

RCMP



ROYAL CANADIAN MOUNTED POLICE

2024-2025

ANNUAL REPORT TO PARLIAMENT

ADMINISTRATION OF THE
ACCESS TO INFORMATION ACT

2024-2025



Royal Canadian
Mounted Police

Gendarmerie royale
du Canada

Canada

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Royal Canadian Mounted Police Gendarmerie royale du Canada

2024-2025 ANNUAL REPORT TO PARLIAMENT

**ADMINISTRATION OF THE
*ACCESS TO INFORMATION ACT***

Canada 

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INTRODUCTION

The Royal Canadian Mounted Police (RCMP) is pleased to outline in this annual report details of the manner in which it discharged its responsibilities in relation to the *Access to Information Act* (ATIA) during the reporting period. The report is prepared and tabled in Parliament in accordance with section 94 of the *Access to Information Act*. The purpose of the ATIA is to enhance the accountability and transparency of federal institutions in order to promote an open and democratic society and to enable public debate on the conduct of those institutions. To further that purpose:

- Part 1 extends the present laws of Canada to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions about the disclosure of government information should be reviewed independently of government.
- Part 2 sets out the requirements for the proactive publication of information.

The 2024-2025 fiscal year marks the RCMP's fourth year of its five-year modernization plan for its Access to Information and Privacy (ATIP) program. The RCMP is pleased to report improvements to its performance and program overall and is proud of its ongoing collaboration with our employees across Canada, as well as our network of partnerships with other Government of Canada departments. These improvements are also a testament to the hard work and dedication of the ATIP Branch's employees.

Ensuring that Canadians have timely access to information—enabling them to understand the decision-making process and the challenges faced—is essential to building and maintaining trust in the organization. The RCMP takes these responsibilities seriously and is committed to meeting the expectations of Canadians while protecting the integrity of the investigations undertaken on their behalf. Canadians are encouraged to monitor our work through the public website at <https://www.rcmp-grc.gc.ca/en/access-information-and-privacy-programs-modernization-strategy>.

ORGANIZATIONAL STRUCTURE

Royal Canadian Mounted Police

As a federal, provincial, territorial and municipal policing body, the RCMP provides federal policing services to all Canadians and policing services under contract to the three territories, eight provinces, and more than 150 communities delivered through more than 700 detachments across Canada, 600 Indigenous communities and three international airports.

The RCMP's mandate is multifaceted and includes preventing and investigating crime; maintaining peace and order; enforcing laws; contributing to national security; ensuring the safety of state officials, visiting dignitaries and foreign missions; and providing vital operational support services to other police and law enforcement agencies within Canada and abroad.

A Commissioner leads the RCMP and is supported by a Senior Executive Committee (SEC) made up of regular members, civilian members and public servants. The role of SEC is to develop, promote and communicate strategic priorities, strategic objectives, management strategies and performance management for the purpose of direction and accountability.

The organization is subdivided into 15 divisions (10 provinces, three territories, Depot Division and National Headquarters in Ottawa), each of which is under the direction of a Commanding Officer or Director General.

National Headquarters includes 10 business lines and is structured as follows: Federal Policing, Contract and Indigenous Policing, Specialized Policing Services, Corporate Management and Comptrollership, Human Resources, Internal Audit and Evaluation, Professional Responsibility Sector, Strategic Policy and External Relations, Reform Accountability and Culture, and Legal Services.

Access to Information and Privacy Branch

The RCMP established the ATIP Branch in 1983, as the central point of contact for all matters arising from both the ATIA and the *Privacy Act* (PA). The ATIP Branch reports through the Chief Digital Officer to the Deputy Commissioner of Specialized Policing Services. The IM/IT Branch was renamed the Digital Program in December 2024. The new Digital Program is responsible for leading the technological transformation of the RCMP, along with Analytics, Data and Information Management and the ATIP Branch. While this is not a common structure within government, it unites, Information Management (IM) and Information Technology (IT) with ATIP further enabling the modernization of the ATIP program. These benefits include a more high-profile role for the Branch in areas such as digital records management, open government, and the declassification of historical records.

The ATIP Branch's Director General acts on behalf of the head of the institution as the Departmental Access to Information and Privacy Coordinator. The ATIP Coordinator ensures compliance with both the spirit and the intent of the ATIA, as well as all associated regulations, policies and guidelines. The Director General position is also tasked with leading the program's broad modernization efforts. The ATIP Branch is made up of 122 employees and 11 consultants who work on requests under both the ATIA and the PA.

For a breakdown of the groups and positions responsible for meeting each applicable proactive publication requirement under Part 2 of the ATIA, see the section "Proactive Publication under Part 2 of the ATIA" below.

Access to Information Stream

Led by a Director, the Access Stream is responsible for responding to all formal and informal requests made under the ATIA. This stream is made up of four disclosure teams, each with an area of expertise. The first team focuses on the on-time requests, helping the RCMP meet its obligations under the Act. The second team specifically looks at the most dated backlog files in order to reduce the risk associated with these requests. A third team, made up of highly experienced analysts, is responsible for addressing the most sensitive investigations which may require extensive consultations or unique knowledge in order to process. The fourth team is responsible for reviewing and responding to complaints received through the Office of the Information Commissioner (OIC).

The Access Stream also leads the overall coordination of the proactive publication requirements of Part 2 of the ATIA for the RCMP and works collaboratively with stakeholders to monitor and ensure compliance. This Stream also works closely with partners in Communications, Parliamentary Affairs, the Commissioner's Office and the Minister's Office to ensure horizontal visibility on ongoing trends, including issues with implications to the department, public sentiment, and strategic planning with the view of sharing a common understanding of organizational priorities, and informing existing, or anticipated ATIP requests.

Privacy Stream

Led by a Director, the Privacy Stream is made up of two units—one responsible for processing formal personal information requests and the other supports compliance of the RCMP's program delivery with the provisions of the *Privacy Act* and the policies and directives of the Treasury Board of Canada Secretariat (TBS).

Privacy Disclosure Unit: This unit processes all formal requests received under the PA. This stream is made up of four disclosure teams, each with an area of expertise. The first two teams focus on the on-time requests, helping the RCMP meet its obligations under the *Privacy Act*. The third team specifically looks at the most dated backlog files to reduce the risk associated with these requests. The fourth team is responsible for reviewing and responding to complaints received through the Office of the Privacy Commissioner (OPC).

Privacy Management Division (PMD): The Privacy Management Division is divided into three interrelated but distinct teams: Compliance and Advisory Services, Privacy Policy and Transparency, and Incident Management and Permissible Disclosures. These dedicated professionals provide policy advice and expertise to the RCMP on privacy-related issues, including: assessing risks and recommending mitigating measures during program development and modernization; supporting the drafting, review and approval of Privacy Impact Assessments (PIAs) and Privacy Impact Assessment Questionnaires (PIAQs); reviewing RCMP agreements and contracts (e.g. Memorandums of Understanding, Information Sharing Agreements, Requests for Proposal); managing privacy breach reporting, complaints under sections 4 through 8 of the PA, and the informal review of requests under subsection 8(2) of the PA. In addition, the team provides awareness sessions and reviews and creates internal policies that reflect TBS policy, directives and guidance, as well as expectations from the OPC. The team works to ensure the RCMP is meeting its obligations as described in section 4.2 of TBS's Policy on Privacy Protection and the PA.

