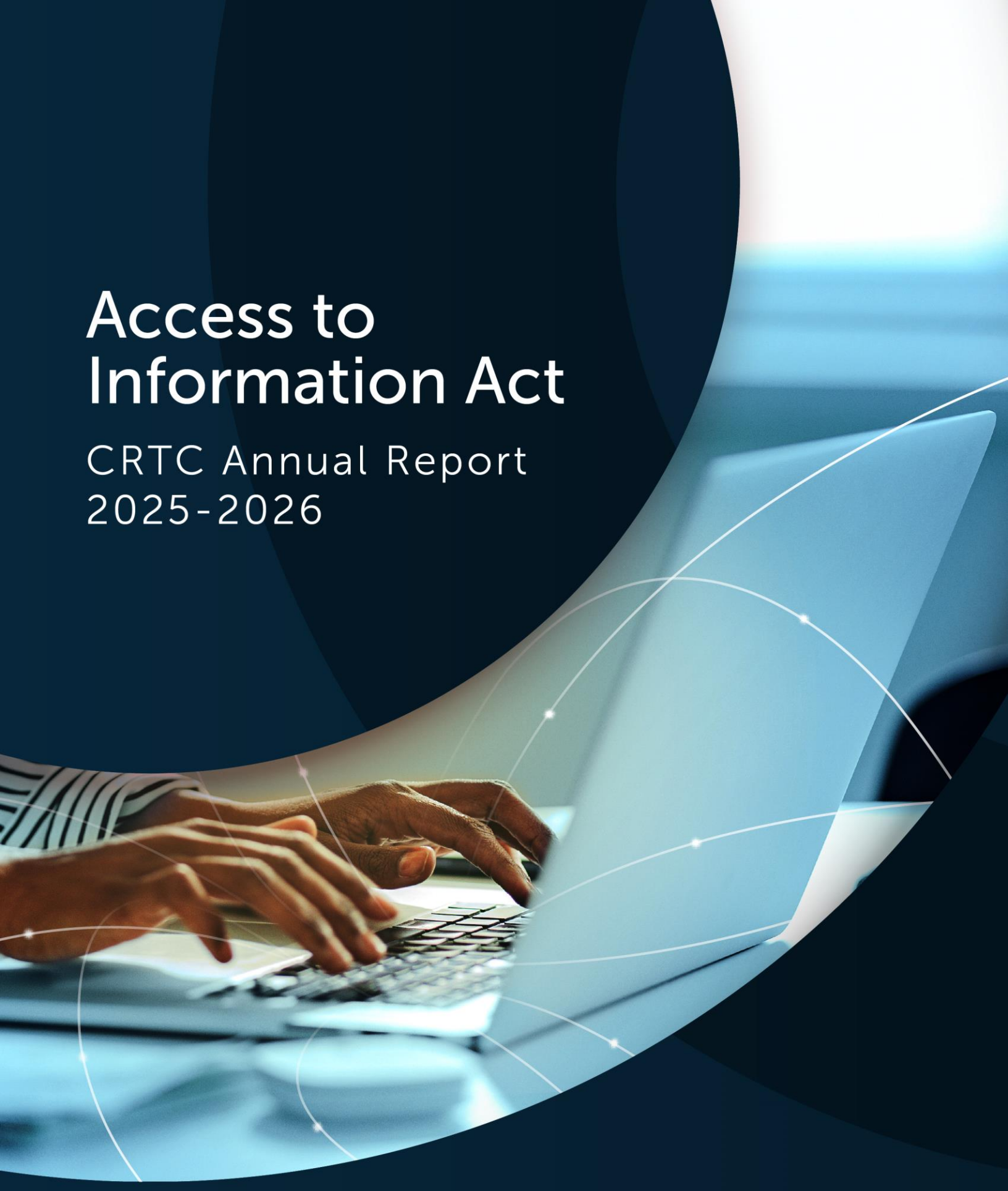
Access to Information Act

CRTC Annual Report 2025-2026



Canadian Radio-television and Telecommunications Commission
Conseil de la radiodiffusion et des télécommunications canadiennes
Canada

Access to Information and Privacy Coordinator
Canadian Radio-television and Telecommunications Commission
Les Terrasses de la Chaudière
1, Promenade du Portage
Gatineau, Quebec
819-997-4274

Mailing address:
Gatineau, Québec
K1A 0N2

or

Toll free: 1-877-249-2782 (in Canada only)
TTY - Toll free: 1-877-909-2782 (in Canada only)
Tel: 819-997-0313
TTY: 819-994-0423
http://www.crtc.gc.ca

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Introduction

The Canadian Radio-television and Telecommunications Commission (CRTC) is pleased to present its annual report to Parliament, in accordance with subsection 94(1) of the *Access to Information Act* (the Act). The report describes the activities that support compliance with the Act for the reporting period commencing April 1, 2025, and ending March 31, 2026.

Purpose of the *Access to Information Act*

Paragraph 2(2)(a) of the Act gives Canadians a right of access to records under the control of a government institution. The Act further states in subsection 2(3) that it is intended to complement and not replace existing procedures for access to government information and is not intended to limit in any way access to the type of government information that is normally available to the public.

CRTC mandate and responsibilities

The CRTC is an independent quasi-judicial tribunal that regulates the Canadian communications sector in the public interest. The CRTC holds public consultations on telecommunications and broadcasting matters and makes decisions based on the public record.

The CRTC reports to Parliament through the Minister of Canadian Identity and Culture and the Minister responsible for Official Languages.

The CRTC derives its mandate from a number of statutes, including the *Broadcasting Act*, the *Telecommunications Act*, Canada's Anti-Spam Legislation, and the *Online News Act*.

The CRTC's responsibilities include consulting Canadians on matters related to the communications system, making regulatory decisions and rules, resolving complaints and disputes, and reporting to Canadians on the results of its activities. The CRTC also promotes and enforces compliance with its regulatory framework while encouraging industry co-regulation and self-regulation through consultations, committees and working groups involving a broad range of stakeholders.

The CRTC does not have any subsidiaries.

Organizational structure

The CRTC administers the Act through its Access to Information and Privacy (ATIP) Office. The ATIP Office is part of the Information Management and Information Technology Directorate and reports to the Chief Information Officer.

