioner and other government departments and agencies on matters related to the acts
- responding to consultation requests submitted by other federal institutions with respect to PSC documents

- reviewing information collected in accordance with the Communications Policy of the Government of Canada and the Procedures for the Management of Public Opinion Research
- preparing the Annual Report to Parliament and other statutory reports, as well as other material that may be required by central agencies
- promoting awareness and providing advice to our employees to ensure that the obligations of both acts and TBS policies are met, and assessing their impact on various program initiatives
- monitoring the PSC's compliance with both acts, regulations and other relevant policies and procedures
- Ensure that the both acts, regulation and associated policies and procedures are duly respected.

### 1.3 The Access to Information and Privacy Office

The ATIP Office (the Office) supports the ATIP Coordinator in administering the provisions of the acts and related TBS policies for the PSC. The Office currently has 1 manager, 1 senior advisor, 2 analysts and 1 administrative assistant. The Office is part of the Corporate Secretariat.

The Senior Advisor is responsible for administering the departmental privacy protection program. She supports activities of the PSC by providing guidance and reviewing privacy breaches and privacy impact assessments. In addition, she supports the manager in reviewing access to information requests and personal information from the public and employees as well as conducting regular reviews of the departmental Info Source chapter.

The analysts are responsible for processing requests and consultations under both the acts, preparing responses to complaints and supporting all other ATIP responsibilities. The analysts provide privacy advice and support in the evaluation of program activities, and help create privacy compliance documents, such as privacy notice statements and privacy impact assessments. They also help departmental officials manage privacy breaches and disclosures of personal information.

The ATIP Office gives training sessions for employees.

It also reviews its policies and procedures to improve support to sector liaison officers and help them to better understand their roles, responsibilities and obligations in processing requests under the acts.

The PSC did not draft any new service agreements for ATIP services to or from other government institutions during the reporting period.

## 1.4 Access to information and privacy liaison officers

The ATIP Office processes requests with help from ATIP liaison officers. Liaison officers know their sector's activities. There is a liaison officer for each sector, as well as for the Corporate Secretariat and the Chief Audit and Evaluations Executive. Liaison officers act as the point of contact between their area and the ATIP Office. They also:

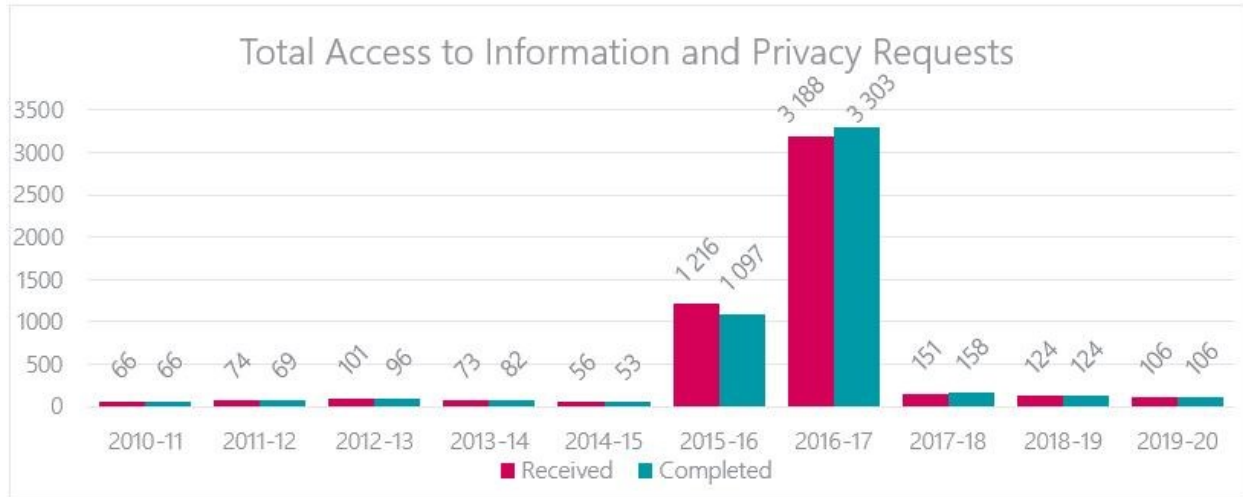
- assign program experts to search for relevant records
- advise if there are other offices of primary interest
- inform the ATIP Office of any issues regarding specific requests (delays, interference with operations, need to consult)
- deliver relevant records, with sector recommendations, to the ATIP Office as required

Liaison officers play an important role in making sure the PSC thoroughly and fully searches its record holdings when handling requests.