Operational Support Stream

Led by a Director, the Operational Support Stream oversees the preliminary phases of a request, provides internal reporting services and digitization of its processes. It consists of two teams: Lead Operations and Innovative Solutions. The Lead Operations team concentrates on the opening, triaging, tasking and importing of all incoming requests. Meanwhile, the Innovative Solutions team is tasked with creating robotic processes (bots) that automate repetitive tasks, thereby enhancing efficiency and optimizing workflows. Additionally, they play a vital role in the management and maintenance of the ATIP case management software and in supporting ATIP operations within the RCMP. They ensure the accuracy of data, manage user access, and provide statistical reports to bolster ATIP operations. The team also includes the Centre of Excellence for all rich media requests, including those from the Body Worn Camera (BWC) initiative and BWC footage contained in operational files.

When tasking requests, the Lead Operations team works closely with divisional Liaison Officers (LOs) and record holders, known as the Office of Primary Interest (OPIs). Some responsibilities of the LOs and OPIs include:

Liaison Officers: LOs are responsible for forwarding all requests to the appropriate personnel (i.e. OPIs) within their business lines or divisions. Other responsibilities include tracking submissions to ensure responsive records are sent by OPIs to the ATIP Branch; ensuring responses are on time; and documenting and communicating internal RCMP ATIP processes to all who facilitate the processing of requests. In 2022, the RCMP Contract Management Committee was consulted on an initial pilot to expand its ATIP footprint

in the divisions. At that time, National Head Quarters transferred funds to five divisions to support limited capacity to serve as a proof of concept and identify challenges. The initial results of this pilot have been extremely successful, with divisions reporting increased visibility and carriage of ATIP requests moving through the divisions. Due to conflicting priorities and increasing demands, as well as a of lack of funding, the pilot couldn't continue past the first year.

Office of Primary Interest: As the record holders, some of the OPIs' responsibilities include providing electronic copies of the responsive records; reviewing records for duplication; ensuring that the information falls within the scope of the request; notifying the ATIP Branch if records are voluminous; and advising the Branch or LO if an extension is required.

DELEGATION ORDER

The Minister of Public Safety is responsible for administering requests made to the RCMP under both the *Access to Information Act* and the *Privacy Act*. In accordance with section 95(1) of the ATIA, the Minister delegates authority to departmental senior management, including the ATIP Coordinator, to carry out the Minister's powers, duties and functions under the Act in relation to formal requests. A copy of the signed Delegation Order is included in [Appendix A](#). Of note, this Delegation Order is currently being updated to reflect the current operating structure of both the ATIP Branch and the RCMP as a whole.

PERFORMANCE FOR 2024-2025

This section provides an overview of the RCMP's performance with respect to records requested under the ATIA for the 2024-2025 reporting year.

During the 2024-2025 reporting period, the ATIP Branch remained operational and continued to work closely with its partners and stakeholders in finding solutions and reviewing processes to ensure that it responded to Canadians' requests in a satisfactory and timely manner. However, it continued to face challenges that resulted in response delays to requests submitted. Despite its legislative responsibilities, certain realities prevented the RCMP from responding on time, including

- Operational requirements that called for RCMP members and employees to be redeployed on an urgent basis. This includes the National Wildfire response, police assistance at protest activities and security for major events and visits, to name a few.
- The RCMP still relies heavily on paper-based processes with many records that have not been digitized.
- The extensive search for records often required (more than 750 locations throughout Canada).
- The switch from the Immigration, Refugee and Citizenship Canada (IRCC) ATIP portal to the TBS portal in March 2023 continues to obligate the RCMP to seek clarification from the vast majority of requesters for information that was previously mandatory on the IRCC portal.
- Significant recruitment, training, awareness and retention efforts in the ATIP Branch continued in light of the lack of experienced ATIP analysts in the wider ATIP community. The Branch is working diligently to develop new analysts through a Professional Development Program, and these efforts will show results in the years to come.

The RCMP recognizes the importance of complying with legislated timelines and continues to overhaul its program and address these issues by:

- Devoting resources to improve the timeliness of responses.

- Modernizing/streamlining policies and procedures within the program and across the organization to enhance operational efficiency.
- Expanding training and awareness campaigns for all RCMP personnel to ensure they understand their obligation to respond within legislated timeframes.
- Investing in new technologies and automation to increase efficiencies and decrease the total workload.

Compliance and Pages Processed

In alignment with the Treasury Board Secretariat’s (TBS) performance target of closing 90% of access requests within the legislated timelines, the ATIP Branch saw an increase in compliance for the number of access requests closed within the legislated time frame. In the 2024-2025 reporting period, compliance rose to 43% from 35% in the previous fiscal year.

The ATIP Branch’s level of output for the number of pages processed under the ATIA during the 2024-2025 fiscal year remained constant, increasing by only 2.4% compared to the 2023-2024 fiscal year. It is interesting to note that while the number of pages remained consistent, the number of requests processed decreased by 34%. The decrease in the number of requests processed can be explained by multiple initiatives throughout the Branch such as improved triaging to distinguish genuine access to information requests from privacy-related ones at the point of intake; redirecting requests outside of the ATIP process where appropriate; diligently narrowing the scope of requests through effective triage allowing for more targeted reviews and better service to Canadians; and the automation of processes like deduplication bots.

Table 1: Compliance

	Compliance	Pages Processed	Requests Closed
2024-2025	43%	1,663,359	4,191
2023-2024	35%	1,624,587	6,374
2022-2023	42%	941,259	5,633
2021-2022	40%	1,006,354	5,085

Requests Received and Closed

The RCMP received a total of 2,223 new requests under the ATIA in 2024-2025. In addition, there were 3,336 requests outstanding from the previous reporting periods for a total of 5,559 requests. Of these, 4,191 requests were completed and 1,368 requests were carried over to the 2025-2026 fiscal year. Of the completed requests, 7.8% were fully disclosed and 50.1% were partially disclosed.

Generally, access requests cover a variety of topics and can include information about contracts/program costs and expenses; information related to security issues; operational file material; and the management of the RCMP. Of note, approximately 80% of the ATIA requests processed were related to matters of a personal nature.

In the 2024-2025 reporting period, the RCMP received 2,225 ATIA request, a significant decrease compared to the previous reporting periods: 5,510 in 2023 and 3,658 in 2023-2024. The decrease is a direct result of the Branch’s efforts to educate requesters, including adding guidance to the TBS portal advising requesters to use the PA to request their own personal information. This has benefited

requesters as the PA requests can be made free of charge, provide them with an expanded right of access, and grants requesters the right to correction, none of which exists under the ATIA. The decrease here is matched to an increase in requests made under the PA.