The ATIP Office is responsible for administering access to information (ATI) requests made under the Act and supporting the CRTC's compliance with its obligations. It works with employees and program areas across the organization to process requests, provide advice and guidance, coordinate consultations, support proactive publication requirements, and respond to complaints and investigations. The ATIP Office also represents the CRTC in its dealings with central agencies, oversight bodies, and other government institutions on ATI matters.

The ATIP Office consists of 8 positions, including the ATIP Coordinator, a Team Lead and Senior Privacy Advisor, analysts and support staff. During the 2025-2026 reporting period, the CRTC devoted the equivalent of 6.449 full-time positions to activities under the Act. The ATIP Office is located in the National Capital Region and provides services to the organization nationally.

The CRTC allocated $657,502 to administering the Act during the reporting period, including $538,160 in salary and overtime costs and $119,342 in goods and services. These figures do not include the time and resources contributed by other areas of the organization in support of ATI requests.

The Chairperson and Chief Executive Officer is the head of the institution for the purposes of the Act. Certain powers, duties and functions are delegated to designated officials, including the Secretary General, the Chief Information Officer and the ATIP Coordinator.

The CRTC was not party to any service agreements under section 96 of the Act during the reporting period.

For information on the groups and positions responsible for each applicable proactive publication requirement, see Proactive Publication under Part 2 of the Act.

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

Legislative Requirement	Section of the ATIA	Publication Timeline	Does the requirement apply to your institution? (Y/N)	Internal group(s) or position(s) responsible for fulfilling requirement	Percentage of proactive publication requirements published within legislated timelines	Link to web page where published
Apply to all Government Institutions as defined in section 3 of the *Access to Information Act*						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	Finance and Administrative Services	100%	Government Travel Expenses
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Finance and Administrative Services	100%	Hospitality Expenses
Reports tabled in Parliament	84	Within 30 days after tabling	Y	Communications and External Relations	100%	General Plans and Reports
Apply to government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the *Financial Administration Act*						
Contracts over $10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Y	Finance and Administrative Services	100%	Search Government Contracts over $10,000
Grants & Contributions over $25,000	87	Within 30 days after the quarter	N	N/A	N/A	N/A
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Y	Chairperson's Office	100%	Briefing Note Titles and Numbers
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is	88(b)	Within 30 days after the end of the month received	Y	Chairperson's Office	100%	Briefing Note Titles and Numbers

received by their office						
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Y	Chairperson's Office	100%	Briefing Note Titles and Numbers
Applies to government institutions that are departments named in Schedule I to the *Financial Administration Act* or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)						
Reclassification of positions	85	Within 30 days after the quarter	Y	Human Resources	100%	Position Reclassification
Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	N	N/A	N/A	N/A
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	N	N/A	N/A	N/A
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	N	N/A	N/A	N/A

Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	N	N/A	N/A	N/A
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N	N/A	N/A	N/A
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N	N/A	N/A	N/A
Contracts over $10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N	N/A	N/A	N/A
Ministers' Offices Expenses Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N	N/A	N/A	N/A

During the reporting period, the CRTC met 100% of its proactive publication requirements within the legislated timelines, up from 96.4% in the 2024-2025 reporting period.

Delegation Order

The Chairperson and Chief Executive Officer of the CRTC issued a Delegation Order pursuant to subsection 95(1) of the Act, superseding all previous delegation orders related to administration of the Act at the CRTC.

Through this Delegation Order, the Chairperson and Chief Executive Officer delegates to designated officials the authority to exercise the powers, duties and functions conferred on the head of the institution under the Act. The delegation applies to the positions identified in its accompanying schedule.

The Delegation Order was signed and came into effect on July 25, 2023. A copy of the signed Delegation Order is provided in Appendix A.

Performance 2025-2026

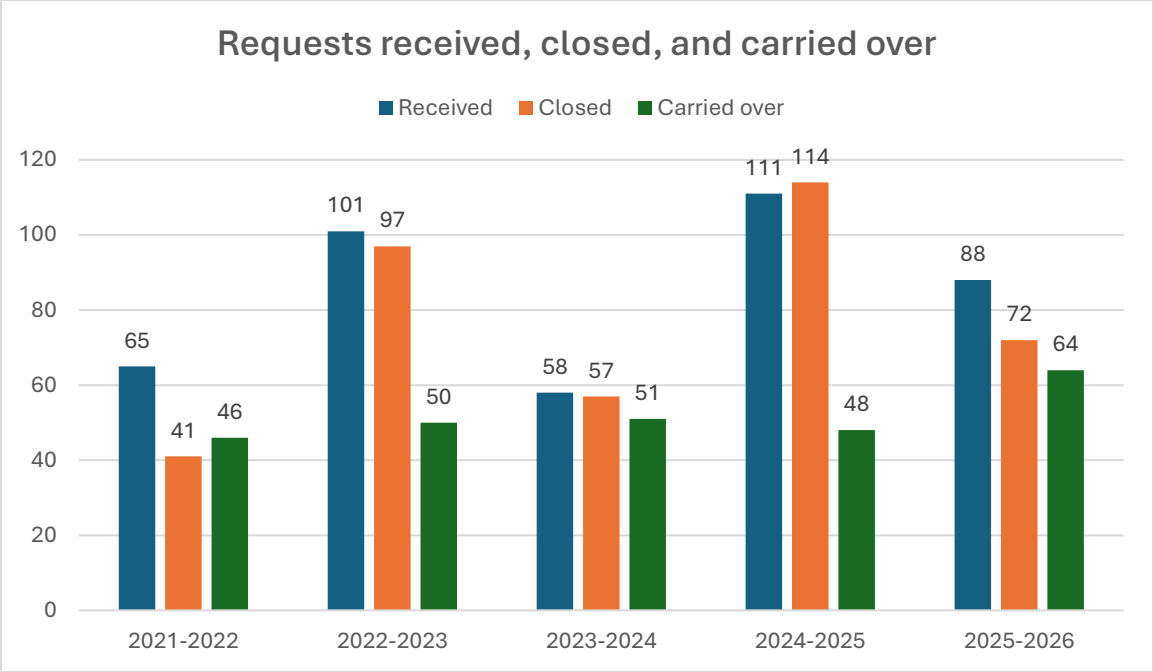
Section 1: Requests under the *Access to Information Act*

Number of requests

During the 2025-2026 reporting period, the CRTC managed 136 ATI requests, including 88 new requests and 48 carried over from the previous year.