## 2. Statistical report: interpretation

In the last reporting period, the PSC received and responded to 106 requests under the acts. This is a 14.5% decrease in requests received compared to the previous year. A temporary surge occurred in 2015–17; excluding that surge, the 106 requests are comparable with the average requests received in the last 10 reporting periods.

## Total Access to Information and Privacy Requests



Text version

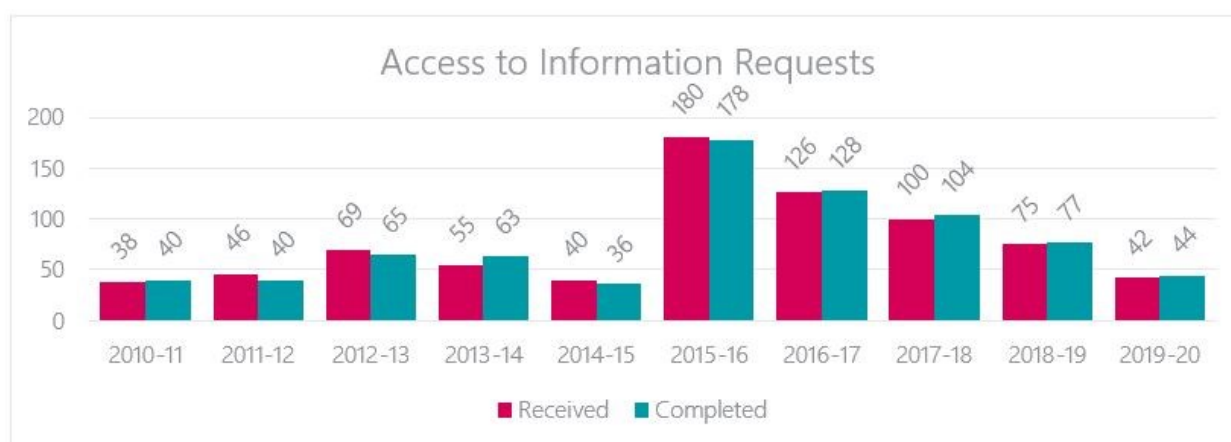
Fiscal Year	Received	Completed
2010-11	66	66
2011-12	74	69
2012-13	101	96
2013-14	73	82
2014-15	56	53
2015-16	1 216	1 097
2016-17	3 188	3 303
2017-18	151	158
2018-19	124	124

Fiscal Year	Received	Completed
2019-20	106	106

## 2.1 Requests under the Access to Information Act

From April 1, 2019, to March 31, 2020, the PSC received 42 requests under the *Access to Information Act* (the Act). An additional 4 requests were carried over from the previous reporting period. This is a 44% decrease in requests received compared with the year before. However, only 9% of requests received this reporting period were misdirected to the PSC, compared to 20% of requests received previous reporting period.

### Access to Information Requests



Text version

Fiscal Year	Received	Completed
2010-11	38	40
2011-12	46	40
2012-13	69	65
2013-14	55	63
2014-15	40	36

<b>Fiscal Year</b>	<b>Received</b>	<b>Completed</b>
2015-16	180	179
2016-17	126	128
2017-18	100	104
2018-19	75	77
2019-20	42	44

The PSC responded to 44 requests during the reporting period. A total of 9,745 pages of records were reviewed. At the end of the reporting period, 2 requests were still being processed and were carried over to the next period.