Active Requests from previous reporting periods

The significant work done to eliminate the backlog of requests can be seen in the numbers below. The legacy backlog has been reduced by approximately 30%, from 6.4 million pages to 4.6 million pages over the reporting period. The ATIP Branch made a significant effort to process and close all backlog files received prior to April 1, 2020. At the end of the reporting period 11 files remained open. At the time of this report, eight of those requests have already been closed, and the last three are nearly complete. As such, there will no longer be any decade-old files in the backlog. While there is still a backlog of requests to process, they are more recent, demonstrating the efforts made to improve the service the RCMP is providing to the public. At the conclusion of the 2024-2025 fiscal year, a total of 1,367 requests were outstanding which is a decrease of 44.9% compared to the previous reporting period. Of those outstanding, 15% were carried over within legislated timelines, and 85% were carried over beyond legislated timelines.

As shown in Table 2, at the end of the reporting period, the RCMP had 1,367 open requests from previous reporting periods. One third of the outstanding requests (32%) were received within the last two years.

Table 2: Active Requests from Previous Reporting Periods

Fiscal year open ATIA requests were received	Open requests that are within legislated timelines as of March 31, 2025	Open requests that are beyond legislated timelines as of March 31, 2025	Total
2024-2025	209	147	356
2023-2024	0	228	228
2022-2023	0	223	223
2021-2022	0	381	381
2020-2021	0	168	168
2019-2020	0	8	8
2018-2019	0	1	1
2017-2018	0	2	2
Total	209	1158	1,367

Completion Time

The ATIP Branch was able to complete a total of 953 (22.7%) requests in 30 days or less. During the reporting period, 848 (20.2%) requests were completed within 31-60 days, 356 (8.4%) were completed in 61-120 days and 2,034 (48.5%) were completed in more than 121 days. The noteworthy number of requests closed in more than 121 days can be attributed to the significant effort undertaken to close the most dated requests.

Table 3: Completion Time for Closed ATIA Requests

Completion Time	Number of requests closed	Percentage of requests closed
1 to 30 Days	953	22.7%
31 to 60 Days	848	20.2%
61 to 120 Days	356	8.4%
121 to 180 Days	161	3.8%
181 to 365 Days	326	7.7%
More than 365 Days	1547	36.9%
Total	4191	100%

Extensions

Section 9 of the ATIA allows institutions to extend the statutory time limits to respond to a request beyond 30 days.

For the requests closed during the 2024-2025 reporting period, the RCMP sought a total of 3,165 extensions under section 9(1)(a), which pertains to unreasonable interference with operations.

A total of 22 extensions under section 9(1)(b), which pertains to necessary consultations were taken.

One extension under section 9(1)(c) were taken for third-party consultation.

While the RCMP makes every effort to avoid extensions, the unique operational reality of the organization sometimes requires additional time to process requests. For example, during the wildfire season in British Columbia and Alberta, several detachments were structurally impacted at various levels, others had to close, and many were on Evacuation Alert. Extensions were therefore sought for requests in these affected areas.

Consultations for Other Institutions

During the reporting period, the RCMP completed 270 consultations, totalling 43,579 pages reviewed. Of the 270 completed consultations, 227 were received from other Government of Canada (GC) institutions and 43 were from other organizations. Of those, 112 (41%) consultations from GC institutions were completed within 30 days, and 29 (67%) consultations from other organizations were completed within 30 days.

The number of consultations received dropped by 24% this reporting period. More importantly, the number of pages received rose by 114% from the previous reporting period. The RCMP maintains a balanced focus on consultations as a service to the ATIP community, consistent with the expectations of the OIC, ensuring they are not used to artificially prolong the processing time of requests.

Table 4: Completion Times for Consultation Requests

Completion times	Number of requests
1 to 15 Days	59
16 to 30 Days	82
31 to 60 Days	57
61 to 120 Days	35
121 to 180 Days	18
181 to 365 Days	10
More than 365 Days	9
Total	270

Active Outstanding Complaints from Previous Reporting Periods

At the conclusion of the reporting period, a total of 196 complaints were outstanding. Table 5 shows the number of outstanding complaints by the fiscal year received:

Table 5: Active Complaints from Previous Reporting Periods

Reporting period	Number of complaints
Received in 2024-2025	104
Received in 2023-2024	37
Received in 2022-2023	27
Received in 2021-2022	17
Received in 2020-2021	3
Received in 2019-2020	7
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	1
Total	196

TRAINING AND AWARENESS

Continuous learning is a priority for the RCMP and the ATIP Branch is no exception. ATIP Branch staff are encouraged to seek out relevant courses and other learning opportunities to enhance their knowledge and to improve their skills.

In the 2024-2025 reporting period, the ATIP Branch instituted internal and information training curriculum called “A Slice of Learning.” These monthly sessions provide an opportunity for all employees to learn about the inner workings of the Branch, along with a variety of topics intended to assist in their daily work. Topics this year included ATIP statistical reporting, how to prepare to be an affiant, summaries of the Canadian Access and Privacy Association (CAPA) and Canadian Bar Association (CBA) ATIP conferences, responding to complaints, data detox, and occupational health and safety.

The ATIP Branch had the opportunity to meet with the senior management of F Division (Saskatchewan) and Depot Division to speak about ATIP and the legal obligations of all employees to comply with the Acts. In person sessions such as this are invaluable as they provide a chance for both sides to ask questions and address issues unique to the Division. This visit also allowed for the ATIP Branch to meet with the curriculum development team for Depot and opened the conversation for updating the training received by all in-coming police officers. These updates will be developed over the next reporting period and are a key piece in the ATIP Branch’s modernization efforts and in line with TBS guidance.

Ad-hoc training continued throughout the year with a total of nine sessions being delivered to 599 employees across the country. A highlight of these presentations was the E Division (British Columbia) Information Governance Days of Summer Sessions. Led by the E Division Information Governance group, this two-week program was open to all employees in the Division and touched on a wide variety of topics that affect information management and governance. As the biggest Division, and utilizing unique records management systems, the ATIP Branch relies on the expertise within the Division to ensure we can respond to requests in a timely manner. Other sessions included employees from Federal Policing, Corporate Reporting and Governance, Strategic Policy, and the Information Professionals Summit in Ottawa led by the RCMP for employees currently working in information management and governance.

Since joining the Digital Program in May 2023, the ATIP Branch has been incorporated into the student outreach program which liaises with post-secondary institutions to connect students to co-op placements and post-secondary recruitment. Three sessions were held this year in the National Capital Region, reaching students across the city with an interest in law enforcement and data.

The RCMP’s *Access to Information and Privacy Fundamentals* online course is available to all RCMP employees through the organizations’ online learning platform. In addition to increasing their knowledge of the ATIA and the PA, this course also provides employees with a better understanding of their responsibilities when responding to information requests and best practices when managing personal information. In 2024-2025, 886 RCMP employees successfully completed the course.