Of the 72 requests completed during the year, 68 were completed within legislated timelines, resulting in a compliance rate of 94.4%, up from 84.2% the previous year. This represents a 10.2 percentage-point improvement in timely performance.

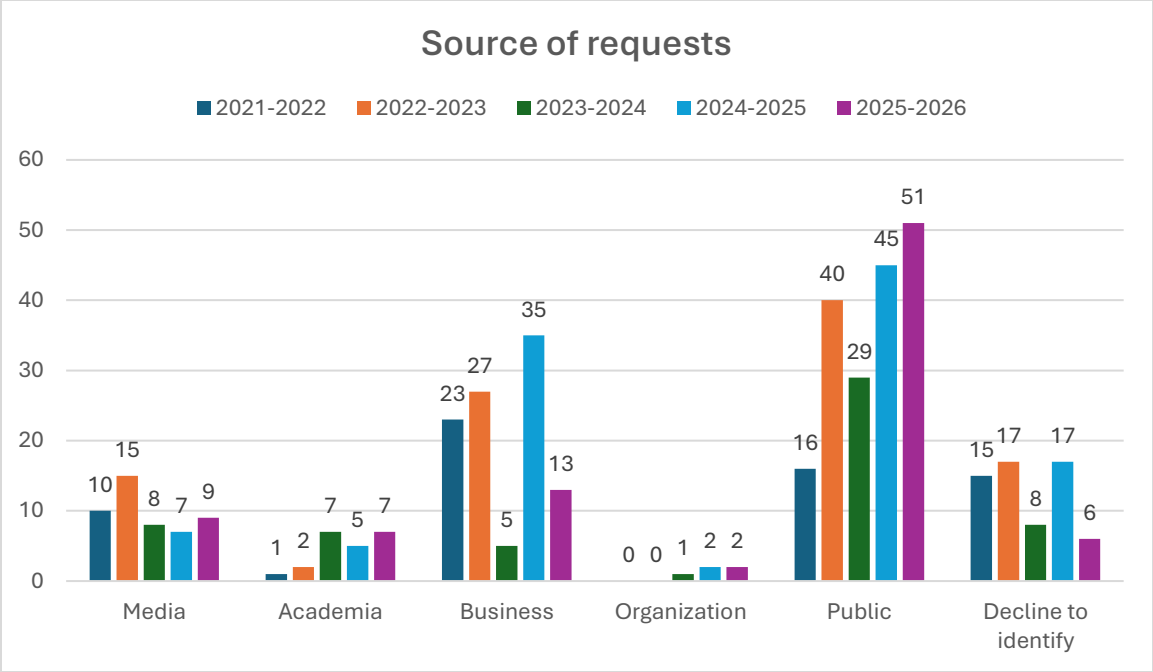
At year-end, 64 requests remained active. Of these, 34 were within legislated timelines and 30 were past their legislated timelines. The table below provides the required breakdown by fiscal year received.



Reporting period	Received	Closed	Carried over
2021-2022	65	41	46
2022-2023	101	97	50
2023-2024	58	57	51
2024-2025	111	114	48
2025-2026	88	72	64

Source of requests

In 2025-2026, most of the requests came from three main categories of requesters: the public made 51 requests, businesses made 13 requests, and media made 9 requests.

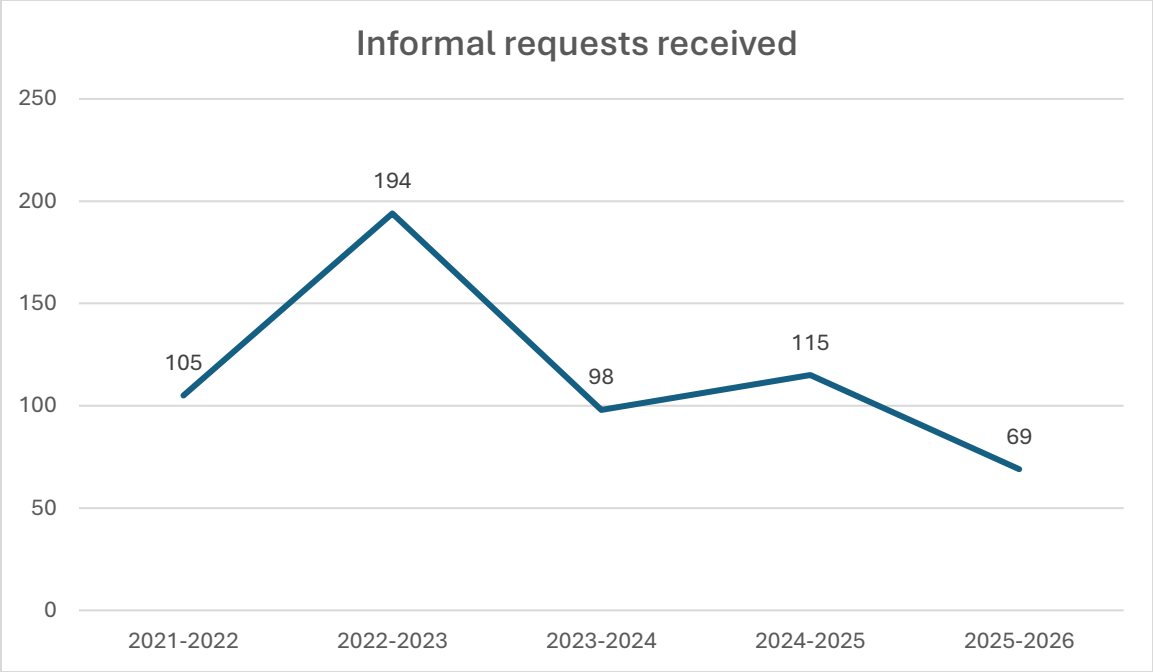


Source	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Media	10	15	8	7	9
Academia	1	2	7	5	7
Business	23	27	5	35	13
Organization	0	0	1	2	2
Public	16	40	29	45	51
Decline to identify	15	17	8	17	6

Section 2: Informal requests

During the 2025-2026 reporting period, the CRTC received 69 informal requests and completed 64.

