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Health Canada

Access to Information Act

Annual Report

2014-2015

Canada 

2014-2015 Annual Report on the *Access to Information Act*
is available on the Health Canada web site.

Également disponible en français sur le site Web de Santé Canada sous le titre :
Rapport annuel 2014-2015 sur la
Loi sur l'accès à l'information.

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Introduction

I. *Access to Information Act*

The *Access to Information Act* (the *Act*) gives the Canadian public a right to access information contained in federal government records, subject to certain specific and limited exceptions.

The *Act* requires the head of every federal government institution to submit an annual report to Parliament on the administration of the *Act* following the close of each fiscal year. This annual report is prepared and is being tabled before each House of Parliament in accordance with section 72 of the *Act*. This report summarizes how Health Canada has fulfilled its access to information responsibilities during the fiscal year 2014-2015.

II. About Health Canada

Health Canada (HC) is the federal department responsible for helping the people of Canada maintain and improve their health.

HC is committed to improving the lives of all of Canada's people and to making this country's population among the healthiest in the world as measured by longevity, lifestyle and effective use of the public health care system.

By working with others in a manner that fosters the trust of Canadians, HC strives to:

- Prevent and reduce risks to individual health and the overall environment;
- Promote healthier lifestyles;
- Ensure high quality health services that are efficient and accessible;
- Integrate renewal of the health care system with longer term plans in the areas of prevention, health promotion and protection;
- Reduce health inequalities in Canadian society; and
- Provide health information to help Canadians make informed decisions.

HC has regional offices in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, and the Atlantic and Northern Regions.

For more information about HC, please visit our website at:

<http://www.hc-sc.gc.ca/index-eng.php>

Access to Information Infrastructure

I. The Access to Information and Privacy Operations Division

The Access to Information and Privacy (ATIP) Operations Division is housed in the Planning, Integration and Management Services Directorate of the Corporate Services Branch at Health Canada (HC).

The ATIP Coordinator is accountable for the development, coordination and implementation of effective policies, guidelines, systems and procedures in order to enable efficient processing of requests under the *Act*. The Coordinator is also responsible for the implementation of relevant government-wide policies, systems and procedures. The division is responsible for all Access to Information (ATI) legislative requirements pursuant to the *Act* such as:

- Responding to access to information requests within the statutory time frame as well as meeting the duty to assist requesters;
- Providing advice and guidance to departmental employees on the application of the *Act* and Treasury Board of Canada policies and directives;
- Developing corporate-wide access to information protocols and practices to guide the ATI process;
- Promoting awareness and providing training on the *Act*;
- Preparing annual reports to Parliament;
- and
- Liaising with the Office of the Information Commissioner (OIC), Treasury Board of Canada Secretariat (TBS), other federal departments and agencies, provincial ministries of health and other key stakeholders.

In 2014-2015, the *Act* was administered by 29.44 full-time equivalent (FTE) employees with the support of consultant services (10.4 FTE) and some part-time and casual employees (0.16 FTE) for a total complement of 40 FTEs.

II. Reading Room

Section 71 of the *Act* requires government institutions to provide facilities where members of the public may inspect any manuals used by employees of the institution in administering or carrying out programs or activities of the institution that affect the public. HC has a reading room available where members of the public may make arrangements to review materials.

The following HC location in Ottawa has been designated as a public reading room:

Access to Information and Privacy Division
1600 Scott Street, Holland Cross,
Tower B, 7th Floor, Suite 700
Ottawa, Ontario K1A 0K9

Delegation of Authority

On July 11, 2013, a delegation order for the *Access to Information Act* was signed by the Minister of Health. The delegation order extends the delegation of authorities beyond the Coordinator to the Assistant Deputy Minister and Director General levels within HC's Corporate Services Branch. Select authorities have also been delegated to ATIP managers and analysts in order to more effectively manage the volume of access to information requests received. This revised approach was adopted to maximize operational efficiency while continuing to minimize risks.

The Delegation Order is attached as Appendix A.

Requests under the *Access to Information Act*- Statistical Figures, Interpretation and Explanation

I. Statistical Report

This section of the report includes an interpretation and explanation of the data contained in HC's statistical report which summarizes ATI-related activity for the period between April 1, 2014 and March 31, 2015 (Appendix B).

II. Number of Access Requests and Case Load

Number of Access Requests

The number of requests received in 2014-2015 remained steady (1,569, compared with 1,563 in 2013-2014). However, HC has seen an overall increase of approximately 35% in the number of requests received since 2008-2009.

Source of Requests: Trends

Of the 1,569 ATI requests received by HC in 2014-2015, 836 were from the business sector, representing 53% of all new requests.

As with past years, the majority of the requests received by HC are from businesses seeking information related to pharmaceuticals, medical devices and natural health products. A significant number of the requests processed by HC require several complex third party consultations to identify confidential business information requiring protection. These records often involve large volumes of technical and scientific information, which can take additional time to review.

The number of requests from organizations, public, and media sectors remained similar in fiscal year 2014-2015 as compared with 2013-2014, and are depicted in the table below:

SOURCE OF REQUESTS

Source	Number of Requests	Variance (%)
Business (Private Sector)	836	3%
Public	392	-4%
Media	235	-7%
Academia	45	-4%
Organization*	32	-22%
Decline to Identify	29	N/A
Total	1,569	

*Examples – Associations, Political Parties and Unions

New this year, the option of “Decline to Identify” as a source of request was added to the existing options for requestors and represented 2% of the total number of requests.

Informal Requests

Whenever feasible to do so, HC processes requests informally as "access informal". There was a slight decrease in the use of this processing method, which includes records previously released under the ATI Act. In 2014-2015, HC processed 314 requests as "access informal" compared to 395 requests in 2013-2014. In the past, HC reported separately on ‘access informals’ and ‘treated informally’ however, these previous categories are now combined into one.

Posting of Completed ATI Requests

HC met TBS requirement to proactively post on its web site monthly summaries of completed ATI requests, which assists in facilitating Canadians’ right of access to departmental records.

Case Load

During the 2014-2015 fiscal year, HC completed the processing of 1,420 of 2,271 (63%) active requests. Active requests included 1,569 new requests and 702 requests carried over from previous years.

While 2014-2015 saw a significant increase from the previous year in the number of pages reviewed, the number of requests closed decreased. There are a number of factors that contributed to this result. First, HC dedicated more resources to addressing some of

the oldest requests, which are voluminous and more complex in nature. Second, there was an increase in the number of requests carried forward in this fiscal year, which contributed to an increasing overall case load. Finally, challenges arising from migration to the Windows 7 operating system impacted HC's processing capacity. The upcoming implementation of a new case management system will support more efficient processing of requests going forward.

KEY STATISTICS BY FISCAL YEAR

Fiscal Year	Number of Requests Received	Number of Requests Carried Over	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2009-2010	1,481	567	2,048	1,504	442,422
2010-2011	1,602	545	2,147	1,535	467,172
2011-2012	1,763	612	2,375	1,866	771,188
2012-2013	1,765	509	2,274	1,689	713,096
2013-2014	1,563	585	2,148	1,446	327,523
2014-2015	1,569	702	2,271	1,420	526,849

Consultations Completed from Other Institutions

In 2014-2015, HC completed 153 consultations (12,353 pages) from other federal institutions, and completed 24 consultations from other jurisdictions. This represented a marginally lower number of cases (11), while the amount of pages reviewed increased from the previous year by 2,240.

NUMBER OF CONSULTATIONS AND PAGES REVIEWED FROM OTHER FEDERAL INSTITUTIONS

Federal Institutions	Number of Consultations Completed	Pages Reviewed
Department of Justice Canada	2	3,973
Public Works and Government Services Canada	10	2,134
Public Health Agency of Canada	14	1,237
Aboriginal Affairs and Northern Development Canada	18	722
Canadian Food Inspection Agency	23	650
Environment Canada	11	636
Department of Finance Canada	1	560
Privy Council Office	11	508
Industry Canada	3	442

Federal Institutions	Number of Consultations Completed	Pages Reviewed
Treasury Board of Canada Secretariat	5	366
Canada Border Services Agency	5	281
Other	50	844
Total	153	12,353

III. Disposition of Requests Completed

Completed requests were classified as follows:

DISPOSITION OF REQUESTS COMPLETED BY PERCENTAGE

Disposition of Requests	Requests Completed by Percentage
Disclosed in part	50%
Request abandoned	24%
No records exist	12%
All disclosed	11%
All exempted	1%
Request transferred	1%
All excluded	1%

IV. Exemptions Invoked

Sections 13 through 24 of the *Act* set out the exemptions intended to protect information pertaining to a particular public or private interest, and section 26 of the *Act* is a temporary exception relating to information to be published.

The vast majority of the 1,592 exemptions invoked by HC focussed on three sections of the *Act* – section 19 (personal information), section 20 (third party information), and section 21 (operations of government). Together, these accounted for 1,287 or 81%, of the exemptions applied in 2014-2015. It is worth noting that the invocation of section 20 on 413 occasions necessitated numerous consultations with third parties, many of which were large multi-national corporations. Such consultations are complex and resource-intensive.

PRINCIPAL EXEMPTIONS APPLIED

Exemptions	Number of Times Applied
Section 19 – Personal information	661
Section 20 – Third party information	413
Section 21 – Operations of Government	213
Section 16 – Law enforcement and investigation	91
Section 17 – Threatens the safety of individuals	70
Section 23 – Solicitor-client privilege	58
Section 14 – Federal-provincial affairs	26
Section 22 – Prejudices results of tests or audits	18
Section 13 – Obtained in confidence	15
Section 15 – Injurious to international affairs	15
Section 18 – Economic interests	10
Section 24 – Restricted under Schedule II	1
Section 26 – Will be published within 90 days	1

V. Exclusions Cited

The *Access to Information Act* does not apply to published material, material available to the public for purchase or for public reference (section 68); nor does it apply to confidences of the Queen's Privy Council (section 69). Requests containing proposed exclusions under section 69 require consultation with the Department of Justice, and potentially the Privy Council Office.

During 2014-2015, HC applied 20 exclusions pursuant to section 68 of the *Act*, and 57 exclusions for section 69 of the *Act*.

VI. Disposition and Completion Time

HC tracks the disposition of closed requests and the length of time taken to process them. Of the total caseload of 2,271 requests, HC completed 1,420 cases and carried over 851 active requests to fiscal year 2015-2016.

HC was able to respond within 30 days or less in 739 (52%) of completed cases. The remaining requests, categorized into time segments of 31 to 60 days, 61 to 120 days, and 121 days or more, are depicted in the table below. It is important to note that the deadlines for many of these requests were legally extended under the *Act*.

PERCENTAGE OF FILES PER COMPLETION TIME CATEGORY

Completion Time	Fiscal Year 2013-2014	Fiscal Year 2014-2015
30 days or less	49%	52%
31–60 days	11%	12%
61–120 days	18%	21%
More than 120 days	22%	15%

VII. Extensions

Legal extensions were most frequently invoked to provide time to complete third party consultations and notifications, and to process voluminous records. In 2014-2015, HC invoked 694 extensions under section 9(1) of the *Act*, a decrease from 719 in 2013-2014.

EXTENSIONS INVOKED

Length of extensions	9(1)(a) Interference with operations		9(1)(b) Consultation		9(1)(c) Third party notice	
	#of times invoked	Percentage	#of times invoked	Percentage	#of times invoked	Percentage
30 days or less	57	8%	31	4%	4	1%
More than 30 days	129	19%	133	19%	340	49%

VIII. Translations

No translation was required to respond to requests in 2014-2015.

IX. Format of Information Released

Of requests that were fully or partially disclosed, 629 were sent out in paper format. This number, however, represents only 12% of the total pages released. Comparatively, 246 requests were released electronically, representing 88% of pages released.

HC's imaging software allows the department to respond to formal ATI requests using Portable Document Format (PDF) which provides more delivery options to the public. Released documents can be mailed on CD-ROM which eliminates the need for photocopying, and associated costs for requesters. It is anticipated that the use of electronic formats for the release of information will continue to grow in future years.

X. Fees

The *Act* authorizes fees for certain aspects of processing formal requests and the fee structure is prescribed in the ATI Regulations. Accordingly, HC cannot charge fees for reviewing records, overhead or shipping, nor can it charge for the first five hours needed to search for a record or prepare any part of it for disclosure.

Based on requests completed in 2014-2015, HC collected \$6,015 in application fees and \$1,960 in search fees for a total of \$7,975 submitted to the Receiver General for Canada. In addition, HC waived \$4,280 in fees for 998 requests in accordance with its duty to assist applicants.

XI. Costs

HC spent a total of \$4,560,930 on ATI functions in 2014-2015. Of this total, salaries accounted for \$2,657,065 and administration for \$1,903,865, most of which was used to retain temporary help to address the volume and complexity of requests. Staffing for the fiscal year amounted to 40 FTEs dedicated to ATI activities. In previous years, these figures did not include administrative support, management, reporting, monitoring and policy resources, nor did they include their overhead cost which contributed to overall support of the operations of the application of the *Act*. In this fiscal year (2014-2015) these elements were incorporated in the above noted costs.

Training and Awareness

Training for HC Employees

Training sessions regarding the *Act* and related processes are delivered to HC employees on a regular basis. Eleven “ATI 101” training sessions, with 159 attendees, took place during 2014-2015. The basic objectives of the course are to impart an understanding of the *Act*, roles and responsibilities, the handling of formal and informal requests, basic grounds to withhold information and how to process an ATI request. Significant efforts have been put into updating training materials and tools. In addition, a new process to identify and strategically assess training needs and to provide customized training to the target groups has been implemented.

Orientation and Awareness

The ATIP Division worked in collaboration with various program areas to promote awareness and develop customized training to address HC needs. This approach resulted in increased engagement and awareness. The Division also continued to increase awareness among HC employees of their responsibilities under the *Act* by advertising sessions open to all employees. In 2014-2015, the Division also led a working group with representatives from all parts of the Department to discuss issues related to ATI processes and policies.

New and/or Revised Institution-Specific Access to Information Related Policies, Guidelines and Procedures

I. ATIP Operations Division

Organizational Renewal

Work continued to strengthen the ATIP Operations function, including a benchmarking exercise against selected other government departments.

IT Systems Modernization

Case management tools used to manage/process requests were adapted to Windows 7, the new government standard operating system. Efforts to modernize tools continued throughout the year, and implementation of a new case management system and the addition of new imaging and document processing capacity are planned for the fall of 2015.

Complaints and Court Applications for Reviews

I. Complaints to the Information Commissioner

During 2014-2015, 59 complaints under the *Act* were filed with the Office of the Information Commissioner of Canada (OIC) related to requests completed by HC.

COMPLAINTS FILED WITH THE OIC

Reason	Number of Complaints
Exemptions	24
Deemed Refusal	21
Time Extension	5
Other	9

The Department reviews the outcomes of all OIC investigations, and where appropriate, incorporates lessons learned into business processes.

II. Types of Complaints and their Disposition Completed in 2014-2015

Types of Complaints and their Disposition Completed in 2014-2015		
Subject of Complaint	Number of Closed Complaints	Final Disposition by OIC
Time Extension	4	<ul style="list-style-type: none"> • 2 Well Founded • 1 Abandoned • 1 Not Well Founded
Deemed Refusal (delay)	6	<ul style="list-style-type: none"> • 5 Well Founded • 1 Abandoned
Other	6	<ul style="list-style-type: none"> • 4 Not Well Founded • 1 Well Founded • 1 Abandoned
Exemption	16	<ul style="list-style-type: none"> • 9 Well Founded • 3 Resolution Mediated • 2 Abandoned • 2 Not Well Founded
Total	32	<ul style="list-style-type: none"> • 17 Well Founded • 7 Not Well Founded • 5 Abandoned • 3 Resolution Mediated

III. Applications/Appeals Submitted to the Federal Court / Federal Court of Appeal

During 2014-2015, two applications, made pursuant to subsection 44(1) of the *Access to Information Act* for review of HC's decision to disclose information, were before the Federal Court.

IV. Responses to Recommendations raised by other Agents of Parliament

There were no recommendations raised by other Agents of Parliament during fiscal year 2014-2015.

Appendix A: Access to Information Act and Privacy Act – Delegation Order

Delegation of Authority

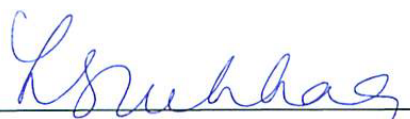
L'ordonnance de délégation des pouvoirs

Access to Information Act and Privacy Act

Loi sur l'accès à l'information et Loi sur la protection des renseignements

I, the Minister of Health, pursuant to section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Health Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation supersedes all previous delegation orders.

En ma qualité de ministre de la Santé et en vertu de l'article 73 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant lesdits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de Santé Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.



The Honorable Leona Aglukkaq, P.C., M.P.
Minister of Health
L'honorable Leona Aglukkaq, c.p., députée
Ministre de la Santé

JUL 11 2013

Date

Delegation of Authority Schedule / Annexe de délégation de pouvoirs

Position /Poste	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i>
Assistant Deputy Minister, Corporate Services Branch / Sous-ministre adjoint, Direction générale des services de gestion HC/PHAC SC/ASPC	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General, Planning, Integration and Management Services, Corporate Services Branch / Directeur (trice) général(e), Direction de la planification, de l'intégration et des services de gestion, Direction générale des services de gestion HC/PHAC SC/ASPC	Full authority / Autorité absolue	Full authority / Autorité absolue
Director, Access to Information and Privacy (Coordinator) / Directeur (trice), Accès à l'information et protection des renseignements personnels (Coordonnateur) HC/PHAC SC/ASPC	Full authority / Autorité absolue	Full authority / Autorité absolue
Chief, Access to Information and Privacy / Chef, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : Full authority except / Autorité absolue sauf : 35(2), 52(2)(b), 52(3), 72 Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Sections / Articles : Full authority except / Autorité absolue sauf : 8(2)(j), 8(2)(m), 8(4), 8(5), 33(2) 51(2)(b), 51(3), 72(1) Regulations / Règlements : Sections / Articles : Full authority except Autorité absolue sauf : 7
Team Leader, Access to Information and Privacy / Chef d'équipe Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 8(1), 9(1), 9(2), 10(1), 10(2), 11(2), 11(3), 11(4), 11(5), 11(6), 12(2)(b), 12(3)(b), 19, 25, 27(1), 27(4), 33, 43(1), 44(2) Regulations / Règlements : Sections / Articles : Full authority / Autorité absolue	Sections / Articles : 14, 15, 16, 17(2)(b), 17(3)(b), 26, 31 Regulations / Règlements : Sections / Articles : 9, 11(2), 13(1), 14
Senior Analyst, Access to Information and Privacy / Analyste principal, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 9(2), 27(1), 27(4), 33 Regulations / Règlements : Sections / Articles : 5	Regulations / Règlements : Sections / Articles : 9, 11(2)
Analyst, Access to Information and Privacy / Analyste, Accès à l'information et de la protection des renseignements personnels	Sections / