



***Annual Report to Parliament  
on the Administration of  
the Access to Information Act***  
*April 1, 2022 to March 31, 2023*

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ATSSC·SCDATA

Service Excellence / L'excellence en service

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of the Administrative Tribunals Support Service of Canada, 2023

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## Introduction

The Administrative Tribunals Support Service of Canada (ATSSC) is pleased to present to Parliament its annual report on the administration of the *Access to Information Act* (the *Act*) for fiscal year April 1, 2022, to March 31, 2023.

This report has been prepared and tabled in Parliament in accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*. This Report provides an analysis of the information contained in the ATSSC's *Statistical Report on the Access to Information Act*. In addition, it reports on emerging trends, training activities, complaints, and monitoring with respect to the ATSSC's administration of the *Act*.

The purpose of the *Access to Information Act* is to provide a right of access to information in records under the control of a government institution. It maintains 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 on the disclosure of government information should be reviewed independently of government.

The *Act* is intended to complement and not replace existing procedures for access to records and is not intended to limit in any way access to the information that is normally available to the public.

The ATSSC is fully committed to both the spirit and the intent of the *Act* to foster a culture of openness and transparency within the organization.

## ATSSC Mandate

The Administrative Tribunals Support Service of Canada (ATSSC) was established with the coming into force on November 1, 2014, of the *Administrative Tribunals Support Service of Canada Act*. The ATSSC is responsible for providing support services and facilities to 11 federal administrative tribunals by way of a single, integrated organization. Additionally, the ATSSC provides facilities and administrative support to the National Joint Council and supports the Environmental Protection Tribunal of Canada through a memorandum of understanding (MOU) with Environment and Climate Change Canada.

These services include the specialized services required to support the mandate of each tribunal (e.g., registry, research and analysis, legal and other mandate or case activities), as well as internal services (e.g., human resources, financial services, information management and technology, accommodation, security, planning and communications). Through these specialized services, the ATSSC supports improving access to justice for Canadians.

The Minister of Justice and Attorney General of Canada is responsible for the ATSSC.

The administrative tribunals supported by the ATSSC include:

### **Canada Agricultural Review Tribunal (CART)**

The CART is an independent, quasi-judicial tribunal that reviews agricultural, and agri-food administrative monetary penalties issued to persons who have allegedly contravened federal rules pertaining to the import of animal and plant products; the humane transport of livestock; the use of pesticides; or the inspection of plants, animals and meats.

### **Canada Industrial Relations Board (CIRB)**

The CIRB promotes constructive labour-management relations in the federally regulated private sector by overseeing the acquisition and termination of bargaining rights; resolving unfair labour practice complaints through mediation or adjudication; and assuring the continuity of services necessary to protect public health and safety in the event of a labour dispute. Also administers the *Status of the Artist Act*.

### **Canadian Cultural Property Export Review Board (CCPERB)**

The CCPERB is an independent decision-making body that reports to the Minister of Canadian Heritage and Official Languages. CCPERB determines whether cultural property is of outstanding significance and national importance with a view to protecting and preserving our artistic, historic, and scientific heritage in Canada and making it accessible to the public.

### **Canadian Human Rights Tribunal (CHRT)**

The CHRT is an independent, quasi-judicial tribunal that inquiries into allegations of prohibited discrimination under the *Canadian Human Rights Act*. The CHRT determines whether a discriminatory practice has occurred in respect of employment, or the provision of goods, services, facilities and / or accommodation. The CHRT dismisses the matter if without merit, or if the complaint is substantiated, it may provide remedial relief to the victim.

### **Canadian International Trade Tribunal (CITT)**

The CITT is a quasi-judicial body that provides Canadian and international businesses with access to fair, transparent and timely trade remedy inquiries, federal government procurement inquiries, and customs and excise tax appeals. At the request of the Government, the Tribunal provides advice in economic and tariff matters.

## **Competition Tribunal (CT)**

The CT is an independent specialized tribunal that combines expertise in economics and business with expertise in law. The cases it hears deal with matters such as business mergers; abuse of dominant position; agreements between competitors; refusal to comply; price maintenance; other restrictive trade practices; deceptive marketing practices; specialization agreements; delivered pricing; foreign judgments, law and directives that adversely affect economic activity in Canada; and refusals to supply by foreign suppliers.