POLICIES, GUIDELINES AND PROCEDURES

Throughout this reporting period, the ATIP Branch continued to modernize and update internal policies and procedures to ensure alignment with current reporting standards. These changes will continue to be developed and instituted in the 2025-2026 reporting period.

ATIP Modernization

In November 2020, the OIC released the results of a systemic investigation of the RCMP's ATIP program entitled *Access at issue: The need for leadership*. The report was highly critical of the RCMP's ATIP program and identified 15 recommendations for improvement. Subsequently, the Minister of Public Safety issued a Directive to the RCMP to action the recommendations of the OIC's review and submit a strategy outlining a way forward to be developed in consultation with TBS. In response, the RCMP developed a strategy entitled *Access Granted: Restoring Trust in the RCMP's Access to Information Program*, supported by an action plan outlining initiatives to modernize the program.

The RCMP began implementation of the strategy in the 2021-2022 reporting period and is committed to seeing it through over the course of a five-year period. Since then, the RCMP ATIP Branch undertook advancements in human resources, technology, policy and procedures. The objective being to increase compliance rates and enhance public transparency. The RCMP posted the strategy and is providing updates on the RCMP external website. We encourage all Canadians to visit the site and monitor our progress at <https://www.rcmp-grc.gc.ca/en/access-information-and-privacy-programs-modernization-strategy>.

Over the reporting period, the RCMP continued to make progress in implementing the strategy. While more details can be found on our external website, some key initiatives include:

Pillar One: Our People

- To improve the internal services provided to the organization, the Privacy Management Division has been strengthened to ensure the RCMP is able to provide expert services in privacy policy and the management of personal information to all areas of the organization.
- The Operations Stream has been bolstered to include system administrators who are responsible for the technical support of the ATIP case management software and analytics positions to interpret data and assist with long-term planning and process improvements.
- The ATIP Branch strengthened its commitment to diversity and inclusion by partnering with LiveWorkPlay, a non-profit organization that supports neurodivergent talent, enabling the recruitment of individuals whose unique perspectives and skills enhance the organization's innovation, resilience, and inclusive culture. The ATIP Branch currently employs four individuals from LiveWorkPlay in a variety of roles throughout the Branch. As a result, the RCMP was awarded the LiveWorkPlay Inclusive Employer award for 2024-2025. Talks are underway to expand the program to other areas of the RCMP.
- The Professional Developmental Program has begun to show successes. The first candidates have been assessed and are being promoted via the program criteria. This program is essential for the ATIP Branch to train and retain new analysts by demonstrating a career path and growth opportunities within the program and the RCMP.

Pillar Two: Our Tools

- The RCMP worked closely with TBS on updates to the ATIP Online Request Portal. These updates, outlining required information in order to submit a request, have resulted in a savings of approximately \$80,000 since October 23, 2024. More than 1,000 incomplete requests have been closed immediately following opening, resulting in a reduction in work to task and review records where no consent or proper identification has been provided.
- As the RCMP deploys BWC across the country to front-line officers, ATIP Branch has expanded its capabilities to review these new records along with other rich media formats. The deployment of

video vetting software has allowed the RCMP to release more video than ever before as the tools to process it have been improved. Preliminary analysis indicates that processing BWC video files requires significantly more time than initially anticipated. As data remains limited, the full impact of BWC-related requests is not yet clear. The Branch will continue to monitor developments closely and adjust its strategy and resource planning as more accurate information becomes available.

- Three automation processes (RPA) have been put into production within the ATIP Branch. The first bot addresses duplicate records. Eligible records are now deduplicated prior to being uploaded to our case management software. In the first four months of use, 18,000 pages of duplicates were located and removed. This has reduced analyst workload and workloads for our OPIs on consultations since they are not looking through duplicate records. Two more bots have just come online and their effectiveness is currently being monitored.

The case management software used by RCMP ATIP Branch is at the end of its life and will no longer be supported after June 30, 2026. All institutions currently using this outdated software are now required to prioritize the modernization of their case management systems, begin onboarding a new platform by June 2025, and complete the full transition by June 2026. TBS has approved two new ATIP software solutions, both of which have been evaluated against criteria established by the ATIP community and meet all mandatory requirements. The current legacy system is obsolete, and its failure could lead to information loss and significantly disrupt or delay the processing of ATIP files. However, funding sources for the replacement and modernization of the existing system have yet to be identified and secured.

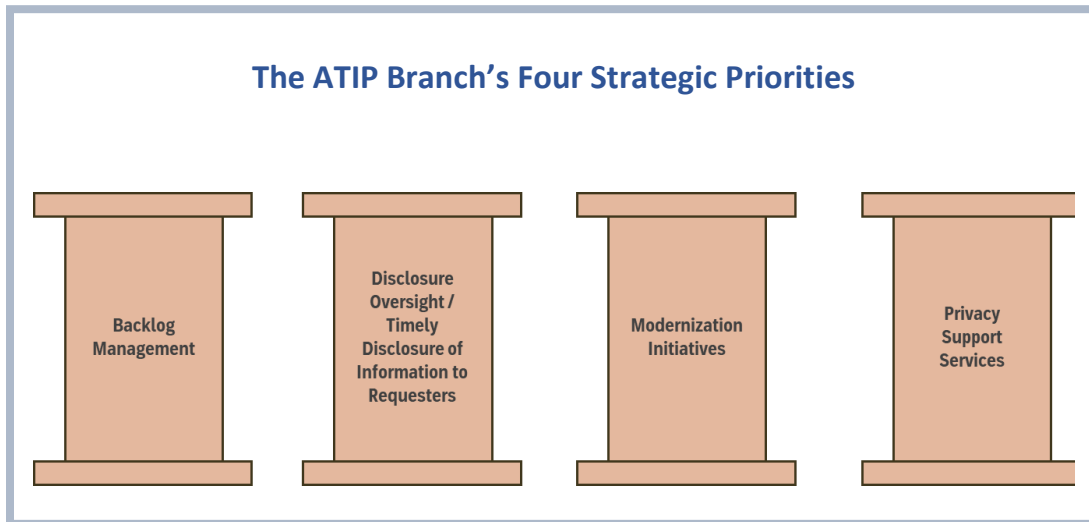
Pillar Three: Our Procedures

- The Branch collaborated with the Canadian Firearms Program (CFP) to redirect information requests for firearms information that can be better addressed directly.
- Website and client portal updates were implemented to guide clients on accessing information without submitting a formal ATIP request. These efforts led to a 24% reduction in ATIP taskings to the Specialized Police Service business line during this reporting period.
- The Triage Team established a few years ago has made great strides. Over the last two years, employee retention and training on this team has allowed for these analysts to grow, and their work can be seen in the reduction of pages processed. This team regularly speaks with applicants to assist with properly scoping requests, understanding RCMP jargon and ensuring requests are completed prior to any tasking or review being done. This has reduced the workload both within the ATIP Branch but also with the OPIs who have clearer direction on what is being requested.
- High-quality data is critical for enabling informed, data-driven decisions; identifying trends; and effectively managing workloads within the ATIP Branch. It also ensures accurate reporting to the Chief Digital Officer and RCMP senior management. To improve data integrity, three targeted training sessions on data entry and reporting standards were delivered early in the reporting period. As a result, data accuracy improved significantly—from 69% in November 2024 to 94% by February 2025.
- The drafting of standard operating procedures (SOPs) remained a priority in this reporting period. To facilitate training and ensure consistency, SOPs have been drafted to address digital evidence, active police investigations, and how to treat records related to investigative techniques and obscene material.
- To support business continuity and the shortcomings of the current case management software, ATIP collaborated with IT to ensure a full backup of the database is in place should anything

happen. As seen in other institutions, the volatility of the database is a key concern and is a leading factor in the evaluation of new software solutions.

