



Canadian Security
Intelligence Service

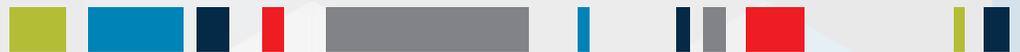
Service canadien du
renseignement de sécurité



ANNUAL REPORT

2019-2020

Administration of the
ACCESS TO INFORMATION ACT



Canada 

Table of Contents

- 1. Introduction 2
- 2. CSIS Mandate 2
- 3. Organizational Structure 3
- 4. Delegation Order..... 4
- 5. Interpretation of the 2019-2020 statistical report for requests under the *Access to Information Act*.... 4
 - 5.1 - Sources of requests..... 5
 - 5.2 - Disposition of completed requests 6
 - 5.3 - Deemed refusals 7
 - 5.4 - Extensions 7
 - 5.5 – Exemptions and exclusions invoked 8
 - 5.6 - Consultations received from other Government of Canada institutions 8
 - 5.7 – Other requests 9
 - 5.8 – Impact of Covid-19 measures: 10
- 6. Training and Awareness..... 10
- 7. Policies, Guidelines, Procedures and Initiatives 11
- 8. Issues and Actions Taken on Complaints or Audits 11
- 9. Monitoring Compliance 12
- 10. Other 12
- Annex A: Delegation Order
- Annex B: 2019-2020 statistical rapport on the administration of the *Access to Information Act*
- Annex C: 2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures

1. Introduction

The *Access to Information Act* (hereafter the “Act”) provides Canadian citizens, as well as individuals and corporations present in Canada, the right to access federal government records of a non-personal nature. The public’s right of access to information is balanced against the legitimate need to protect sensitive information and to maintain the effective functioning of government, while promoting transparency and accountability in government institutions. The *Act* complements, but does not replace, other means of obtaining government information.

In June 2019, Bill C-58, *An Act to Amend the Access to Information Act and Privacy Act and to make consequential amendments to other Acts*, received Royal Assent. The Bill brought forth the most significant advances to the *Act* since it came into force in 1983. The amendments include providing the Information Commissioner (IC) with order making powers, allowing government institutions to seek the approval of the IC to decline to act on vexatious requests, requiring government institutions to proactively publish various information, etc.

This report is prepared and tabled in Parliament in accordance with Section 94 of the *Access to Information Act*. It covers the way in which the Canadian Security Intelligence Service (CSIS) administered the *Act* from April 1, 2019 to March 31, 2020.

2. CSIS Mandate

CSIS has, for the past 35 years, continued to demonstrate its value to Canadians by providing the Government of Canada with crucial information and advice linked to threats to the security of Canada and of Canadian interests. The *CSIS Act* gives CSIS the mandate to investigate activities suspected of constituting threats to the security of Canada including terrorism and violent extremism, espionage and sabotage, foreign influenced activities, and subversion of government. CSIS also advises the Government on these threats and takes lawful measures to reduce them. In addition, the Service provides security assessments on individuals who require access to classified information or sensitive files within the Government of Canada as well as security advice relevant to the exercise of the *Citizenship Act* or the *Immigration and Refugee Protection Act*. Foreign intelligence collection within Canada is also conducted by CSIS at the request of the Minister of Foreign Affairs or the Minister of National Defence.

In June 2019, the *National Security Act, 2017* received Royal Assent. This legislation modernized the original *CSIS Act* by addressing outdated legal authorities, introducing new safeguards and accountability measures as well as clarifying CSIS’ responsibilities. The legislation addressed specific challenges and provided new modern authorities needed to keep pace with continuous changes in the threat, technological and legal landscape.

3. Organizational Structure

During the 2019-2020 fiscal year, the Access to Information and Privacy (ATIP) Section was transferred from the Assistant Director, Intelligence Directorate to the Assistant Director, Policy and Strategic Partnerships Directorate. Within the Directorate, the ATIP Section is part of the Litigation and Disclosure Branch headed by the Director General. The employees of the ATIP Section are fully dedicated to the administration of the *Access to Information Act* and *Privacy Act* programs within CSIS, providing high-quality and timely responses to internal and external clients including other government departments as well as providing advice to CSIS employees as they fulfill their obligations under both Acts. CSIS Legal Services Branch, which is staffed by Department of Justice (DoJ) lawyers, provides legal advice as required.

This past year, 5 new Analyst positions, as well as a casual part time Analyst position, were staffed. These positions were created to address the surge of requests from individuals seeking the status of their citizenship and immigration files as well as the Service's backlog of requests received from Library and Archives Canada (LAC). As a result, the ATIP Section has an establishment of 22 employees to fulfill CSIS' obligations under the *Access to Information Act* and the *Privacy Act*. During this reporting period, the ATIP Section was fully staffed and consisted of a Chief (Coordinator), a Deputy Chief, three unit Heads, 13 full-time Analysts, 1 part-time Analyst, a Privacy Advisor, an Administrative Officer and a Researcher.