Informal requests allow Canadians to obtain, at no cost, copies of records previously released in response to ATI requests. These records can be requested through the Open Government portal by consulting summaries of completed requests. Because informal requests are not submitted under the Act, they are not subject to legislated requirements.



Reporting period	Number of requests received
2021-2022	105
2022-2023	194
2023-2024	98
2024-2025	115
2025-2026	69

Section 3: Applications to the Information Commissioner on declining to act on requests

During the reporting period, the CRTC made no requests to the Office of the Information Commissioner of Canada (OIC) to decline to act on requests that were vexatious, made in bad faith, or an abuse of the right to make a request for access to records.

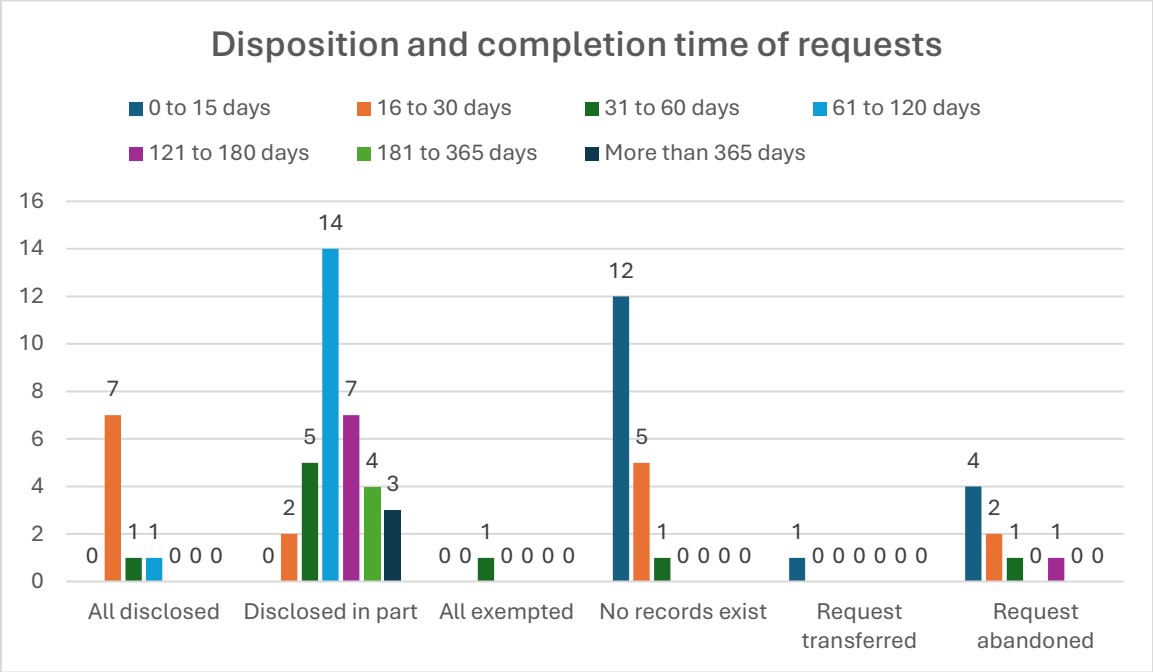
Section 4: Requests closed during the reporting period

Disposition and completion time

Of the 72 requests closed during the reporting period, 44 resulted in records being disclosed to the requester. Full access was provided in 9 cases, representing 12.5% of all requests closed, while records were disclosed in part in 35 cases, representing 48.6%. Most requests resulting in full disclosure were completed within 30 days.

Of the remaining 28 requests, no responsive records were found in 18 cases, 8 were abandoned by the requester, and 1 was transferred to another institution. Only one request resulted in all responsive records being exempted from disclosure.

The chart below shows the outcome and completion time for all requests closed during the reporting period.



Disposition	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days
All disclosed	0	7	1	1	0	0	0
Disclosed in part	0	2	5	14	7	4	3
All exempted	0	0	1	0	0	0	0
No records exist	12	5	1	0	0	0	0
Request transferred	1	0	0	0	0	0	0
Request abandoned	4	2	1	0	1	0	0