As the original 5-year modernization strategy is set to conclude in the next reporting period, the ATIP Branch is looking to the future and how to continue building on the successes seen in the last four years. The four strategic priorities that the Branch will be focusing on are:

- 1) Clearing the legacy backlog;
- 2) Disclosure oversight and improved compliance;
- 3) Advancing modernisation initiatives; and
- 4) Providing robust privacy support services to the RCMP.

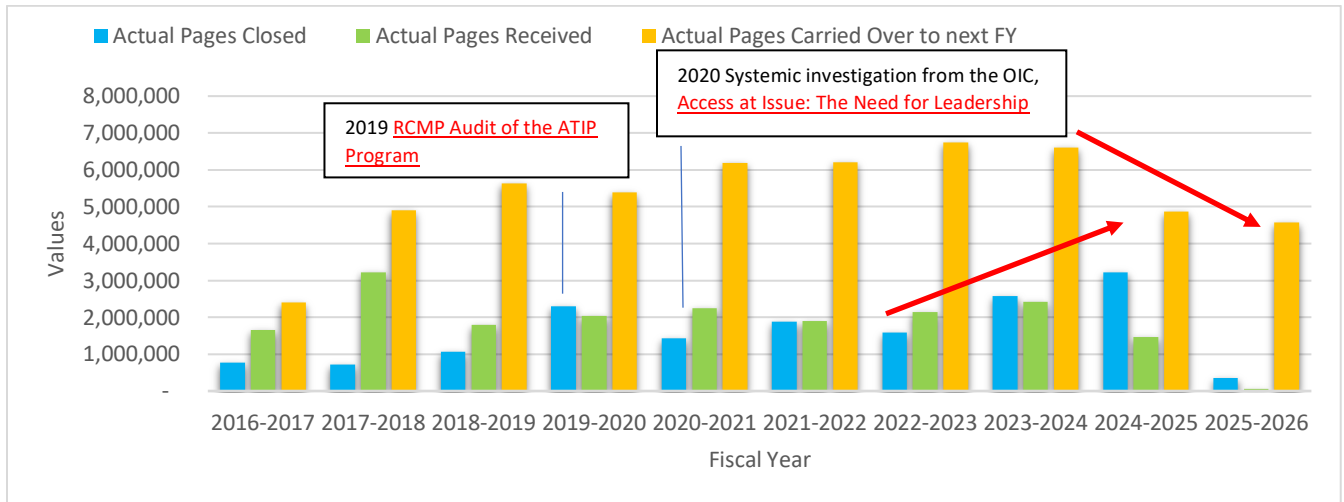


Tackling the Legacy Backlog: A Strategic Success

To address the legacy backlog by 2029, the Branch adopted a targeted strategy: temporarily leveraging experienced and high-performing consultants to accelerate file processing. This approach is already delivering strong results—nearly 30% of the legacy backlog was cleared in 2024–2025, with the volume reduced from 6.4 million to 4.6 million pages over the fiscal year. Notably, the Branch successfully closed almost all backlog files received prior to March 1, 2020.

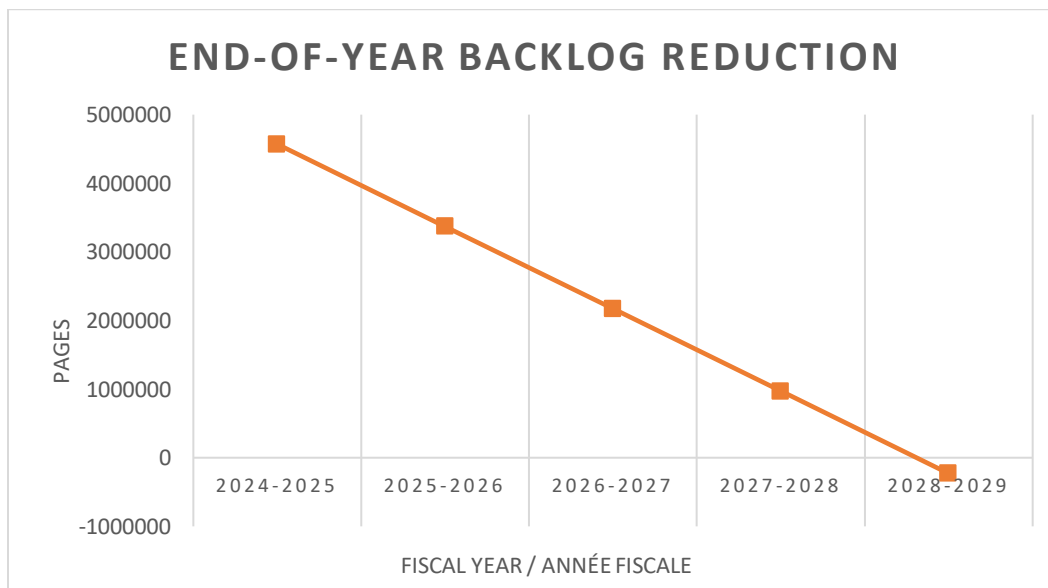
This progress allows indeterminate staff to focus on current and incoming requests, improving overall responsiveness and efficiency.

Table 6: Backlog Accumulation and Reduction



Based on current processing capacity, the ATIP Branch anticipates resolving the legacy backlog— comprised of outstanding files from 2020 to 2025—by the 2028–2029 fiscal year, as outlined in Table 7.