The ATIP Section's responsibilities vis-à-vis the Act can be divided in 2 categories:

Operations

- receiving and processing all requests in accordance with the Act;
- assisting requesters in formulating their requests when required;
- gathering all pertinent records and ensuring that the search for information is rigorous and complete;
- conducting the initial review of the records and providing recommendations to the program areas;
- conducting and responding to all internal and external consultations;
- consolidating the recommendations;
- applying all discretionary and mandatory exemptions under the Act;
- assisting the Office of the Information Commissioner (OIC) in all access to information related matters including complaints against CSIS; and
- representing CSIS in access to information litigation cases.

Policies and Procedures

- coordinating the annual Info Source update and submission to TBS;
- preparing the annual report on the administration of the Act;
- providing ongoing advice and guidance to senior management and departmental staff on all matters related to the access to information program;

- promoting access to information awareness and training sessions and ensuring all employees are aware of the obligations imposed by the legislation;
- monitoring departmental compliance with the Act, regulations and relevant procedures and policies;
- posting summaries of ATIA requests to Open Canada and processing informal requests; and
- maintaining the CSIS public reading room;
- ensuring the Service meets its obligations under Part 2 of the Act; and
- participating in ATIP community activities, such as the annual Canadian Access and Privacy Association (CAPA) conference, TBS ATIP community meetings and various working groups.

4. Delegation Order

In accordance with Section 95(1) of the Act, a delegation order signed by the Minister of Public Safety and Emergency Preparedness designates the persons holding the positions of Director of CSIS, Assistant Director of the Policy and Strategic Partnerships Directorate, Director General of the Litigation and Disclosure Branch as well as the Chief of the Access to Information and Privacy Section to exercise and perform the duties of the Minister as Head of the institution.

The current delegation order (Annex A) was issued on March 10th 2020, by the Honourable Bill Blair, P.C., M.P.

5. Interpretation of the 2019-2020 statistical report for requests under the Access to Information Act

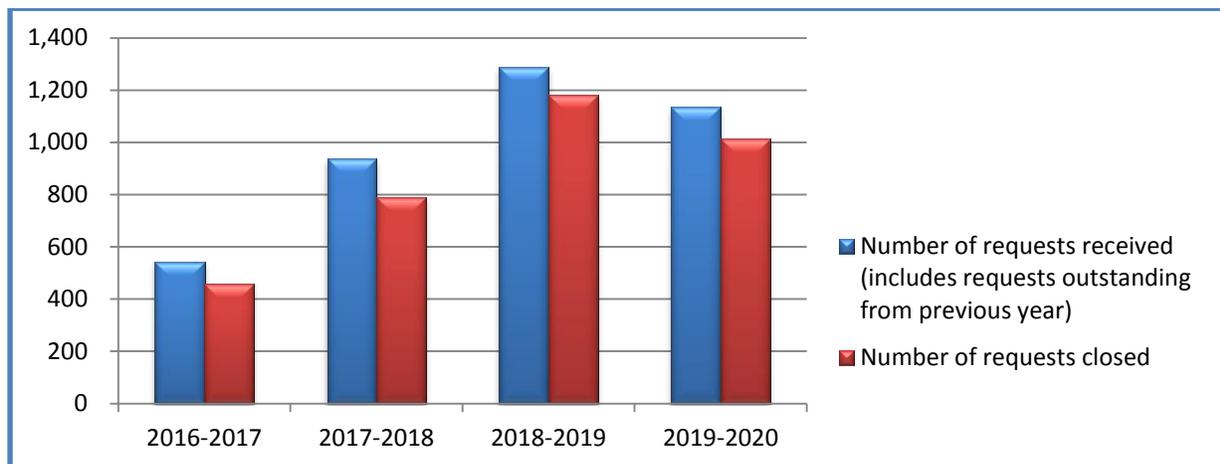
Every year, TBS requires institutions to submit a statistical report on their administration of the Access to Information Act which contains cumulative data on the application of the legislation during the fiscal year. The CSIS Statistical Report for 2019-2020 as well as the Supplemental Report are included in Annex B and Annex C of this report.

Table 1. Overview of the 2019-2020 statistics on the Service's administration of access to information requests in relation to statistics from the 3 previous years.

Fiscal year	Requests received	Outstanding requests	Requests closed	Requests carried over	Number of pages processed	Number of pages released	On-time compliance rate
2019-2020	1,029	105	1,014	120	76,863	26,782	94.7 %*
2018-2019	1,146	143	1,181	108	40,146	16,304	98.1 %
2017-2018	851	86	791	146	65,873	23,873	98.4 %
2016-2017	491	52	457	86	90,135	54,866	96.9 %

* The on-time compliance rate for 2019-2020 was impacted by the COVID-19 pandemic and will be discussed further in the report.