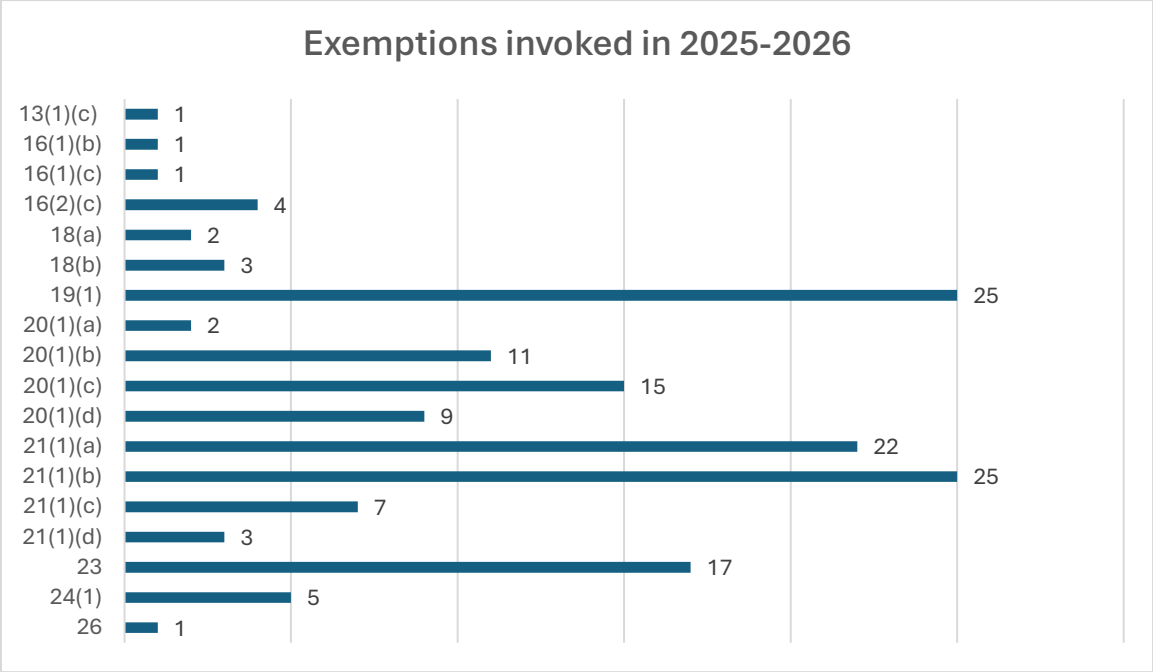
Exemptions

The Act recognizes that some information must be protected to safeguard important public and private interests. When an exemption applied, the CRTC continued to disclose any parts of the records that could reasonably be separated from the protected information, as required by section 25 of the Act.

The exemptions most frequently invoked during the reporting period protected personal information and certain information relating to government decision-making.

Subsection 19(1), which protects personal information, and paragraph 21(1)(b), which protects accounts of consultations or deliberations, were each invoked in 25 requests.

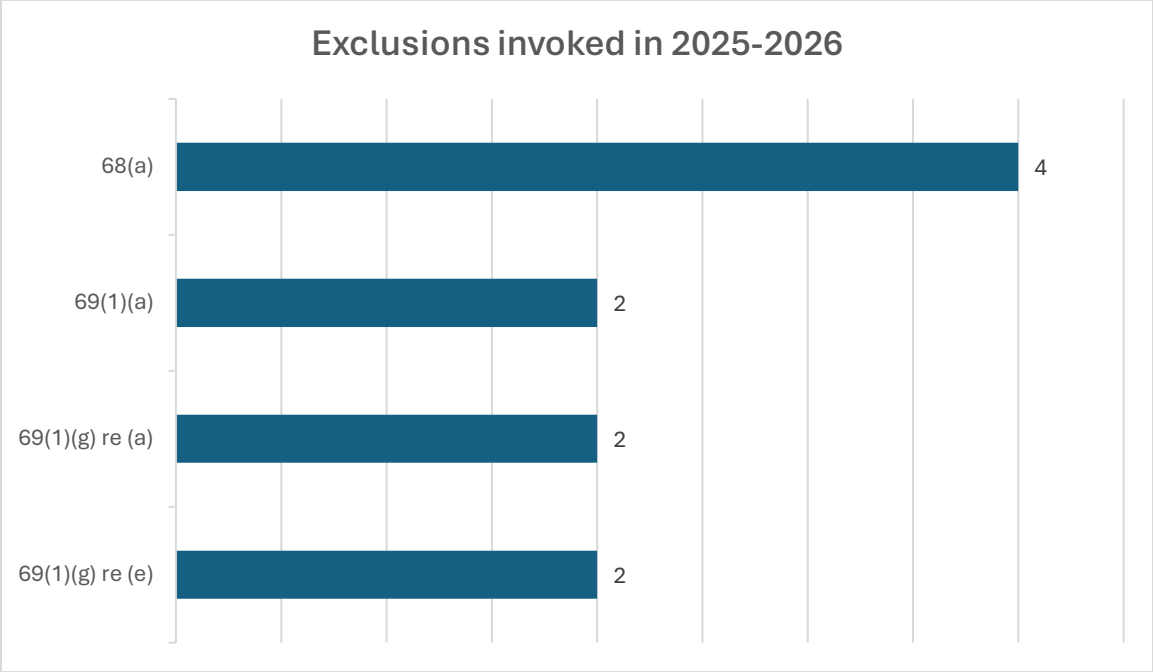
A single request may involve more than one exemption.



	13(1)(c)	16(1)(b)	16(1)(c)	16(2)(c)	18(a)	18(b)	19(1)	20(1)(a)	20(1)(b)
Number of requests	1	1	1	4	2	3	25	2	11
	20(1)(c)	**20(1)(d)**	**21(1)(a)**	**21(1)(b)**	**21(1)(c)**	**21(1)(d)**	**23**	**24(1)**	**26**
Number of requests	15	9	22	25	7	3	17	5	1

Exclusions

Exclusions were applied in a limited number of requests to published material or material available for purchase, as well as to Cabinet Confidences. Unlike exemptions, exclusions apply to information that is not subject to the access provisions of the Act.