## **Federal Public Sector Labour Relations and Employment Board (FPSLREB)**

The FPSLREB is an independent quasi-judicial statutory tribunal established by the *Federal Public Sector Labour Relations and Employment Board Act*.

The FPSLREB is responsible for administering the collective bargaining and grievance adjudication systems in the federal public service and in Parliament. It is also responsible for the resolution of staffing complaints related to internal appointments and layoffs in the federal public service. It can also receive complaints about appointments that were made to comply with an order in a previous FPSLREB decision, as well as revocations of internal appointments.

## **Public Servants Disclosure Protection Tribunal (PSDPT)**

The PSDPT was established to enhance public confidence in the integrity of public servants. Its mandate is to hear reprisal complaints referred by the Public Sector Integrity Commissioner. The Tribunal can grant remedies in favor of complainants and order disciplinary action against persons who take reprisals.

The Tribunal's mission is to contribute to the enhancement of an ethical culture in the public service through the impartial and timely disposition of cases.

## **Social Security Tribunal of Canada (SST)**

The SST is an independent administrative tribunal that makes quasi-judicial decisions on appeals related to the *Employment Insurance Act*, the Canada Pension Plan, and the *Old Age Security Act*.

## **Specific Claims Tribunal Canada (SCT)**

The SCT is an independent tribunal established under the *Specific Claims Tribunal Act* to adjudicate First Nations' grievances against the Crown. The Tribunal has the express mandate of deciding specific claims including claims related to the non-fulfilment of treaties, fraud, illegal leases and dispositions, and inadequate compensation for reserve lands or other assets. The purpose of the *Specific Claims Tribunal Act* is to resolve

outstanding grievances and to encourage reconciliation between First Nations and the Crown.

### **Transportation Appeal Tribunal of Canada (TATC)**

The TATC provides a recourse mechanism to the national transportation sector regarding administrative actions taken by the Minister of Transport and the Canadian Transportation Agency under various pieces of federal transportation legislation. The Tribunal holds review and appeal hearings at the request of those affected by these administrative decisions.

### **Environmental Protection Tribunal of Canada (EPTC)**

The EPTC is an independent, quasi-judicial tribunal that carries out review hearings of Administrative Monetary Penalties and Compliance Orders issued by Environment and Climate Change Canada (ECCC) enforcement officers. The EPTC is independent from ECCC and was formerly known as Environmental Protection Review Canada.

### **National Joint Council (NJC)**

The NJC is the forum for co-development, consultation and information sharing between the government as employer and public service bargaining agents.



## Organizational Structure

The Access to Information and Privacy (ATIP) Office is responsible for administering the *Act* on behalf of the ATSSC. Its mandate is to ensure compliance with the legislation, regulations, and government policy and to create organizational standards and directives relating to the *Act*. Responsibility for the powers, duties and functions for the administration of the *Act* has been formally established and is outlined in the Delegation Order for the purpose of the *Access to Information Act* and *Access to Information Regulations* signed by the ATSSC Chief Administrator.

At the ATSSC, the Chief Administrator delegates their powers, authorities and responsibilities to:

- the Director General, Corporate Services Branch
- the Director, Security and Administrative Services Directorate and
- the ATIP Manager, Access to Information and Privacy Office

Within the ATSSC's organizational structure, the ATIP Office reports to the Security and Administrative Services Directorate which is under the direction of the Director General's Office of the Corporate Services Branch. Oversight of the ATIP Office is administered by the Director, Security and Administrative Services Directorate. The ATIP Office consists of one manager and three analysts, as well as support services of an ATIP consultant dedicated to privacy activities.

The ATIP Office receives, coordinates and processes requests in accordance with the *Act*, promotes awareness of the *Act* within the organization, and fulfills reporting responsibilities relating to the *Act*. It also provides expert advice and guidance to senior management and ATSSC staff on matters relating to the *Act*.

The ATSSC has not entered into any service agreements under section 96 of the *Access to Information Act* during this reporting period.

### Part 2 - Proactive Publication

The government is committed to raising the bar for openness and transparency and is taking steps to become "open by default," by sharing an increasing amount of government data and information with Canadians.

To support that commitment, a new part of the *Act* requires institutions to proactively publish specific information known to be of interest to the public, to provide greater transparency and accountability for the use of public funds.