Figure 1 - Multi-year trend: Number of requests received vs. number of requests closed

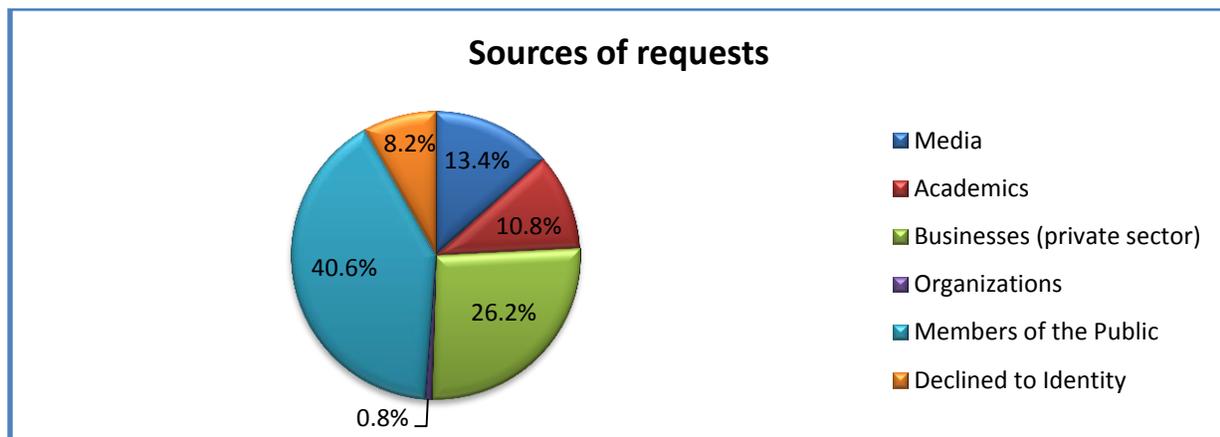


As indicated in table 1, the Service received 1,029 requests under the Act between April 1st, 2019 and March 31st, 2020. This represents a 10.2 per cent decrease from the requests received during the previous reporting period. However, during this reporting period, the ATIP Section reviewed 36,717 pages more that it did during the 2018-2019 fiscal year.

5.1 - Sources of requests

The 1,029 requests received during this reporting period came from various sources. 40.6 per cent of requests came from members of the public who, largely, were seeking the status of their citizenship and immigration file or seeking to know whether the Service had information on them. 26.2 per cent of requests came from businesses; the most common being law offices dealing with immigration and citizenship files.

Figure 2 - Source of requests



5.2 - Disposition of completed requests

The ATIP Section successfully closed 1,014 requests during the 2019-2020 reporting period. 33 per cent of requests were closed within 1 to 15 days, 38 per cent were closed within 16 to 30 days and 6 per cent took over 120 days to close. Of the records relevant to these requests, 43 per cent were disclosed in part, 22 per cent did not exist, and 16 per cent for which the existence could neither be confirmed nor denied. No requests made under the ATIA were denied due to the request being vexatious, made out of bad faith or was an abuse of right.