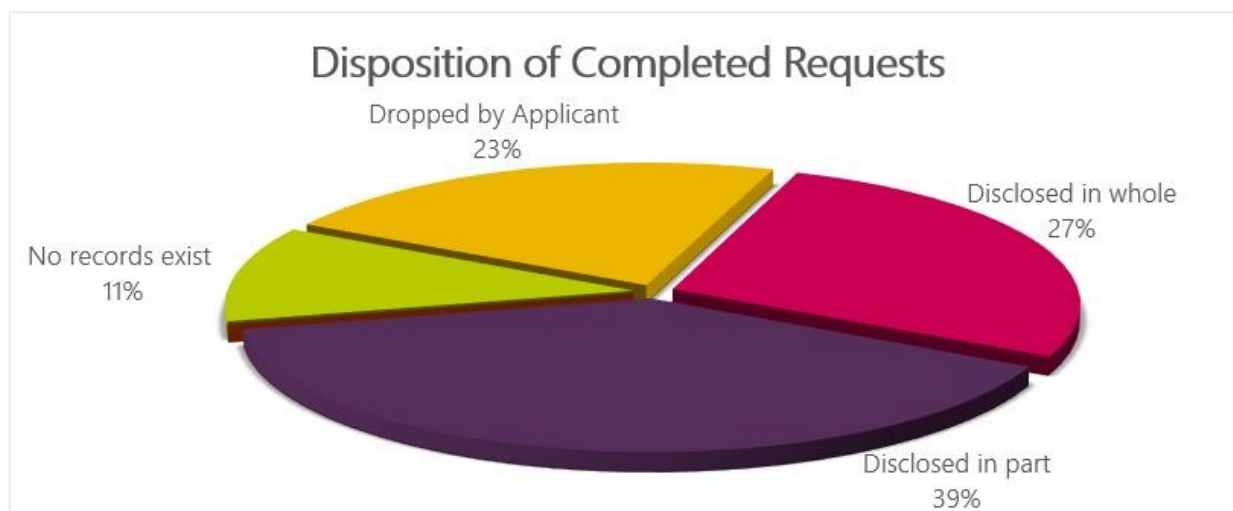
These 44 requests touched on similar topics as those received in previous years:

- 10 requests (22%) were to get statistics or raw data related to our program activities
- 6 requests (14%) related to contracts, call-ups and temporary help
- 3 requests (7%) pertained to investigations and audits under the Public Service Employment Act
- the remaining 25 requests (57%) covered a variety of topics

## 2.2 Disposition of requests completed

For the 44 requests closed in this reporting period, information was released in whole or in part in 29 cases, representing 66% of the requests. The remaining 15 requests were either abandoned (23%) or no records existed (11%).

### Disposition of Completed Requests



Text version

<b>Disposition</b>	<b>Percentage</b>
All disclosed	27%
Disclosed in part	39%
No records exist	11%
Abandoned by applicant	23%

## 2.3 Exemptions and exclusions invoked

Sections 13 to 24 of the Act set out exemptions to protect information pertaining to particular public or private interests. When the PSC used those exemptions, it applied the principle of severing (section 25 of the Act) to release as much information as possible. During the reporting period, the exemptions used most often were for personal and third party information (subsection 19(1) and paragraph 20(1)(b) respectively).

Sections 68 to 69 of the Act outline certain types of information to which the Act does not apply. These exclusions relate to:

- published material
- library and museum material
- material placed in Library and Archives Canada by or on behalf of third parties

- some materials relating to Atomic Energy of Canada Limited, the Canada Broadcasting Corporation and Cabinet confidences

During the reporting period, the PSC excluded information once under subsection 68(a)—the record was publicly available. In this case, the requester was informed of how to get the record outside the formal request process.

## 2.4 Extensions of time limits

The 30-day response time required by law may be extended under subsection 9(1) of the Act. A request may be extended as per multiple provisions of this subsection. During the reporting period, 6 extension provisions were invoked in the processing of 5 requests completed during the reporting period.

## 2.5 Completion time

Of the 44 requests closed during the reporting period:

- 29 (66%) were closed within the initial 30 days
- 11 (25%) were closed within 31 to 60 days
- 3 (7%) were closed within 61 to 120 days
- 1 (2%) required more than 120 days to process

All 44 requests during this reporting period were closed within the allowable time limit. Where a request is due on a weekend or a statutory holiday, the request is still deemed to be completed on time if the response is sent on the next available working day.

## 2.6 Translation

The PSC did not receive any requests for the translation of records, pursuant to subsection 12(2) of the Act.