The ATSSC is committed to this initiative and strives to fulfill its obligations by developing a framework and offering training to facilitate the proactive publication requirements. Within the framework, certain units have been assigned the responsibility of proactively publishing the various requirements within the prescribed timelines as set

out in Part 2 of the *Act* (Figure 1). The ATIP Office is responsible for ensuring that the information is published within the prescribed timelines and compliance reports are shared with the Director General's Office (DGO) on a quarterly basis.

**Figure 1 – Responsibilities of Proactive Publication**

<b>Legislative Requirement</b>	<b>Section</b>	<b>Responsibilities of Proactive Publication within the ATSSC</b>
Travel Expenses	82	Finance Directorate
Hospitality Expenses	83	Finance Directorate
Reports tabled in Parliament	84	Corporate Services Branch
Contracts over \$10,000	86	Security and Administrative Services Directorate
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Corporate Services Branch
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Office of the Chief Administrator
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Corporate Services Branch
Reclassification of positions	85	Human Resources Directorate

## Performance for 2022-2023

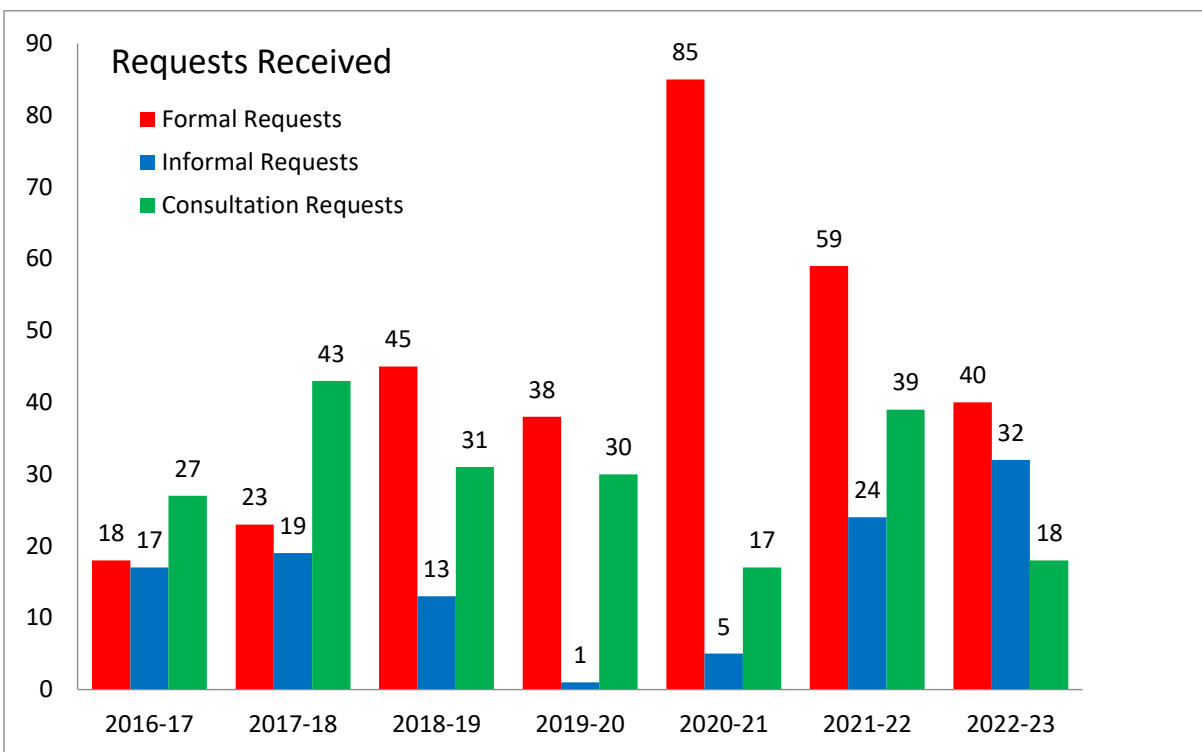
During the reporting period, the ATSSC received a total of 40 formal requests under the *Act*. With six (6) requests carried over from the previous fiscal year, 44 active requests were completed. Two (2) requests were carried forward into the new fiscal year.

The ATSSC responded to 40 formal access to information requests within the legislated timelines which represents 91% of the 44 requests received in 2022-2023 or carried forward from previous fiscal years.

Since its creation in November 2014, the number of formal requests received appears to have no particular trend and fluctuates from one reporting period to the next. However, during this reporting period, there was a 32% decrease in formal requests received compared to the previous reporting period (2021-2022), and a more significant decrease of 53% compared to fiscal year 2020-2021 (Figure 2). Consideration regarding this decline may be attributable to the ATSSC once being the first institution in the drop-down menu of the ATIP Online Request System (AORS). We have since been replaced with another department.

However, the overall volume of requests when factoring all three categories (formal, informal and consultations) received by the ATSSC has increased by 45% from 62 requests in 2016-2017 to 90 requests in 2022-2023 with a significant increase in informal requests since 2020-2021.

**Figure 2 - Requests Received**



## Consultations

In addition to processing its own requests, the ATIP Office also provides recommendations to other institutions regarding the release of records that concern the ATSSC. This reporting period, the ATSSC received 18 consultation requests from other federal institutions. All consultation requests were responded to during this fiscal year; none were carried forward. Of the 18 requests completed, full disclosure of the records was recommended in 17 cases and a partial release in one (1) case.

Consultation requests received from other federal institutions have fluctuated from one reporting period to the next with no apparent pattern (Figure 2). However, the ATIP Office has noted that the number of consultation requests (18) for this reporting period has decreased by more than half (39) in comparison to the previous reporting period.

## **Active Requests**

Two (2) requests have been carried over from the previous reporting periods which are past the legislated timelines. An extension was sought for both requests pursuant to sections 9(1)(a) and 9(1)(b) of the *Act* in order to conduct a thorough search and analysis of a large number of records.

## **Informal Requests**

Requests can be made for records previously disclosed under the *Act*, which are referred to as “Informal Requests”. Summaries of previously disclosed requests are published monthly on the [OpenGovernment](#) website, as part of the Government of Canada’s commitment to openness and transparency. ATSSC’s ATIP office observed a significant increase in informal requests from 2019-2020 to 2022-2023 from one (1) request to 32 (Figure 2).

## **Disposition of Completed Requests**

During this reporting period, the ATSSC completed 44 requests under the *Act*, seven (equivalent to 16%) of which resulted in a full release and 3 (equivalent to 7%) in a partial release of the information sought. None of the information sought was withheld entirely.

Other requests that did not result in the disclosure of records were as follows:

### **No Records Exist**

Twenty-six requests could not be processed because relevant records under the control of the ATSSC did not exist. Where possible, applicants were advised of other government institutions that may have records and were provided with contact information accordingly.

### **Request Abandoned**

Five (5) requests were abandoned by applicants. In most abandoned cases, clarification was needed from the applicants to process their requests. When the applicants do not provide clarification, the requests are deemed as abandoned. In other cases, the applicants choose to abandon their requests.

### **Request Transferred**

Three (3) requests were transferred from the ATSSC to another government institution. In all cases, the ATSSC did not hold the information sought. As such, another government institution had greater interest in the records. The applicants were advised of the transfer of their request.

## **Exemptions Invoked**

The *Access to Information Act* sets out specific exceptions to the right of access known as exemptions. Each exemption is intended to protect information relating to a particular public or private interest and form the only basis for refusing access to government information under the *Act*. Of the 44 requests completed, exemptions to withhold information were invoked in 3 cases. The most frequently applied exemption was subsection 19(1) (records containing personal information).

## **Extensions and Completion Time**

Requests can be extended beyond the 30-day statutory time frame in three circumstances:

- the request is for a large number of records or necessitates a search through a large number of records [paragraph 9(1)(a) of the *Act*]
- consultations are necessary [paragraph 9(1)(b) of the *Act*]
- the request requires giving notice to a third party [paragraph 9(1)(c) of the *Act*]

During this reporting period, an extension under paragraph 9(1)(a) of the *Act* was granted in seven (7) cases because the requests were for a large number of records or meeting the original time limit would have unreasonably interfered with the operations of the ATSSC. Additionally, three (3) extensions were granted under paragraph 9(1)(b) for the purpose of consulting within the ATSSC and/or with other institutions.

The ATSSC responded to 31 requests within one to 15 days, seven (7) requests within 16 to 30 days, and two (2) requests within 31 to 60 days. One (1) request required 181-365 days to complete, and three (3) requests needed more than 365 days to complete. Of the 44 requests completed during this reporting period, 40 were completed within the legislated time frame.

## **Active complaints**

The ATSSC had no active complaints filed or concluded with the Office of the Information Commissioner (OIC) during this reporting period.