	68(a)	69(1)(a)	69(1)(g) re (a)	69(1)(g) re (e)
Number of requests	4	2	2	2

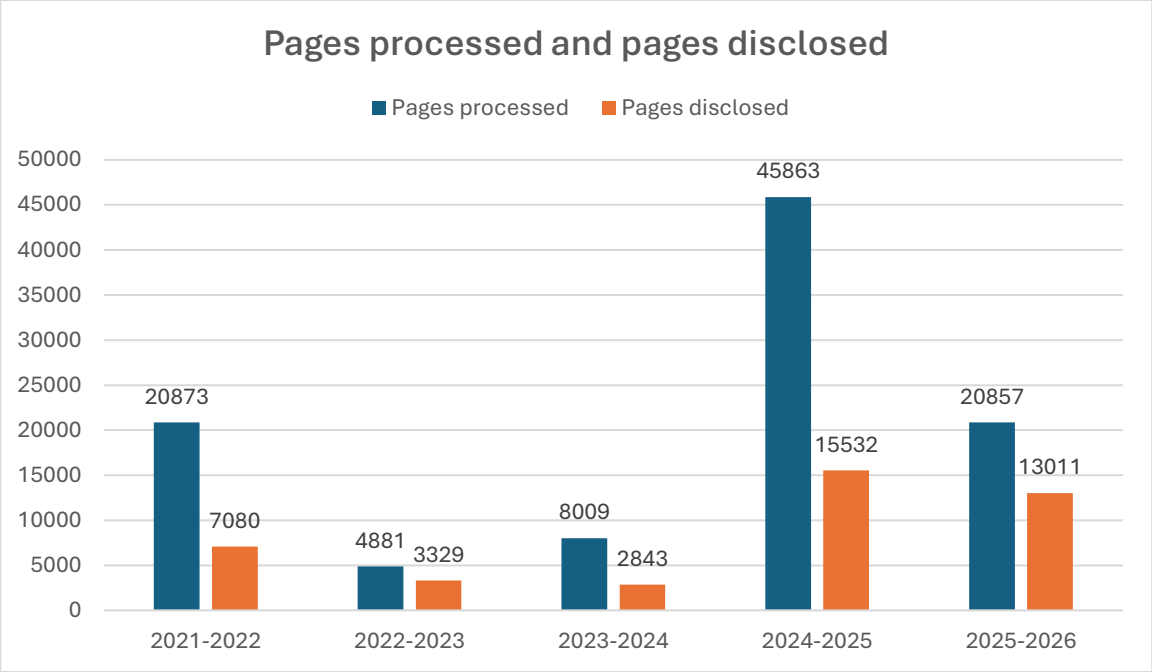
Format of information released

Of the 72 requests closed in 2025-2026, the 44 requests for which records were disclosed were released in electronic format.

Complexity

Pages processed and disclosed

In 2025-2026, the CRTC processed 20,857 pages compared to 45,863 pages in the previous reporting period, representing a decrease of 54.5%. This is attributable to a large request closed in the previous reporting period that represented over 75% of the total volume of pages processed.



	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Pages processed	20,873	4,881	8,009	45,863	20,857
Pages disclosed	7,080	3,329	2,843	15,532	13,011

Relevant pages processed and disclosed by size of request

Of the 72 requests closed during the current reporting period, 54 requests contained records, 44 of which resulted in records being disclosed to requesters.

Of these 54 requests, 46 requests contained less than 500 pages, accounting for 5,557 pages, 8 requests contained between 500 and 10,000 pages, accounting for 15,300 pages, and no requests exceeded 10,000 pages.

Other complexities

For the purposes of this report, the CRTC used the “other” designation to track the number of requests where a consultation outside of the CRTC was required for information relating to external parties or where a legal opinion was sought. In this reporting period, 18 requests required external consultation, and 4 requests required a legal opinion.

Closed requests

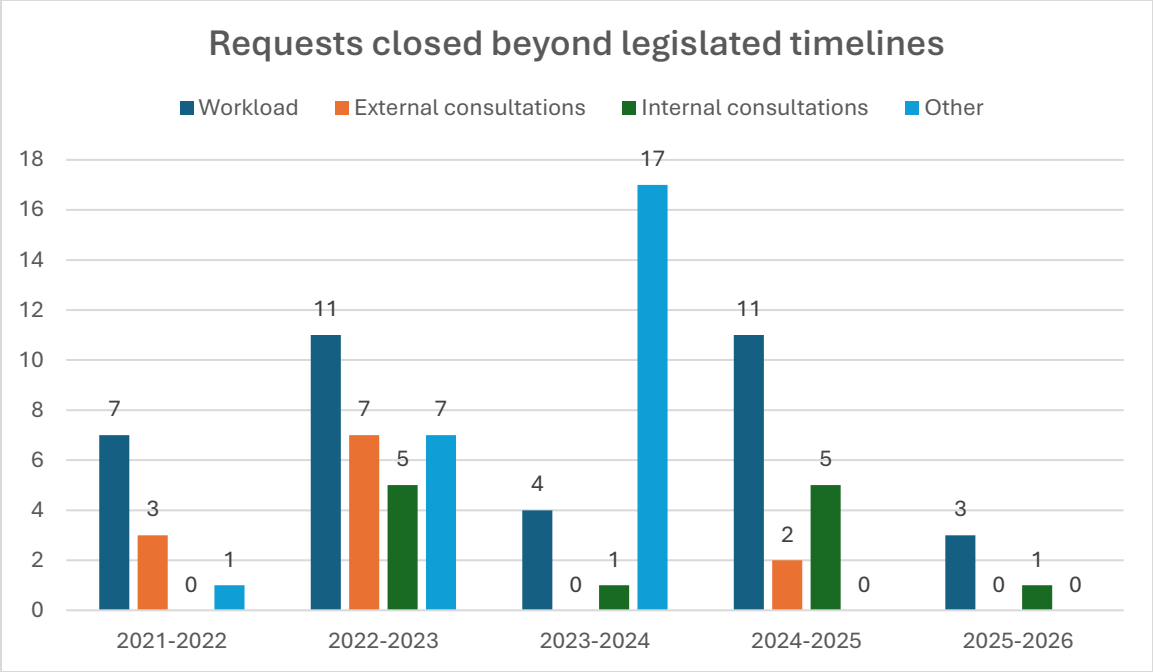
Of the 72 requests closed in the current reporting period, 68 were closed within their legislated timelines, resulting in a 94.4% compliance rate. In the 2024-2025 reporting period, 114 requests were closed, 96 of which were within the legislated timeline, representing an 84.2% compliance rate.

This represents a compliance rate increase of 10.2% over the previous reporting period. The improvement reflects ongoing efforts by the CRTC to enhance the efficiency of request processing and to meet legislated response requirements.

Deemed refusals

When an institution does not respond within the legislated time limit, it is deemed to have refused access to the requested records. This is known as being in deemed refusal.

During the reporting period, the CRTC had 4 requests in deemed refusal: 3 requests were closed past the legislated timeline by a period exceeding 365 days due to complexities and heavy workload, and 1 request was closed past the legislated timeline by 1 to 15 days due to an internal consultation.



Reason	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Workload	7	11	4	11	3
External consultations	3	7	0	2	0
Internal consultations	0	5	1	5	1
Other	1	7	17	0	0

Section 5: Extensions

According to the Act, an extension constitutes additional time granted to a government institution to respond to an ATI request when specific conditions preclude compliance with the statutory 30-day time limit.