Figure 3 - Multi-year trend: Disposition of closed requests

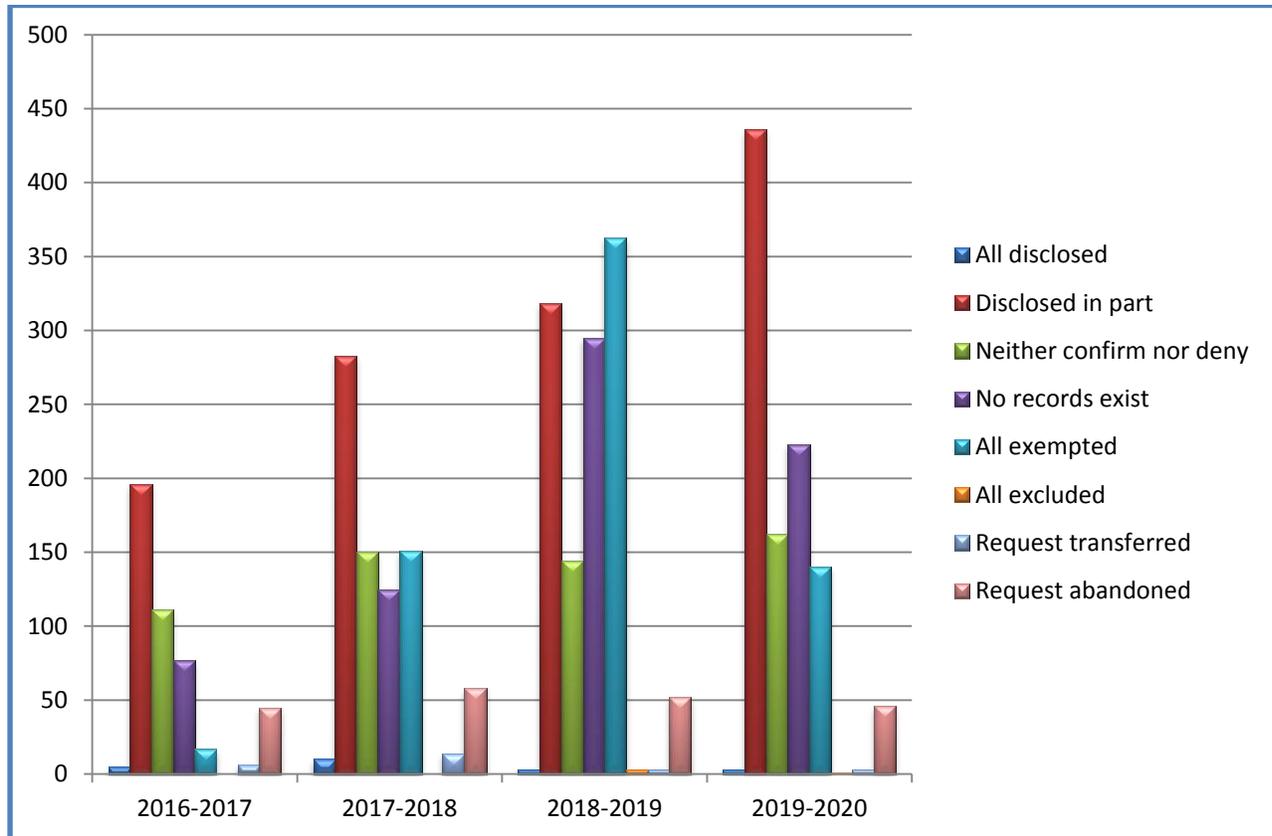
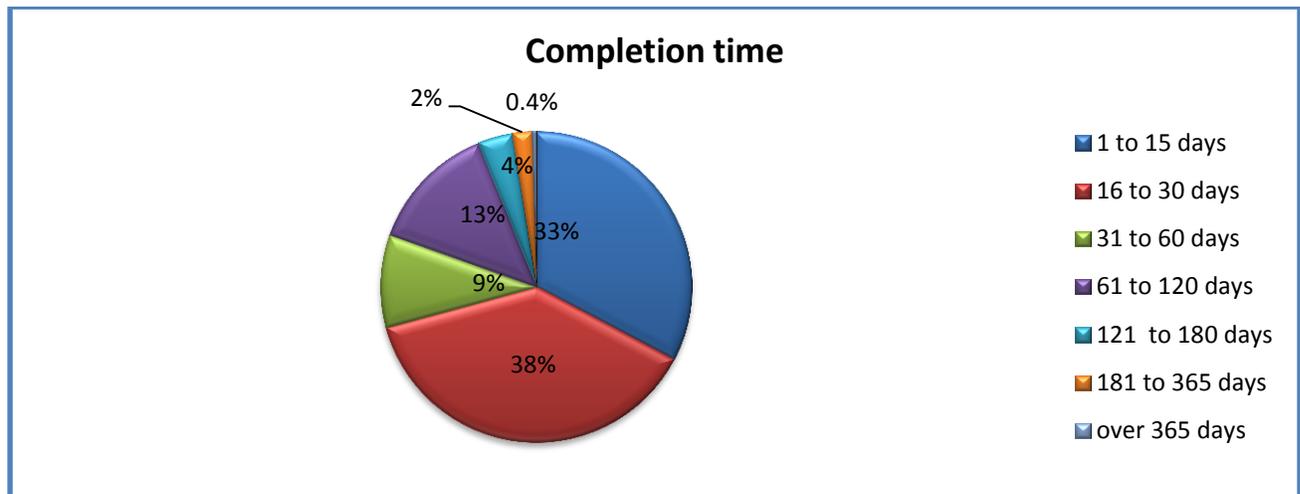


Figure 4 - Completion time



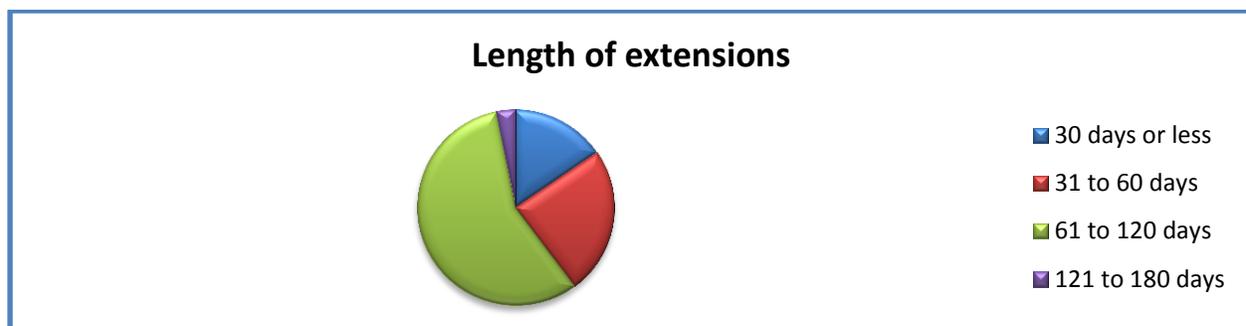
5.3 - Deemed refusals

Out of the 1,014 requests closed during this reporting period, the ATIP Section successfully closed 960 requests (94.7 per cent) within the legislated timelines; however, the remaining 54 requests (5.3 per cent) were closed past the legislated timelines. It is important to note that out of the 54 requests, extensions were taken on 36 requests. This past year, the main reason for files being closed after the legislated timelines was the need to consult with other government departments. The COVID-19 pandemic measures taken by the Service as well as those taken by the Government of Canada had an impact on files being closed after the legislated timelines.