## **Impact of COVID-19 on ATIP Operations**

ATSSC's ATIP Office has been equipped for virtual operations since 2019, with analysts able to work remotely. The ATSSC is equipped with an electronic records repository, accordingly, there are no operational impact due to COVID-19.

## Training and Awareness

To increase the knowledge and understanding of the *Act* across the ATSSC, training and awareness sessions were delivered by the ATIP Office.

Ongoing training occurred on an ad-hoc basis with liaison officers. The liaison officers assist the ATIP Office in producing the requested records and providing insight into the subject matter of the requests. Additional informal briefings related to Part 2 of the *Act* were also provided during the reporting period on an ad-hoc basis.

## Policies, Guidelines and Procedures

The ATSSC is guided by the Treasury Board of Canada Secretariat (TBS) suite of access to information policy and guidance instruments. During this reporting period, the ATSSC did not implement any new or revised institution-specific policies, guidelines and procedures.

## Proactive Publication, Part 2 of the *ATIA*

The ATSSC is a government entity as defined in section 81 of the *Act*. It is listed in Schedule I.1 of the *Financial Administration Act (FAA)* and therefore is subject to the following requirements as set out in Part 2 of the *Act*:

Legislative Requirement	Section	Publication Timeline
Travel Expenses	82	Within 30 days after the end of the month of reimbursement
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement
Reports tabled in Parliament	84	Within 30 days after tabling
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received

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
Reclassification of positions	85	Within 30 days after the quarter

All proactive publications are published on the [Open Government portal](#) and/or the [ATSSC website](#).

The ATSSC responded to 53% of the proactive publications that were due during this reporting period within the legislative timeline.

The ATSSC continues its efforts to improve its business processes and increase public access in alignment with Part 2 of the *Act*. The ATSSC has developed a framework that outlines the steps in the proactive publication process and provides guidance to ensure that ATSSC employees and other stakeholders understand the roles, responsibilities and implications as set out in Part 2 the *Act*. The ATSSC is currently working on fully implementing this Framework in the next reporting period.

## Initiatives and Projects to Improve Access to Information

To maintain a high standard of excellence and to continuously improve client services under the *Act*, ATSSC's ATIP Office undertook two key projects during this reporting period:

- The ATIP office introduced the ATIP Online Management Tool (AOMT) during this reporting period. The AOMT is a case management tool that allows the ATIP office to handle and access ATIP requests and send response packages in a Protected B environment. The AOMT replaces the previous system, the ATIP Online Request Service (AORS).
- The ATIP Office was an early adopter of the TBS led next-generation ATIP Request Processing Software Solution. The ATIP Office acquired the new software solution (ATIPXpress) and initiated its implementation during this reporting period. Once it is fully operational, this software will further enable the ATIP Office to manage information more effectively, process requests more efficiently, and propel the ATIP Office forward in order to better address current and future ATIP challenges. The ATIP Office anticipates the new solution be fully operational in the next reporting period.

## Summary of Key Issues and Actions Taken on Complaints

This reporting period, no new complaints were filed with the OIC against the ATSSC regarding the processing of access to information requests.

### 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 (Figure 3) is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, the ATSSC may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the Regulations. Pursuant to the *Directive on Access to Information Requests*, issued on July 13, 2022, institutions can waive this application fee as deemed appropriate.

Figure 3 is a summary of the financial information for all *Access to Information Act* fees under the organization's authority.

**Figure 3: Financial information (dollars)**

2021 to 2022 Revenue	2022 to 2023 Revenue	2021 to 2022 Total Cost of Operating the Program	2022 to 2023 Remissions
\$220	\$155.00	\$344,343	\$45

## Monitoring Compliance

### Requests

The monitoring of access to information requests was conducted through the case management system containing all relevant and necessary information to ensure compliance with the legislated requirements and reporting obligations. The system was updated as new requests were received or the status of a file was changed. Weekly meetings between the ATIP Coordinator and the ATIP analysts as well as meetings between the ATIP manager and the Director, Security and Administrative Services to discuss workload and priorities also assisted the ATSSC in meeting its statutory obligations.



## **Inter-institutional consultations**

The ATIP Office only engages in inter-institutional consultations when they are necessary for the proper exercise of discretion or when there is an intention to disclose information. This is achieved by ensuring that any inter-institutional consultations are approved by the ATIP manager. During this reporting period, no consultations with other government departments were conducted by the ATSSC regarding record disclosure.