## 2.7 Format of information released

Of the 29 requests for which information was released in whole or in part:

- paper records were given for 1 request (3%)
- electronic records were given for the other 28 requests (97%)

## 2.8 Fees

The [Service Fees](#) Act requires a responsible authority to report annually to Parliament on the fees collected by the institution. With respect to fees collected under the *Access to*

*Information Act*, the information below is reported in accordance with the requirements of section 20 of the Service Fees Act.

In accordance with the [Interim Directive on the Administration of the Access to Information Act](#), issued on May 5, 2016, and the amendments to the *Access to Information Act* that came into force on June 21, 2019, the Public Service Commission waived all fees prescribed by the Act and [Access to Information Regulations](#), other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.

The PSC collected \$200, and waived \$5, in application fees for requests received during this reporting period.

## 2.9 Interorganizational consultations

The PSC received 51 requests for consultation from other government departments and agencies. An additional two consultations were carried over from the previous fiscal year. A total of 52 consultation requests were closed during this reporting period. In handling these consultations, the PSC reviewed 1,628 pages of documents. One request was carried over to 2020-21.

Of the 52 consultation requests closed during the reporting period:

- the PSC agreed to the full release of records for 42 requests
- the PSC recommended partial exemptions for 8 requests
- 2 requests were sent to the PSC in error and were not processed

The PSC consulted other government departments and agencies 69 times in relation to the processing of 5 requests completed during the reporting period.

## 2.10 Informal requests

The PSC's policy is to handle new requests informally when records have already been released in response to previous ATIP requests. By doing this, the PSC strives to improve and facilitate access. During the reporting period, 30 such informal requests were made and completed.

Summaries of completed Access to Information requests are posted on the [Open Data Portal](#).

In addition, three formal requests received in this reporting period were handled informally after the requesters agreed to work with program officials to get the desired information that way. The requester was able to adjust their request based on exchanges with the information holder.

## 2.11 Costs

The ATIP Office administers the *Access to Information Act* and the *Privacy Act*. During the reporting period, the PSC spent \$91,269 on salaries and \$9,090 on goods and services in administering the *Access to Information Act*. This amounts to about 30% of the ATIP Office's total spending.

No professional services were used in administering the *Access to Information Act* during the reporting period.

## 2.12 Impact of COVID-19 pandemic on operations

The impact of the COVID-19 pandemic has not significantly disrupted the administration of the *Access to Information Act* at the PSC. The ATIP Office receives most requests via the [ATIP Online Request Service](#). The processing of ATIP requests were handled electronically before the pandemic. Small changes to the approval process were implemented to adjust to a remote work environment. The biggest change to the processing of requests was the implementation of a secure file transfer platform to provide requesters and other federal institutions with responses to their requests and consultations.

## 3. Summary of Access to Information and Privacy Office activities

### 3.1 Development of policies, directives, guidelines and other key documents

In this reporting period, the ATIP Office worked to simplify and improve its processes. A pilot project was launched to reduce delays and approvals in response to ATIP requests. While anecdotal experience suggests improved efficiency, the project was ongoing at the time this report was drafted. Therefore, no conclusions have been made.

### 3.2 Advice and training

#### Advice

In addition to processing requests under the acts, the ATIP Office advises PSC managers and employees, as well as other organizations and members of the public, on a variety of issues and questions related to the acts.

Requests for guidance and advice included:

- reviewing memoranda of understanding and information-sharing agreements to ensure compliance with the requirements of the acts and associated policies
- reviewing audit reports, responses to parliamentary questions and other documents before they are published to make sure information is released in accordance with the acts
- reviewing administrative investigation reports (such as reports on violence or harassment in the workplace) before releasing them to the concerned parties to make sure information is released in accordance with the principles of exemptions defined in the acts
- answering general written and telephone enquiries from the public and organizations

### Participation in the governance process

Members of the ATIP team participate in a number of governance committees.

The ATIP Coordinator is a member of the:

- Executive Management Committee
- Integration Committee
- Resource Management Committee
- Departmental Open Government Advisory Group

The ATIP Manager is a member of the:

- Information Management and Information Technology Committee
- Security Committee
- Open Data Core Project Team

In addition, the ATIP Office sits as a non-voting member of the Project Review Committee and the IT Business Operations Team. The ATIP Office also advises the GC Jobs Transformation Core Management Committee.