5.4 - Extensions

The legislation allows for extensions when the response requires internal or external consultations, additional review time due to large amount of records, or when the review could interfere with Service operations. Throughout the reporting period, a total of 259 extensions were taken. 75 per cent of the 259 extensions taken were due to the need to consult various internal branches and/or other government departments.

Figure 5 - Length of extensions



5.5 – Exemptions and exclusions invoked

The *Access to Information Act* allows institutions to exempt information from being released for a variety of reasons. The ATIP Section invoked a total of 2,927 exemptions under the *Act* during the reporting period.

Table 2. Breakdown of the exemptions used

Section of the Act	Type of exemption	Number of times
Section 13	Records obtained in confidence from other levels of government	117
Section 14	Records expected to be injurious to federal-provincial relations	1
Section 15	Records expected to be injurious to the Government of Canada in the conduct of international affairs, the defence of Canada and subversive activities	652
Section 16	Records containing law enforcement, investigations and security information	1,225
Section 17	Records expected to threaten the safety of individuals	17
Section 19	Records containing personal information	296
Section 20	Records containing third-party information	5
Section 21	Records containing information related to the internal decision-making processes of government	154
Section 22	Records containing test procedures, tests and audits	1
Section 23	Records related to solicitor-client privilege	21
Section 24	Records where there are statutory prohibitions against disclosure	435
Section 26	Records where information is to be published within 90 days	3

The *Act* does not apply to information already publically available and excludes from disclosure material such as Cabinet Confidences. The ATIP Section invoked exclusions under the *Act*, a total of 136 times.

Table 3. Breakdown of exclusions used

Section of the Act	Exclusion type	Number of times
Section 68	Information that could be found in the public domain	13
Section 69	Confidence's of the Queen's Privy Council for Canada	123

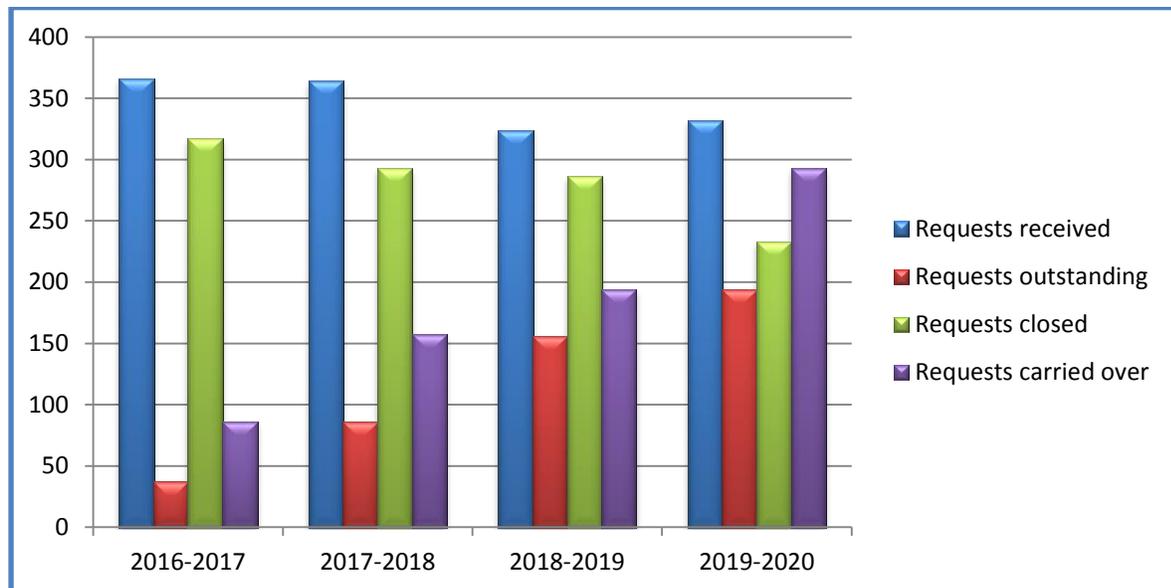
5.6 - Consultations received from other Government of Canada institutions

During the 2019-2020 fiscal year, the Service received, from other government institutions, 332 access to information consultation requests involving Service records or matters. 194 requests were outstanding from the 2018-2019 fiscal year. The large majority of the requests carried over to the 2019-2020 fiscal year were consultation requests from Library and Archives Canada (LAC). These consultations involve an immense number of pages to review containing dated RCMP and CSIS security

intelligence files as well as complex and sensitive information. The Service is continuously striving to address the backlog of LAC consultations.

During the 2019-2020 reporting period, the ATIP Section closed 233 consultations totaling 21,051 pages reviewed. 45 per cent of consultation requests were processed in less than 30 days and 13 per cent took more than 365 to process. There were 293 consultation requests carried over to the next fiscal year.