## **Proactive publications**

The ATSSC is working on fully implementing a process to monitor the accuracy and completeness of proactive publications under part 2 of the *ATIA*. The process necessitates from those responsible with publishing requirements to notify the ATIP Office within 5 days of the information being uploaded to the Open Government portal. The ATIP office verifies the information for accuracy and completeness and tracks each publication. A report is then submitted quarterly to the DGO. Publishers also have the responsibility of ensuring the accuracy and completeness of the information that is proactively published.

## **Other**

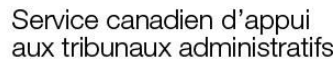
Given that the ATSSC receives few requests, it does not have a formal monitoring process to identify frequently requested information types. The ATSSC has not identified any types of information that are frequently requested.

No monitoring was conducted during this reporting period relating to measures used to support the right of public access to information reflected in contracts, information sharing agreements and information sharing arrangements in accordance with section 4.2.8 of the Directive on Access to Information Requests.

APPENDIX A

*Access to Information Act*

Delegation Order



Administrateur en chef

## SCHEDULE

### **Powers, duties and functions delegated pursuant to subsection 95(1) of the *Access to Information Act* and the *Access to Information Regulations***

#### **Legend:**

CA	Chief Administrator
DG	Director General, Corporate Services
D	Director, Security and administrative services
M	Manager, Access to Information and Privacy

Provision	Description	CA	DG	D	M
<b><i>Access to Information Act</i></b>					
	<b><i>ACCESS</i></b>				
4(2.1)	Responsibility of government institutions	X	X	X	X
7(a)	Notice when access requested	X	X	X	X
7(b)	Giving access to the record	X	X	X	X
8(1)	Transfer of request to another government institution	X	X	X	X
9	Extension of time limits	X	X	X	X
11(2), (3), (4), (5), (6)	Additional fees	X	X	X	X
12(2)(b)	Language of access	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X
	<b><i>EXEMPTIONS</i></b>				
13	Information obtained in confidence	X	X	X	X
14	Federal-provincial affairs	X	X	X	X
15	International affairs and defence	X	X	X	X
16	Law enforcement and investigations	X	X	X	X
16.5	<i>Public Servants Disclosure Protection Act</i>	X	X	X	X
17	Safety of individuals	X	X	X	X
18	Economic interests of Canada	X	X	X	X
18.1	Economic interest of certain government institutions	X	X	X	X
19	Personal information	X	X	X	X
20	Third party information	X	X	X	X
21	Operations of Government	X	X	X	X
22	Testing procedures, tests and audits	X	X	X	X
22.1	Internal Audits	X	X	X	X
23	Solicitor-client privilege	X	X	X	X
24	Statutory prohibitions	X	X	X	X

Provision	Description	CA	DG	D	M
<b>Access to Information Act</b>					
	<i>OTHER PROVISIONS</i>				
25	Severability	X	X	X	X
26	Information to be published	X	X	X	X
27(1), (4)	Third party notification	X	X	X	X
28(1)(b), (2), (4)	Third party notification	X	X	X	X
29(1)	Where the Information Commissioner recommends disclosure	X	X	X	X
33	Advising Information Commissioner of third-party involvement	X	X	X	X
35(2)(b)	Right to make representations	X	X	X	X
37(4)	Access to be given to complainant	X	X	X	X
43(1)	Notice to third party (application to Federal Court for review)	X	X	X	X
44(2)	Notice to applicant (application to Federal Court by third party)	X	X	X	X
52(2)(b), (3)	Special rules for hearings	X	X	X	X
71(1)	Facilities for inspection of manuals	X	X	X	X
72	Annual report to Parliament	X	X	X	X
<b>Access to Information Regulations</b>					
6(1)	Transfer of request	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X
7(3)	Production and programming fees	X	X	X	X
8	Method of access	X	X	X	X
8.1	Limitations in respect of format	X	X	X	X

APPENDIX B

*Access to Information Act*

Statistical Report

## Statistical Report on the Access to Information Act

Name of institution: Administrative Tribunals Support Service of Canada

Reporting period: 4/1/2022 to 3/31/2023

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

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		40
Outstanding from previous reporting periods		6
• Outstanding from previous reporting period	2	
• Outstanding from more than one reporting period	4	
<b>Total</b>		46
Closed during reporting period		44
Carried over to next reporting period		2
• Carried over within legislated timeline	2	
• Carried over beyond legislated timeline	0	