Active participation in these committees and various other working groups allows the ATIP Office to remain aware of upcoming issues, initiatives and projects that may have ATIP implications and integrate ATIP considerations in the planning and implementation of initiatives and projects

### Open government

The PSC [Open Government Implementation Plan](#) outlines a set of activities and deliverables to meet its requirements under the TBS [Directive on Open Government](#).  
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Through the Plan, the PSC develops the internal mechanisms it needs to maximize the release of government information and data of business value. As a member of the Open Government Advisory Council and the Open Data Core Project Team, the ATIP Office provides ongoing strategic advice on privacy, confidentiality and security concerns.

The PSC has put in place business processes for Open Information and Open Data. These processes include a review by the ATIP Office. The review considers the principles of exemptions defined in the Act to protect sensitive information before it is published.

### Internal reporting

The PSC has a stable and effective ATIP program. The ATIP Office works closely with PSC employees to make sure all requests are handled on time. The ATIP Office openly communicates with sectors, government organizations, third parties and requesters. Specific issues are reported to senior management only when required.

The ATIP Office also updates the Executive Management Committee every year on the administration of the ATIP program and the status of privacy impact assessments.

### Training

The ATIP Office continues to deliver a core training program for supervisors and managers. The main goal of this training program is to make sure managers are fully aware of their responsibilities under the *Access to Information Act* and *Privacy Act* and related policies.

The Canada School of Public Service's self directed course "Fundamentals of Access to Information and Privacy" is also recommended for all employees.

## 3.3 Tracking system and imaging software

The ATIP Office continues to use AccessPro Case Management and AccessPro Redaction. With the department-wide migration to Windows 10, the latest release of AccessPro Suite has been deployed within the ATIP Office.

## 4. Complaints

During the reporting period, the PSC received 3 notices of complaint from the Office of the Information Commissioner about the processing of *Access to Information Act* requests. Two of these complaints pertained to the same request.

Two complaints pertained to delays in providing a response to the request. Both complaints were closed as resolved because the requester received the requested records without the intervention of the Office of Information Commissioner.

The third complaint related to application of exemptions on records provided in response to a request. This investigation was ongoing at the end of the reporting period.

## 5. Court cases

No court actions were filed against the PSC during the reporting period.

# Annex A Delegation Instrument

## Access to Information Act Delegation Order

The President of the Public Service Commission of Canada, as the head of the government institution, hereby designates pursuant to section 73 of the *Access to Information Act* (the Act), the persons holding the positions set out below, or the persons occupying on an acting basis those positions, to exercise or perform any of the powers, duties or functions of the Head of the government institution vested in them by the Act.

<b>Position</b>	<b>Sections of the <i>Access to Information Act</i> and <i>Access to Information Regulations</i></b>
Chief of Staff / Access to Information and Privacy Coordinator	<p><b>Act:</b> 4(2.1), 7(a), 7(b), 8(1), 9, 11(2) - 11(6), 12(2)(b), 12(3)(b), 13-16, 16.5-20, 21-24, 25, 26, 27(1), 27(4), 28(1), 28(2), 28(4), 29(1), 33, 35(2), 37(4), 43(1), 44(2), 52(2), 52(3), 71(1), 72</p> <p><b>Regulations:</b> 6(1), 7(2), 7(3), 8, 8.1</p>
Manager, Access to Information and Privacy	<p><b>Act:</b> 4(2.1), 8(1), 9, 12(2)(b), 12(3)(b), 27(1), 27(4)</p> <p><b>Regulations:</b> 6(1), 8</p>

This delegation is effective as of December 29, 2016.



Christine Donohue  
Acting President

Date

December 16, 2016

## Annex A

### Access to Information Act

4(2.1)	Responsibility of government institutions
7(a)	Notice when access requested
7(b)	Giving access to record
8(1)	Transfer of request to another government institution
9	Extension of time limits
11(2),11(3), 11(4), 11(5), 11(6)	Fees
12(2)(b)	Language of access
12(3)(b)	Access in an alternative format
13	Exemption - Information obtained in confidence
14	Exemption - Federal-provincial affairs
15	Exemption - International affairs and defence
16	Exemption - Law enforcement and investigations
16.5	Exemption - Public Servants Disclosure Protection Act
17	Exemption - Safety of individuals