Table 7: Anticipated Backlog Reduction



Closing the Production Gap: A Sustainable Strategy for Timely Information Disclosure

To prevent the creation of a new and compounding backlog, the Branch is implementing a comprehensive and forward-looking strategy to close its annual production gap and ensure timely responses to ATIP requests. The Branch receives approximately two million pages for review each year, while Branch employees currently process 1.2 million pages, resulting in a growing shortfall of 800,000 pages annually. To eliminate this gap and align capacity with demand, the Branch has already started to implement the following three key measures and will continue to do so in the next fiscal year:

- **Boost Analyst Productivity (+20% workload reduction)**
As most ATIP analysts are still early in their careers, there is strong potential for growth. With

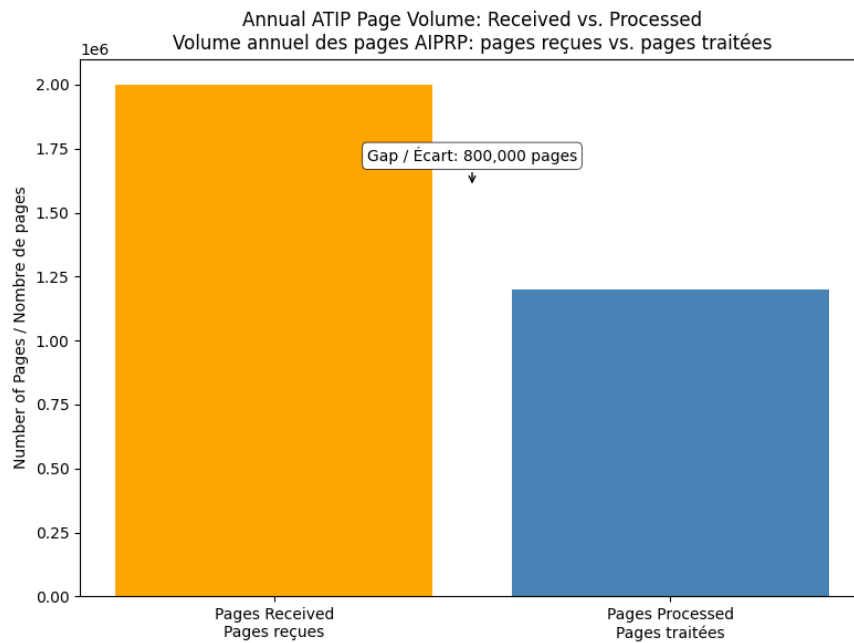
continued training and experience, productivity is expected to increase by 20%, enabling analysts to process more files efficiently as they deepen their understanding of the ATIP legislation.

- Reduce Page Volume Through Triage and Negotiation (-15% workload reduction)**
 By equipping analysts with negotiation skills and focusing on early triage, the Branch aims to reduce the volume of pages requiring review by approximately 300,000 pages. This will be achieved by working with requesters to narrow the scope of their requests to only the most relevant information.
- Leverage Automation to Increase Speed and Reduce Workload (-10% workload reduction)**
 The rollout of automation tools is expected to both accelerate processing and reduce manual workload by an estimated 200,000 pages, allowing analysts to focus on more complex tasks.

Together, these measures are projected to bring the number of pages received and processed into balance, effectively eliminating the production gap and preventing the creation of a new backlog. This will ensure that the majority, if not all, of the information requested can be reviewed and disclosed within the same fiscal year, significantly improving service to Canadians.

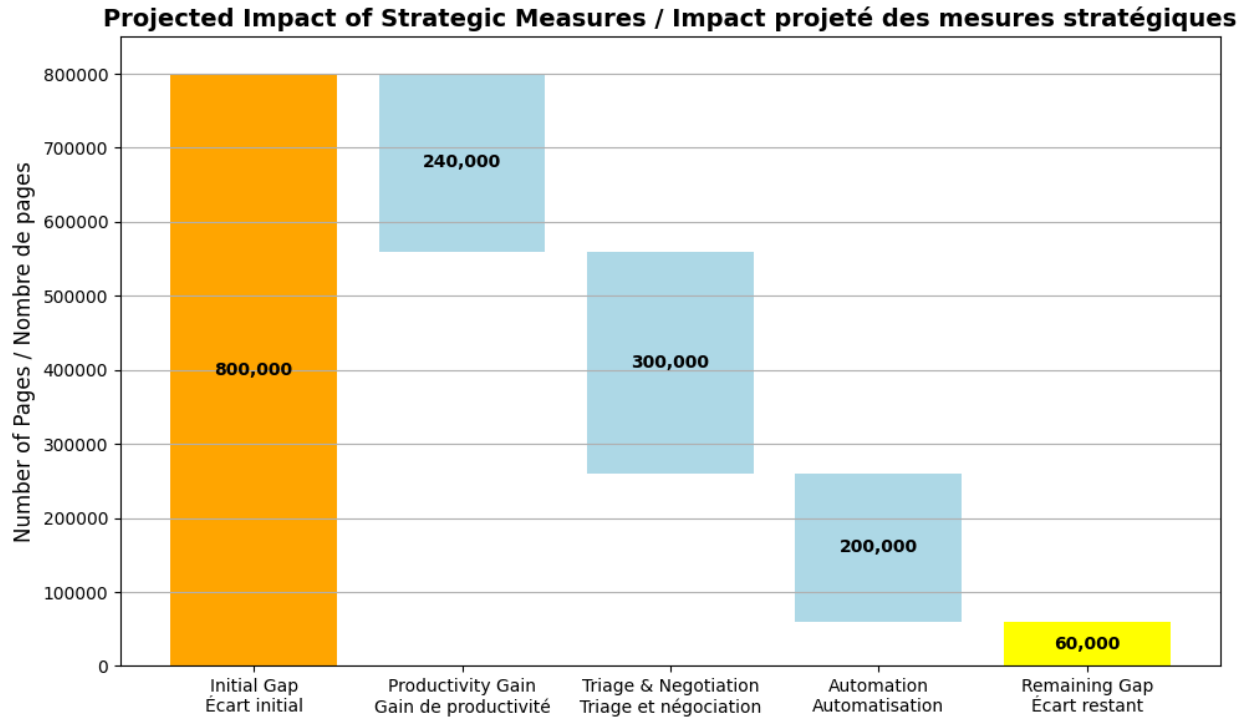
The graph below highlights the current production gap of 800,000 pages per year, clearly showing the imbalance between incoming and processed pages.

Table 8: Annual ATIP Page Volume: Received vs. Processed



This chart breaks down how each of the three key measures—productivity boost, triage/negotiation, and automation—contributes to closing the 800,000 page gap.

Table 9: Projected Impact of Strategic Measures on Page Processing



Providing Robust Privacy Support Services to the RCMP

Trust is earned in bytes—and lost in breaches. As such, strong privacy practices are the foundation for protecting Canadians’ data and preserving their trust in public institutions.



In today’s digital landscape, data protection is reputation protection. High-profile privacy breaches—such as those experienced by Desjardins, Equifax, and Capital One—have shown how the mishandling of personal information can lead to devastating financial losses, legal consequences, and irreparable damage to public trust.

To prevent similar outcomes, the RCMP's Privacy Management Division plays a vital role in supporting the organization through escalating data privacy challenges. The Branch acts as a privacy shield, helping to ensure that the personal information of Canadians is collected, used, retained, and disclosed in full compliance with the *Privacy Act*.

The class action lawsuits involving Desjardins, Equifax and Capital One resulted in settlements in the 100s of millions of dollars and affected millions of individuals. While some of the more severe examples, these cases underscore the financial and reputational risks of inadequate privacy safeguards. Beyond financial and legal costs, breaches erode public confidence and invite increased scrutiny from the media, Parliament and global regulators enforcing stricter data protection laws.