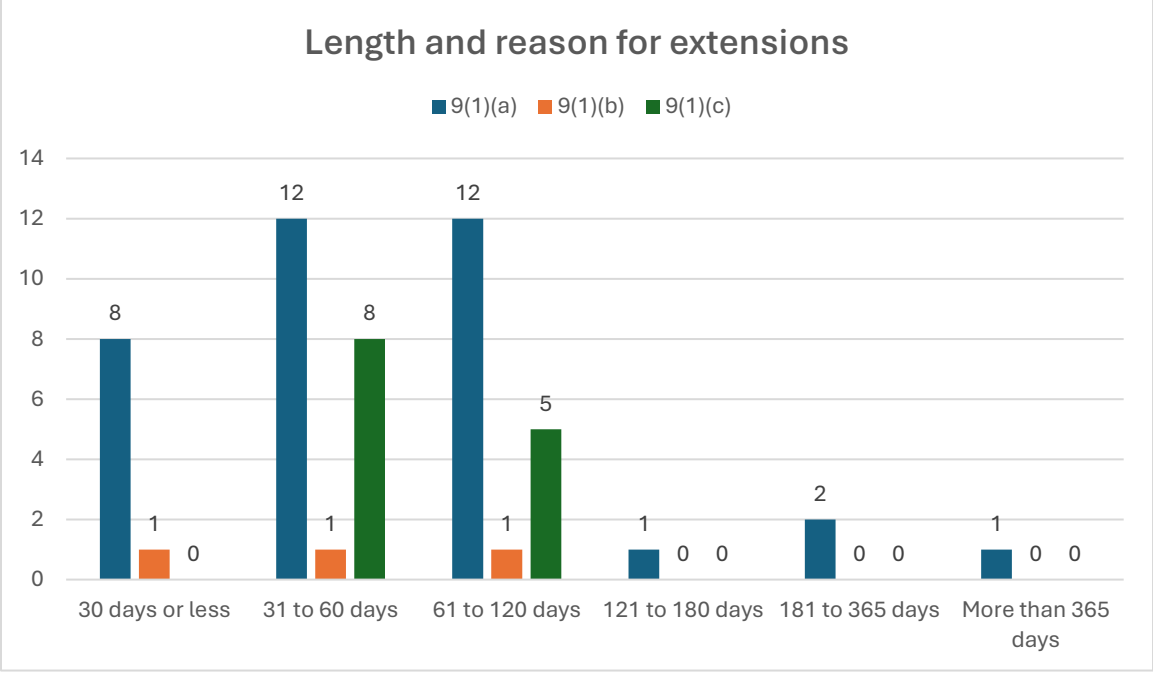
Pursuant to subsection 9(1) of the Act, an extension may be invoked under the following circumstances:

- paragraph 9(1)(a): The request is for a large number of records or necessitates a search through a large number of records and meeting the original time limit would unreasonably interfere with the operations of the government institution.
- paragraph 9(1)(b): Consultations are necessary to comply with the request that cannot reasonably be completed within the original time limit.
- paragraph 9(1)(c): Notice of the request is given to a third party pursuant to subsection 27(1) of the Act, typically when the request involves information that may affect the interests of the third party.

In such cases, the institution is required to inform the requester of the reason for the extension, the length of the extension, and their right to file a complaint with the OIC.

Length of extensions

A total of 52 extensions were taken during the reporting period. Of those, 36 extensions were taken pursuant to paragraph 9(1)(a); 3 extensions were taken pursuant to paragraph 9(1)(b); and 13 extensions were taken pursuant to paragraph 9(1)(c). The number of extensions taken throughout the 2025-2026 reporting period decreased by 28.8% from the previous reporting period.



Reason	30 days or less	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	365 days or more
9(1)(a)	8	12	12	1	2	1
9(1)(b)	1	1	1	0	0	0
9(1)(c)	0	8	5	0	0	0

Section 6: Consultations received from other institutions and organizations

The CRTC received 5 consultations from other Government of Canada institutions. A total of 182 pages were received and reviewed. No consultations were carried over to the next reporting period.

The CRTC responded to 4 consultations within 0 to 15 days, and 1 response was provided within 16 to 30 days. The CRTC recommended full disclosure of records for all 5 consultations.

Section 7: Consultations on Cabinet Confidences

During the 2025-2026 reporting period, 3 requests required consultation with Legal Services on Cabinet Confidences.

Section 8: Complaints and investigations

During the 2025-2026 reporting period, the CRTC continued to take action to resolve ATI complaints and reduce its complaint inventory. The ATIP Office began the year with 10 complaints carried over from 2024-2025 and received 6 new complaints, for a total of 16 active complaints. This was a significant improvement from the previous year, with new complaints decreasing by 66.7%, from 18 in 2024-2025 to 6 in 2025-2026. By year-end, 7 complaints had been closed and the OIC had ceased to investigate 5 complaints, meaning that 75% of the active complaint inventory was resolved or no longer under investigation during the reporting period. The number of complaints at year-end also decreased by 60%, from 10 to 4. Importantly, all complaints carried over from previous reporting periods were resolved, leaving only complaints received in 2025-2026 active at year-end. This reflects an improvement in complaint management and the CRTC's continued commitment to addressing complaints thoroughly, promptly and effectively, while supporting transparency, accountability and continuous improvement.

The CRTC remains committed to upholding transparency and accountability in all aspects of its operations, with a continued focus on minimizing the occurrence of complaints through strong compliance practices and proactive communication. When complaints do arise, the CRTC is equally committed to addressing them promptly and effectively, to ensure swift resolution and continuous improvement.

The CRTC was not involved in Federal Court cases regarding ATIP during this reporting period.

Training and awareness

During the 2025-2026 reporting period, the ATIP Office continued to advance awareness and understanding of ATIP across the CRTC. As part of this work, the ATIP Office developed a new training program for CRTC employees. The program includes 5 courses: 2 mandatory courses and 3 elective courses, depending on employees' roles and responsibilities. The program was developed based on a training needs assessment completed in 2023-2024 and in response to increased demand for ATIP training from sectors across the CRTC. Over the course of the reporting period, 13 group training sessions were delivered to 158 employees. These sessions provided employees with practical information on the basics of ATIP, including their roles and responsibilities when supporting the processing of ATIP requests. Of these sessions, 2 were developed for managers, while the remaining sessions were tailored to subject matter experts from various sectors. The ATIP Office also continued to provide individual support sessions for employees seeking guidance on specific ATIP-related questions or looking to build their knowledge further.