18	Exemption - Economic interests of Canada
18.1	Exemption - Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.
19	Exemption - Personal information
20	Exemption - Third-party information
21	Exemption - Operations of Government
22	Exemption - Testing procedures, tests and audits
22.1	Exemption - Audit working papers and draft audit reports
23	Exemption - Solicitor-client privilege
24	Exemption - Statutory prohibitions
25	Severability
26	Exception - Information to be published
27(1), 27(4), 28(1)(b), 28(2), 28(4)	Third-party notification
29(1)	Where the Information Commissioner recommends disclosure
33	Advising Information Commissioner of third-party involvement
35(2)(b)	Right to make representations



37(4)	Access to be given to complainant
43(1)	Notice to third party (application to Federal Court for review)
44(2)	Notice to applicant (application to Federal Court by third party)
52(2)(b), 52(3)	Special rules for hearings
71(1)	Manuals may be inspected by public; exempt information may be excluded
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### ***Access to Information Regulations***

6(1)	Procedures relating to transfer of access request to another government institution under 8(1) of the Act
7(2)	Search and preparation fees
7(3)	Production and programming fees
8	Providing access to record(s)
8.1	Limitations in respect of format



# Annex B *Access to Information Act* Annual Statistical Report 2019–20

## Statistical Report on the *Access to Information Act*

**Name of institution:** Public Service Commission of Canada

**Reporting period:** 2019-04-01 to 2020-03-31

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

#### 1.1 Number of requests

	<b>Number of Requests</b>
-	
Received during reporting period	42
Outstanding from previous reporting period	4
Total	46
Closed during reporting period	44
Carried over to next reporting period	2

#### 1.2 Sources of requests

<b>Source</b>	<b>Number of Requests</b>
Media	4
Academia	3
Business (private sector)	9
Organization	0

<b>Source</b>	<b>Number of Requests</b>
Public	16
Decline to Identify	10
Total	42

### 1.3 Informal requests

<b>Completion Time</b>							
<b>1 to 15 Days</b>	<b>16 to 30 Days</b>	<b>31 to 60 Days</b>	<b>61 to 120 Days</b>	<b>121 to 180 Days</b>	<b>181 to 365 Days</b>	<b>More Than 365 Days</b>	<b>Total</b>
9	20	1	0	0	0	0	30

**Note:** All requests previously recorded as “treated informally” will now be accounted for in this section only.

## Section 2: Decline to act vexatious, made in bad faith or abuse of right requests

<b>-</b>	<b>Number of Requests</b>
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0



-	Number of Requests
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

## Section 3: Requests Closed During the Reporting Period

### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	9	3	0	0	0	0	12
Disclosed in part	1	5	7	3	1	0	0	17
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	3	1	1	0	0	0	0	5
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	10	0	0	0	0	0	0	10



<b>Disposition of Requests</b>	<b>Completion Time</b>							
	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
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	14	15	11	3	1	0	0	44

### 3.2 Exemptions

<b>Section</b>	<b>Number of Requests</b>	<b>Section</b>	<b>Number of Requests</b>	<b>Section</b>	<b>Number of Requests</b>	<b>Section</b>	<b>Number of Requests</b>
13(1)(a)	0	16(2)	2	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	3
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	2
15(1)	0	16.1(1)(d)	0	19(1)	14	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	5	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	1	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	0		



Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
16(1)(a)(ii)	0	16.5		0			
16(1)(b)	2	16.6		0			
16(1)(c)	3	17		0			
16(1)(d)	0						

### 3.3 Exclusions

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

<b>Section</b>	<b>Number of Requests</b>	<b>Section</b>	<b>Number of Requests</b>	<b>Section</b>	<b>Number of Requests</b>
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

### 3.4 Format of information released

<b>Paper</b>	<b>Electronic</b>	<b>Other</b>
1	28	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

<b>Number of Pages Processed</b>	<b>Number of Pages Disclosed</b>	<b>Number of Requests</b>
9745	7028	39



## 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	10	125	2	350	0	0	0	0	0	0
Disclosed in part	7	309	5	539	1	48	4	5657	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	10	0	0	0	0	0	0	0	0	0



Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	27	434	7	889	1	48	4	5657	0	0