#### 1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	2
Business (private sector)	6
Organization	2
Public	29
Decline to Identify	0
<b>Total</b>	40

#### 1.3 Channels of requests

Source	Number of Requests
Online	28
E-mail	8
Mail	4
In person	0
Phone	0
Fax	0
<b>Total</b>	40

### Section 2: Informal Requests

#### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		32
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		32
Closed during reporting period		32
Carried over to next reporting period		0

## 2.2 Channels of informal requests

Source	Number of Requests
Online	4
E-mail	28
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>32</b>

## 2.3 Completion time of informal 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
31	0	0	0	1	0	0	32

## 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
26	0	0	0	0	0	0	0	0	0

## 2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
4	31	0	0	0	0	1	3224	1	12263

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

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



## Section 4: Requests Closed During the Reporting Period

### 4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	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	
All disclosed	3	2	1	0	0	0	1	7
Disclosed in part	0	0	0	0	0	1	2	3
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	22	3	1	0	0	0	0	26
Request transferred	3	0	0	0	0	0	0	3
Request abandoned	3	2	0	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	31	7	2	0	0	1	3	44

### 4.2 Exemptions

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

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

### 4.3 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
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
1	9	0	0	0	0

#### 4.5 Complexity

##### 4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
14070	11645	15

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	5	76	0	0	0	0	2	3702	0	0
Disclosed in part	0	0	1	334	0	0	1	1766	1	8192
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	5	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	10	76	1	334	0	0	3	5468	1	8192

##### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

#### 4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

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

#### 4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

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

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	1	1
Disclosed in part	1	0	0	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	1	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	40
Percentage of requests closed within legislated timelines (%)	90.90909091

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
4	3	1	0	0

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	2	2
More than 365 days	0	2	2
<b>Total</b>	<b>0</b>	<b>4</b>	<b>4</b>

## 4.8 Requests for translation

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

## Section 5: Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	2	0	1	0
Disclosed in part	3	0	1	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	1	0
No records exist	1	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	7	0	3	0

### 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	1	0	0	0
31 to 60 days	3	0	2	0
61 to 120 days	1	0	1	0
121 to 180 days	0	0	0	0
181 to 365 days	2	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	7	0	3	0

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	31	\$155.00	8	\$40.00	1	\$5.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	31	\$155.00	8	\$40.00	1	\$5.00

## Section 7: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	18	1362	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	18	1362	0	0
Closed during the reporting period	18	1362	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	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	
Disclose entirely	16	1	0	0	0	0	0	17
Disclose in part	1	0	0	0	0	0	0	1
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
<b>Total</b>	17	1	0	0	0	0	0	18

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	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	
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
<b>Total</b>	0	0	0	0	0	0	0	0

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 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
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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### 8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 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
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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 9: Investigations and Reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	0	0

### 9.2 Investigations and Reports of finding

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

**Section 10: Court Action****10.1 Court actions on complaints**

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

**10.2 Court actions on third party notifications under paragraph 28(1)(b)**

Section 44 - under paragraph 28(1)(b)
0

**Section 11: Resources Related to the Access to Information Act****11.1 Allocated Costs**

Expenditures		Amount
Salaries		\$254,935
Overtime		\$2,865
Goods and Services		\$86,543
• Professional services contracts	\$0	
• Other	\$86,543	
Total		\$344,343

**11.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.790
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	2.790





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

Name of institution: Administrative Tribunals Support Service of Canada

Reporting period: 2022-04-01 to 2023-03-31

### Section 1: Capacity to Receive Requests under the Access to Information Act and the Privacy Act

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

### Section 2: Capacity to Process Records under the Access to Information Act and the Privacy Act

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	52	0	0	52

### Section 3: Open Requests and Complaints Under the Access to Information Act

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	1	0	1
Received in 2021-2022	1	0	1
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>0</b>

## Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated	Open Requests that are <i>Beyond</i> Legislated	Total
Received in 2022-2023	6	0	6
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	6	0	6

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2022-2023	0
Received in 2021-2022	1
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	1

#### **Section 5: Social Insurance Number**

**Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?**

**No**

#### **Section 6: Universal Access under the Privacy Act**

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

**29**