The ATIP Privacy Management Division provides expert guidance and oversight to ensure that all RCMP programs, technologies, and operations meet privacy obligations, thereby increasing Canadians' trust in the RCMP. Key contributions include:

- Enabling Legal Compliance and Risk Mitigation
 - Conducting Privacy Impact Assessments (PIAs) to ensure lawful handling of personal data.
 - Preventing high-risk initiatives such as what was seen with the use of Clearview AI and negating the risk of being summoned before Parliament, as seen with On-Device Investigative Tools.
- Supporting Modernization and Transparency
 - Contributing to the National Technology Onboarding Process (NTOP) to assess privacy risks in emerging technologies.
 - Updating ATIP policies to reflect recommendations from the Mass Casualty Commission (MCC).
 - Managing Info Source and Personal Information Banks to promote transparency.
- Navigating Emerging Threats
 - Helping the RCMP navigate the complexities of artificial intelligence (AI), cybersecurity, and evolving digital threats.
 - Facilitating the lawful disclosure of personal information while protecting individual rights.

By embedding privacy into every layer of its operations, the RCMP is not only protecting sensitive information, but also building public trust; reducing institutional risk; and reinforcing its commitment to transparency and accountability.

INITIATIVES AND PROJECTS TO IMPROVE ACCESS TO INFORMATION

Informal Requests

As part of the proactive publication requirements set out in Part 2 of the ATIA, the RCMP posts a summary of the completed 'true ATI' requests to Open Government. This distinction is important since 80% of all requests received by the RCMP under the ATIA have historically been for the personal information of the applicant. These requests are not posted to Open Government to protect the privacy of the individuals making the requests.

In this reporting period, 864 request summaries were posted. In response, 3,000 informal requests were made via the online portal. The ATIP Branch is exploring options to proactively publish information that is

frequently requested; however, these efforts have been hampered by language requirements and the translation efforts required which would flood the Translation Bureau.

Program Support

As part of the broad modernization efforts over the previous four years, the ATIP Branch has developed relationships with countless stakeholders across the RCMP, and the impacts of these connections can be felt across the organization.

- As Canada and the RCMP prepared for the G7 meetings in Kananaskis, Alberta in June 2025, the ATIP Branch played a key role in the planning stages of file management. Security was a shared responsibility across various levels of government, with the RCMP as the lead organization. Collaboration has been key to ensure that each organization is treating information in a consistent manner and ensuring appropriate information is proactively disclosed in support of the Summit. This has also resulted in a streamlined process for tasking and reviewing of formal requests.
- The Public Inquiry into Foreign Interference was established to examine and assess the interference by China, Russia and other foreign states and non-state actors - including any potential impacts - in order to confirm the integrity of, and any impact on, the 43rd and 44th general elections at the national and electoral district levels. As part of the disclosure requirements of the Inquiry, the ATIP Branch worked closely with the record owners - Civil Litigation and other key stakeholders - to gather, review and disclose material to both the Inquiry and via the formal ATIP process.
- The ATIP Branch played a lead role in the RCMP's response to the Fourth Settlement Agreement with the LGBT Purge Fund. Stemming from a nation-wide class action against the Canadian Government, the Purge Fund fought for the disclosure of historical government records that demonstrated the systematic discrimination, harassment, and termination faced by LGBT members of the Canadian Armed Forces, the RCMP and the Federal Public Service. This 4th disclosure consisted of 15,000 pages of records, held by multiple institutions and outlined the policies and procedures that were in place that discriminated against queer employees. The ATIP Branch reviewed the RCMP records included in this disclosure and applied an 'ATIP-like' lens while considering the passage of time to release as much information as possible.
- Contract policing is at the core of the RCMP's mandate. The RCMP operates as the provincial and territorial police in eight provinces, three territories and offers municipal policing services to 150 communities delivered through more than 700 detachments across Canada, 600 Indigenous communities and 3 international airports. Over this reporting period, the ATIP Branch has engaged with an internal transition team within the Reform, Accountability and Culture portfolio to work with communities who have moved from the RCMP to local police of jurisdictions. The transition in Surrey, British Columbia - for instance - has raised concerns over information management and access, and the ATIP Branch has played a role in addressing these concerns.
- In line with the proactive publication guidelines, the RCMP regularly discloses information of interest to the public via the external webpage. The ATIP Branch regularly works with the RCMP's Audit and Evaluation Unit to conduct reviews with an ATIP-like lens on all audits/reports prior to their publication. Additionally, following a Ministerial Directive, the ATIP Branch continues to support the RCMP's Management Advisory Board by conducting informal reviews prior to the

publication of their recommendations which supports internal reform while remaining transparent with the public.

SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

Complaints and Investigations

During this reporting period, the RCMP continued to work collaboratively with the OIC to address complaints as efficiently as possible. Following the publication of the OIC's systemic investigation in November 2020 into the RCMP and its ATIP practices, concrete steps were taken to review and update internal processes to help ensure the RCMP meets its obligations under the Act.

The OIC continues to receive record numbers of complaints from across government. As the OIC worked diligently to respond and investigate these complaints, departments and agencies had to respond to support the OIC investigative process and respond to the inquiries of the Agent of Parliament. The RCMP was no exception to this and had to respond accordingly to ensure that it was meeting its expectations.

As part of the modernization strategy, the ATIP Branch continued to utilize a dedicated team of ATIP personnel to serve as the primary point of contact for the OIC. The team is led by a manager responsible for coordinating complaints and assisting in complaint-related reporting to both the OIC, ATIP management and RCMP senior management. Regular monthly meetings are held between the OIC and the ATIP Branch to discuss file progression. These monthly meetings resulted in the resolution of more complaints and better collaboration with OIC and the ATIP Branch.

Since the Systemic Investigation in 2020, and the recommendations from the Modernization Action Plan have been implemented, significant improvement has been seen in the number of complaints received by the RCMP. In 2024-2025, the RCMP received 178 complaints - this is the lowest number of complaints received of the last six fiscal years.

Table 10: Complaints

Reporting Period	Number of Requests Received	Number of Complaints Received	Percentage
2024-2025	2,223	178	8.0%
2023-2024	3,658	215	5.9%
2022-2023	5,510	479	8.6%
2021-2022	5,423	458	8.4%
2020-2021	5,314	275	5.2%

For the 2024-2025 reporting period, the RCMP received and provided the following under the ATIA:

Section 32 - The RCMP received 178 notices of intent to investigate, which represents 8.0% of all requests received during the reporting period. The majority of the complaints received relate to delays where the RCMP was unable to respond within 30 days and therefore considered in deemed refusal in accordance with the Act. Under this section, the OIC formally notifies the institution of their intent to investigate a complaint received.

Section 30(5) - The RCMP received 120 notices. Under this section, if the OIC refuses or ceases to investigate a complaint, it notifies the complainant, the institution and, if applicable, any third party and the Privacy Commissioner.

Section 35 - The RCMP provided 11 formal representations. Under this section, the OIC provides an opportunity to institutions to provide representation to an ongoing complaint investigation.