### 3.5.3 Other complexities

<b>Disposition</b>	<b>Consultation Required</b>	<b>Assessment of Fees</b>	<b>Legal Advice Sought</b>	<b>Other</b>	<b>Total</b>
All disclosed	0	0	0	3	3
Disclosed in part	5	0	0	9	14
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	4	4
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>21</b>

## 3.6 Closed requests

### 3.6.1 Number of requests closed within legislated timelines

	<b>Requests closed within legislated timelines</b>
Number of requests closed within legislated timelines	43



	<b>Requests closed within legislated timelines</b>
Percentage of requests closed within legislated timelines (%)	97.73

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

<b>Number of Requests Closed Past the Legislated Timelines</b>	<b>Principal Reason</b>			
	<b>Interference with Operations / Workload</b>	<b>External Consultation</b>	<b>Internal Consultation</b>	<b>Other</b>
1	0	0	0	1

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

<b>Number of Days Past Legislated Timelines</b>	<b>Number of Requests Past Legislated Timeline Where No Extension Was Taken</b>	<b>Number of Requests Past Legislated Timeline Where an Extension Was Taken</b>	<b>Total</b>
1 to 15 days	0	0	0
16 to 30 days	0	1	1
31 to 60 days	0	0	0
61 to 120 days	0	0	0

<b>Number of Days Past Legislated Timelines</b>	<b>Number of Requests Past Legislated Timeline Where No Extension Was Taken</b>	<b>Number of Requests Past Legislated Timeline Where an Extension Was Taken</b>	<b>Total</b>
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	1	1

### 3.8 Requests for translation

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



## Section 4: Extensions

### 4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	4	0	3	1
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	4	0	3	1

### 4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	2	0	1	0
31 to 60 days	2	0	2	1
61 to 120 days	0	0	0	0



Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	4	0	3	1

### Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	41	\$205	0	\$0
Other fees	0	\$0	0	\$0
Total	41	\$205	0	\$0



## Section 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and organizations

<b>Consultations</b>	<b>Other Government of Canada Institutions</b>	<b>Number of Pages to Review</b>	<b>Other Organizations</b>	<b>Number of Pages to Review</b>
Received during reporting period	51	1628	0	0
Outstanding from the previous reporting period	2	42	0	0
Total	53	1670	0	0
Closed during the reporting period	52	1658	0	0
Carried over to next reporting period	1	12	0	0

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

Recommendation	Number of Days Required to Complete Consultation 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
Disclose entirely	31	10	1	0	0	0	0	42
Disclose in part	2	4	2	0	0	0	0	8
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	2	0	0	0	0	0	0	2
Total	35	14	3	0	0	0	0	52

### 6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation 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
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 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0



Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0



## 7.2 Requests with Privy Council Office

Number of Days	100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0



Number of Days	100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0



## Section 8: Complaints and investigations

<b>Section 32 Notice of intention to investigate</b>	<b>Subsection 30(5) Ceased to investigate</b>	<b>Section 35 Formal representations</b>	<b>Section 37 Reports of finding received</b>	<b>Section 37 Reports of finding containing recommendations issued by the Information Commissioner</b>	<b>Section 37 Reports of finding containing orders issued by the Information Commissioner</b>
2	0	2	2	0	0

### Section 9.1 Court actions on complaints received before June 21, 2019 and on-going

#### 9.1 Court actions on complaints received before June 21, 2019 and on-going

<b>Section 41 (before June 21, 2019)</b>	<b>Section 42</b>	<b>Section 44</b>
0	0	0

#### 9.2 Court actions on complaints received after June 21, 2019

<b>Section 41 (after June 21, 2019)</b>				
<b>Complainant (1)</b>	<b>Institution (2)</b>	<b>Third Party (3)</b>	<b>Privacy Commissioner (4)</b>	<b>Total</b>
0	0	0	0	0



## Section 10: Resources Related to the *Access to Information Act*

### 10.1 Costs

<b>Expenditures</b>	<b>Amount</b>
Salaries	\$91,269
Overtime	\$0
Goods and Services	\$9,090
<ul style="list-style-type: none"> <li>• Professional services contracts</li> </ul>	\$0
<ul style="list-style-type: none"> <li>• Other</li> </ul>	\$9,090
<b>Total</b>	<b>\$100,359</b>

### 10.2 Human Resources

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	1.14
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	<b>1.14</b>