The ATIP Office also expanded its awareness efforts through Right to Know Week 2025, held from September 22 to 26 under the CRTC theme "Empowering Canadians through Access to Information." This initiative was designed to make ATIP more accessible and engaging for employees and to highlight the importance of transparency, accountability and openness in government. Activities included a panel discussion with representatives from the OIC, the Office of the Privacy Commissioner and the Treasury Board Secretariat; a live game show and an "Ask Me Anything" session on topics such as ATIP modernization, information management, and practical guidance for employees involved in responding to requests. Together, these activities helped strengthen employee awareness, support meaningful engagement, and promote a culture of transparency and accountability across the CRTC.

Policies, guidelines, and procedures

Info Source

Info Source is a series of publications that provide details on the Government of Canada and its data collection activities. It supports public access to information and the exercise of rights under the Act, as well as the *Privacy Act*.

The CRTC's Info Source is available on its external website, which also offers information on the CRTC's policies, structure, and contact details. In line with federal proactive publication requirements, the site includes travel and hospitality expenses, contracts, job reclassifications, closed access request summaries, and briefing material titles.

The ATIP Office maintains an internal manual to ensure consistent practices and support new analysts.

No policies, guidelines, or written procedures related to ATI were implemented in the institution during the reporting period.

Proactive publication

The CRTC implemented several procedures and systems to meet the proactive publication requirements under Part 2 of the Act. Automation processes were implemented to optimize workflow and ensure that tasks were assigned and completed in a timely manner in support of proactive publication obligations. In addition, comprehensive standard operating procedures, automated systems, and tracking mechanisms were developed to support the publication of proactive disclosures within legislated timelines.

During the current reporting period, the CRTC achieved a high level of compliance by continuing to apply the processes established in previous years. These measures contributed to a 100% compliance rate for the publication of proactive disclosures during the 2025-2026 reporting period.

The CRTC continues to refine its processes to meet legislative requirements and support proactive publication obligations. This includes ongoing engagement with sectors across the organization to facilitate the timely identification, preparation, and publication of information subject to proactive disclosure requirements. Such collaboration also helps ensure that proactive publications from previous reporting periods remain transparent and accessible.

All stages of the proactive publication process are documented in a centralized data repository to support compliance, consistency, and transparency. Collectively, these measures help ensure that the CRTC meets its obligations under the Act and upholds the principles of openness, transparency, and accountability.

Initiatives and projects to improve access to information

The CRTC has implemented several initiatives and projects aimed at improving access to information. These efforts include the introduction of automated systems to streamline request processing, in addition to the acquisition of a new ATIP request processing software solution.

During the reporting period, the CRTC implemented an automation system for the retrieval and publication of proactive disclosures on Open Government, as well as an automation system for document retrieval for ATI requests.

The CRTC also began implementing a new case management software called AMANDA that will be fully operational in the 2026-2027 reporting period.

The CRTC is committed to removing barriers that Indigenous people or those acting on their behalf face when they request access to information. This includes promoting the waiver of the five-dollar application fee for Indigenous requesters on its website.

Monitoring compliance

The CRTC is committed to responding to every ATI request completely and in a timely manner. To support this, the ATIP Office holds weekly team meetings to review priorities and identify any potential issues.

In addition, the ATIP Team Lead holds weekly meetings with each analyst individually to review performance, and weekly meetings with the sectors to receive status updates on outstanding requests.

Lastly, the senior management team is briefed on a weekly basis to track the progress of all outstanding ATI requests as well as any outstanding complaints. These weekly updates ensure that senior management is fully aware of progress on ATI requests and can take immediate action to resolve issues if they arise.

Appendix A: Delegation Order

Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and Telecommunications Commission

Delegation Order for the Administration of the *Access to Information Act*

I, the undersigned, Chairperson and Chief Executive Officer of the Canadian Radio-Television and Telecommunications Commission (CRTC), pursuant to section 95 (1) of the ***Access to Information Act****, hereby delegate the person or persons holding the position or positions set out in the schedule hereto to exercise and perform the powers, duties and functions of the Chairperson and Chief Executive Officer, as the head of the government institution, under the sections of the Act set out in the attached schedule for each position.

This Delegation Order supersedes all previous Delegation Orders with respect to the CRTC, or any portion thereof.

Ms. Vicky Eatrides
Chairperson and Chief Executive Officer

July 25/23
Date

*R.S.C. 1985, Ch. A-1

Canada

SCHEDULE

Access to Information Act Designation Order

Position	**Sections of *Access to Information Act***
1. Secretary General	4 (2.1), 6.1, 7, 8(1), 9, 10, 11, 12(2), 12(3), 13(1), 13(2), 14, 15(1), 16, 17, 18, 19, 20, 21, 22, 23, 24(1), 25, 26, 27, 28, 33, 35(2), 37(1), 37(4), 43(1), 44(2), 52, 68, 68.1, 69, 82, 83, 84, 85, 86, 87, 88, 89, 94.
2. Chief Information Officer	4 (2.1), 7, 8(1), 9, 11, 12(2), 12(3), 13(1), 13(2), 19, 20, 21, 22, 23, 24(1), 25, 26, 27(1), 27(4), 28, 33, 35(2), 37(1), 37(4), 43(1), 44(2), 68, 68.1, 69, 82, 83, 84, 85, 86, 87, 88, 89, 94.
3. Assistant Director Information Management	4 (2.1), 7, 8(1), 9, 11, 12(2), 12(3), 13(1), 13(2), 19, 20, 21, 22, 23, 24(1), 25, 26, 27(1), 27(4), 28, 33, 35(2), 37(1), 37(4), 43(1), 44(2), 68, 68.1, 69, 82, 83, 84, 85, 86, 87, 88, 89, 94.
4. ATIP Coordinator	4 (2.1), 7, 8(1), 9, 11, 12(2), 12(3), 13(1), 13(2), 19, 20, 21, 22, 23, 24(1), 25, 26, 27(1), 27(4), 28, 33, 35(2), 37(1), 37(4), 43(1), 44(2), 68, 68.1, 69, 82, 83, 84, 85, 86, 87, 88, 89, 94.
5. ATIP Officers	7

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