Section 36.1 – The RCMP received six (6) intent to order notifications. Under this section, the OIC may issue an order to the institution to release the requested information.

Section 37(1) - The RCMP received four (4) initial reports. Under this section, the OIC finds that the complaint is well-founded and provides the institution the findings of their investigation, specific recommendations to remedy the issue, and when appropriate, a specific time frame that the OIC can expect a plan to implement the recommendations. The institution must then decide on whether to implement the recommendations.

Section 37(2) – Eighty-five (85) final reports were issued during the reporting period. No reports contained recommendations, and one (1) formal order was received from the OIC during this reporting period. In this case, the RCMP advised the OIC of our intent to comply with the Order and the records were released in compliance with the Order.

Court Action

One (1) court proceeding was actioned with respect to access requests processed within the 2024-2025 fiscal year, and none were discontinued/concluded or dismissed in this reporting period.

PROACTIVE PUBLICATION UNDER PART 2 OF THE ATIA

As part of the government's commitment to raising the bar for openness and transparency, Bill C-58 created Part 2 of the ATIA which put into law proactive disclosure practices previously only covered by federal policy.

The ATIP Branch works in collaboration with departmental officials to fulfill the proactive publication requirements found in Part 2 of the ATIA. Sections 74 to 78 and 82 to 88 of Part 2 of the Act, stipulate that government entities that support a minister are required to proactively publish travel expenses, hospitality expenses, reports tabled in Parliament, reclassification of positions, contracts, grants and contributions, briefing materials, and expense reports. Within the RCMP, this responsibility is led by the ATIP Branch in collaboration with other internal partners.

The RCMP is a government institution responsible for the publication of the following materials in accordance Sections 82 to 84 under Part 2 of the ATIA:

Table 11: Proactive Publication Requirements

Legislative Requirement	Section of ATIA	Publication Timeline	Does the requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% 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 <i>Access to Information Act</i>						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	Corporate Reporting	100%	Government Travel Expenses (canada.ca)
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Corporate Reporting	100%	Search Government Hospitality Expenses Open Government - Government of Canada
Reports tabled in Parliament	84	Within 30 days after tabling	Y	National Communication Services	70%	Open Government Portal (canada.ca)
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 <i>Financial Administration Act</i>						
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Y	Corporate Reporting	100%	Search Government Contracts over \$10,000 (canada.ca)
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Y	Corporate Reporting	100%	Grants and Contributions (canada.ca)
Packages of briefing materials prepared for new or incoming	88(a)	Within 120 days after appointment	N			

deputy heads or equivalent						
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that are received by their office	88(b)	Within 30 days after the end of the month received	Y	ATIP Branch	100%	Briefing Note Titles and Numbers (canada.ca)
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	Parliamentary Affairs	70%	Open Government Portal (canada.ca)
Applies to government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> 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	Chief Human Resources Officer	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			
Titles and reference numbers of memoranda prepared by a government institution for	74(b)	Within 30 days after the end of the month received	N			

the minister, which are received by their office						
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			
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			
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N			
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N			
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Ministers' Offices Expenses Note: This consolidated	78	Within 120 days after the fiscal year	N			

report is currently published by TBS on behalf of all institutions.						
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MONITORING COMPLIANCE

The ATIP Branch frequently makes use of comprehensive reporting tools to monitor compliance and maintain accountability, as well as to identify process improvements.

Time taken to process ATI requests

The ATIP Branch monitors the time taken to process ATIA requests by retrieving statistics from the case management software on a daily, weekly, monthly and quarterly basis. These statistics provide information on the compliance rate, the number of files completed on time and those that are delayed, as well as complaints both received and closed. Performance Dashboards are also key tools to further identify trends and assist the ATIP Branch in strategically developing efficiencies. The Branch’s management team reviews the weekly and monthly reports to manage workload and to determine any upcoming issues where processes could be improved. The reports and dashboards are provided to the RCMP’s senior management in an effort to improve accountability.

The ATIP Branch continues to work on bolstering its data reporting function by onboarding new technology and processes. This new technology will enable the ATIP Branch to be more strategic and transparent by automatically capturing pertinent data to assist with its planning and public reporting, as well as to identify areas where efficiencies may be found.

APPENDIX A - DELEGATION ORDER

Access to Information Act and Privacy Act Delegation Order

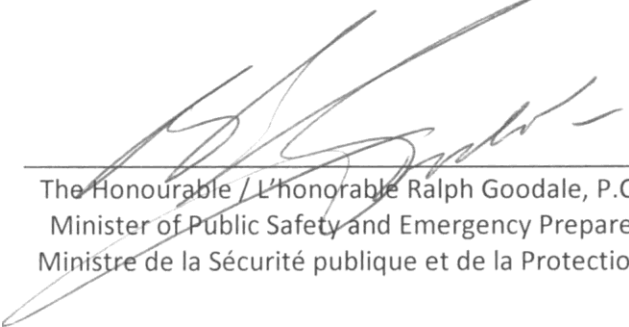
The Minister of Public Safety and Emergency Preparedness, pursuant to section 73 of the *Access to Information Act* and of the *Privacy Act*, hereby designates the persons holding the position set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Minister as the head of a government institution, that is, the Royal Canadian Mounted Police, under the section of the Act set out in the Schedule opposite each position. This designation replaces and nullifies all such designations previously signed and dated by the Minister.

SCHEDULE

Position	Privacy Act and Regulations	Access to Information Act and Regulations
Commissioner of the RCMP	Full Authority	Full Authority
Chief, Strategic Policy and Planning Officer		
Departmental Access to Information and Privacy Coordinator		
Commanding Officers	Authority for 8(2)(j) and 8(2)(m)	N.A.
Officer in Charge, Policy, Processing and External Relations	Full Authority except 8(2)(j) and 8(2)(m)	7, 8(1), 9, 11(2) to 11(6) (inclusive), 12(2) and all mandatory exemptions (13(1), 16(3), 19(1), 20(1) and 24(1)) and 6(1) and 8 of the Regulations
Manager, Processing and Triage		
Manager, Quality Control		
Non-Commissioned Officers and public servants in charge of ATIP unit		
Non-Commissioned Officers and public servants in charge of ATIP Branch (analysts)	14 and 15 for all records; 17(2)(b), 19 to 28 (inclusive) for all employee records as designated in InfoSource; For all other records requiring mandatory exemptions in their entirety (19(1), 22(2) and 26) of the Act; 9 and 11(2) of the Regulations	7, 8(1) and 12(2)(b) and all records exempted in their entirety by mandatory exemptions (13(1), 16(3), 19(1), 20(1) and 24(1)) of the Act; 6(1) and 8 of the Regulations

Signed, at the City of Ottawa, this 4 day of December, 2015

Signé, à Ottawa, ce ___ jour de _____, 20


 The Honourable / L'honorable Ralph Goodale, P.C., M.P.
 Minister of Public Safety and Emergency Preparedness
 Ministre de la Sécurité publique et de la Protection civile