Figure 6 - Multi-Year trend: Consultations received from other federal Institutions



5.7 – Other requests

The Service processes informal requests (not subject to the *Access to Information Act*) in an efficient and timely manner in order to promote transparency and open government. The ATIP Section processed 410 informal requests compared to last year's total of 543 which represents a decrease of 24.5 per cent. The decrease may be due to proactive publication making information more accessible to Canadians. 76 per cent of informal requests were processed within 1 to 15 days of receipt.

The ATIP Section also acted as a resource for CSIS executives by offering advice and guidance on provisions of the legislation. The ATIP Section provided assistance, over 180 times, on a variety of matters including, but not limited to, information management, security of information, draft policies and memorandums of understanding, Parliamentary Question Period notes (QPNs) and releases of information made by CSIS outside the parameters of the *Act*.

During the reporting period, there were 77 requests made under the *Act* further to the proactive publication of briefing note titles and tracking numbers. These numbers will most likely augment as the Service continues to proactively publish information.

Throughout 2019-2020, the ATIP Section continued to receive telephone calls and emails from the public seeking direction on how to obtain information and/or how to submit a request under the *Access*

to Information Act. The administration team in the ATIP Section provided guidance in a professional manner and often directed these individuals to the ATIP Online Request Service website for additional information.

5.8 – Impact of Covid-19 measures:

As indicated in table 1, the on-time completion rate for this reporting period was impacted by the Government of Canada's measures to stop the spread of the Covid-19 virus. Prior to March 14th, 2020, the ATIP Section's on-time compliance rate was 96.2 per cent with a 3.8 per cent deemed refusal rate.

On March 14, 2020, the Service's Business Continuity Plan was activated. As part of the plan, the ATIP Section was deemed non-essential. As a result, access to information requests received between March 14th, 2020 and March 31st, 2020 were not registered nor processed. The ATIP Section was not able to work remotely due to the handling of classified material. While there was no movement on those requests during that time, the Chief and the Deputy Chief remained available to provide advice on matters related to the legislation.

Of the 120 requests carried over to 2020-2021, 111 remained outstanding from 2019-2020 and 9 were new requests received after March 14th, 2020. The real impact of the measures taken to combat the virus will be presented in the 2020-2021 Annual Report on the Administration of the *Access to Information Act*.

6. Training and Awareness

During the 2019-2020 reporting period, ATIP prepared and offered 3 presentations further to the Royal Assent of Bill C-58 (*An Act to amend the Access to Information Act and the Privacy Act and to make consequential amendments to other Acts*) to the Executive, employees of the Policy and Strategic Partnerships Directorate as well as the management team of the Deputy Director Administration and Chief Financial Officer. The ATIP Section also provided a presentation to another Government of Canada institution on the way it processes complaints. The presentation was well-received and was deemed helpful. Additionally, the ATIP Section conducted awareness sessions through ATIP e-learning narrated slides. The narrated slides form part of the new employee orientation program which is required for all new employees. All other Service employees have the ability to reference the narrative slides at any given time through the e-learning application. The narrated slides provides participants with an overview of the *Act* and the *Privacy Act*, promotes a better comprehension of individual responsibilities and obligations relating to the *Acts* and offers an greater understanding of the internal ATIP process. During the 2019-2020 fiscal year, 266 Service employees viewed the ATIP online module.

7. Policies, Guidelines, Procedures and Initiatives

The Royal Assent of Bill C-58 on June 21st, 2019 introduced the ATIP Section to new requirements including, but not limited to, proactive publication. Procedures and guidelines were introduced Service-wide in order to comply with the newly enacted Part 2 of the *ATIA*.

8. Issues and Actions Taken on Complaints or Audits

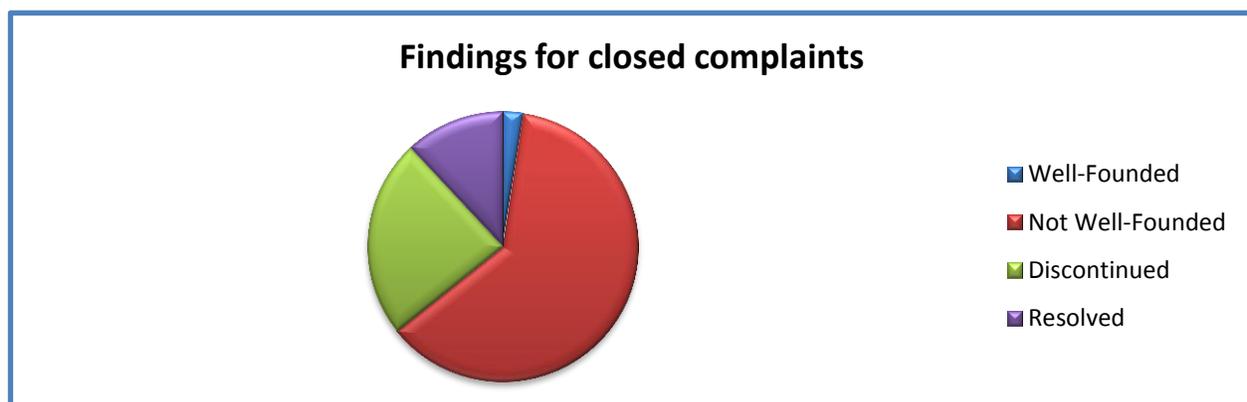
Section 30(1) of the *Act* provides requesters with the right to file a complaint with the Office of the Information Commissioner (OIC) should they be displeased with the response to their access to information request. Reasons for complaints include the refusal of an institution to disclose records, missing information, delays in receiving a response, etc. 54 complaints were registered with the OIC during the 2019-2020 fiscal year. This represents 5.2 per cent of the total number of *ATIA* requests received throughout the fiscal year.

Table 4. Reasons for complaints

Reasons for complaints	Number of complaints
Delay (Deemed refusal)	4
Exemption/Exclusion	10
No Records/Incomplete Search	25
Processing of Request	4
Special Delegation	10
Miscellaneous	1
Total	54

OIC investigators closed and issued their findings on 42 complaints. They determined that 62 per cent were not well-founded. However, 1 complaint was found to be well-founded. When the ATIP Section became aware of the complaint, it discovered that an administrative error had occurred when responding to the requester and sought to correct the error immediately. The other complaints were either resolved or discontinued.

Figure 7 – Findings for closed complaints



CSIS continues to work closely with the OIC in order to resolve complaints in an efficient and timely manner. The Service reviews the outcome of all investigations by the OIC and where appropriate, integrates lessons learned into corporate processes. In fact, the Coordinator and the CSIS ATIP Section received the Information Commissioner's Award in June 2019 for its efforts to improve efficiency and productivity in the field of access to information. The award is based on leadership, innovation, communication and service. The CSIS ATIP Section prides itself on providing excellent service and a proactive approach.

There were no audits conducted during the reporting period.

There was 1 Court action filed against CSIS regarding the *Act*. The Court action remains ongoing.

9. Monitoring Compliance

There is a robust case monitoring system in place using reports produced by the ATIP Case Management software. Requests are monitored by the chief ATIP as well as the unit heads on an ongoing basis. The ATIP Coordinator conveys compliance issues to the Director General, Litigation and Disclosure Branch when required.

10. Other

During the 2019-2020 fiscal year, the ATIP Section incurred \$804,005 in salary costs and \$3,554 in other costs associated with the administration of the *Access to Information Act*.

Annex A

Access to Information Act Delegation Order

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

The Minister of Public Safety and Emergency Preparedness, pursuant to section 95(1) of the *Access to Information Act**, hereby delegates to the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the Minister as the head of a government institution, that is, the Canadian Security Intelligence Service, under the sections of the *Act* set out in the schedule opposite each position.

En vertu de l'article 95(1) de la *Loi sur l'accès à l'information**, le Ministre de la Sécurité publique et de la Protection civile délègue aux titulaires des postes mentionnés à l'annexe ci-après, les attributions dont il est, en qualité de responsable d'une institution fédérale, c'est-à-dire, le Service canadien du renseignement de sécurité, investi par les articles de la *Loi* mentionnés en regard de chaque poste.

Schedule

Annexe

Position

Access to Information Act and Regulations

Poste

Loi sur l'accès à l'information et règlements

Director of the CSIS / Directeur du SCRS

Full Authority / Autorité absolue

Assistant Director, Policy and Strategic Partnerships / Directeur adjoint, Politiques et partenariats stratégiques

Full Authority / Autorité absolue

Director General, Litigation and Disclosure /
Directeur général, Litiges et divulgations

Full Authority / Autorité absolue

Chief, ATIP / Chef, AIPRP

Full Authority / Autorité absolue

Dated, at the City of Ottawa
this 10 day of March 2020.

Daté, en la ville d'Ottawa,
le ____ ième jour de ____ 2020.



Bill Blair, P.C., M.P.
Minister of Public Safety
and Emergency and Preparedness

Bill Blair, C.P., député
Ministre de la Sécurité publique
et de la Protection civile

Annex B



Statistical Report on the *Access to Information Act*

Name of institution: Canadian Security Intelligence Service (CSIS)

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

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

1.1 Number of requests

	Number of Requests
Received during reporting period	1,029
Outstanding from previous reporting period	105
Total	1,134
Closed during reporting period	1,014
Carried over to next reporting period	120

1.2 Sources of requests

Source	Number of Requests
Media	138
Academia	111
Business (private sector)	270
Organization	8
Public	418
Decline to Identify	84
Total	1,029

1.3 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
312	55	37	6	0	0	0	410

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

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

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

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							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	0	2	1	0	0	0	0	3
Disclosed in part	42	131	77	125	36	21	4	436
All exempted	70	65	2	2	1	0	0	140
All excluded	0	0	0	1	0	0	0	1
No records exist	106	101	11	5	0	0	0	223
Request transferred	3	0	0	0	0	0	0	3
Request abandoned	33	12	0	1	0	0	0	46
Neither confirmed nor denied	78	75	7	2	0	0	0	162
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	332	386	98	136	37	21	4	1,014

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	98	16(2)	23	18(a)	0	20.1	0
13(1)(b)	4	16(2)(a)	1	18(b)	0	20.2	0
13(1)(c)	4	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	11	16(2)(c)	15	18(d)	0	21(1)(a)	82
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	64
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	4
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	4
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	71	16.1(1)(d)	0	19(1)	296	22.1(1)	0
15(1) - I.A.*	6	16.2(1)	0	20(1)(a)	1	23	21
15(1) - Def.*	2	16.3	0	20(1)(b)	4	23.1	0
15(1) - S.A.*	573	16.31	0	20(1)(b.1)	0	24(1)	435
16(1)(a)(i)	237	16.4(1)(a)	0	20(1)(c)	0	26	3
16(1)(a)(ii)	9	16.4(1)(b)	0	20(1)(d)	0		
16(1)(a)(iii)	423	16.5	0				
16(1)(b)	52	16.6	0				
16(1)(c)	464	17	17				
16(1)(d)	0						

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

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	13	69(1)	1	69(1)(g) re (a)	19
68(b)	0	69(1)(a)	6	69(1)(g) re (b)	18
68(c)	0	69(1)(b)	1	69(1)(g) re (c)	9
68.1	0	69(1)(c)	2	69(1)(g) re (d)	21
68.2(a)	0	69(1)(d)	4	69(1)(g) re (e)	27
68.2(b)	0	69(1)(e)	8	69(1)(g) re (f)	6
		69(1)(f)	1	69.1(1)	0

3.4 Format of information released

Paper	Electronic	Other
141	298	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
76,863	26,782	788

3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	2	20	0	0	1	738	0	0	0	0
Disclosed in part	344	5,804	78	8,659	4	1,644	5	3,166	5	6,751
All exempted	136	0	3	0	1	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	45	0	1	0	0	0	0	0	0	0
Neither confirmed nor denied	162	0	0	0	0	0	0	0	0	0
Total	690	5,824	82	8,659	6	2,382	5	3,166	5	6,751

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	203	0	12	0	215
All exempted	2	0	1	0	3
All excluded	0	0	1	0	1
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	2	0	0	0	2
Total	207	0	14	0	221

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	960
Percentage of requests closed within legislated timelines (%)	94.7

3.7 Deemed refusals

3.7.1 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
54	12	22	6	14

3.7.2 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	8	13	21
16 to 30 days	0	2	2
31 to 60 days	2	6	8
61 to 120 days	3	5	8
121 to 180 days	0	4	4
181 to 365 days	5	6	11
More than 365 days	0	0	0
Total	18	36	54

3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 4: Extensions

4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	0	0
Disclosed in part	56	1	191	0
All exempted	2	0	1	0
All excluded	0	0	1	0
No records exist	5	0	0	0
Request abandoned	1	0	0	0
Total	65	1	193	0

4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	23	0	17	0
31 to 60 days	17	0	46	0
61 to 120 days	25	1	122	0
121 to 180 days	0	0	8	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	65	1	193	0

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	764	\$3,820	247	\$1,230
Other fees	0	\$0	0	\$0
Total	764	\$3,820	247	\$1,230

Section 6: Consultations Received From Other Institutions and Organizations

6.1 Consultations received from other Government of Canada institutions and

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	332	6,760	1	10
Outstanding from the previous reporting period	194	16,336	0	0
Total	526	23,096	1	10
Closed during the reporting period	233	21,051	1	10
Carried over to next reporting period	293	2,045	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							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	6	8	3	2	2	4	41
Disclose in part	35	40	32	27	10	14	26	184
Exempt entirely	1	1	0	0	0	0	0	2
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	2	2	0	0	0	1	1	6
Total	54	49	40	30	12	17	31	233

7.2 Requests with Privy Council Office

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

Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
54	0	56	42	0	0

Section 9: Court Action

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

Section 41 (before June 21, 2019)	Section 42	Section 44
1	0	0

9.2 Court actions on complaints received after June 21, 2019

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

Section 10: Resources Related to the Access to Information Act

10.1 Costs

Expenditures		Amount
Salaries		\$804,005
Overtime		\$1,871
Goods and Services		\$1,683
• Professional services contracts	\$0	
• Other	\$1,683	
Total		\$807,559

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	10.50
Part-time and casual employees	1.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	11.50

Note: Enter values to two decimal places

Annex C

2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures

Table 1 - The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Requests Received	Number of requests
Received from 2019-04-01 to 2020-03-13	1,020
Received from 2020-03-14 to 2020-03-31	9
Total	1,029

Table 2 - The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Requests closed	Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period	1,014	54
Received from 2020-03-14 to 2020-03-31	0	0
Total	1,014	54

Table 3 - The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Requests carried over	Number of requests
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	111
Received from 2020-03-14 to 2020-03-31 and were carried over to the 2020-2021 reporting period	9
Total	120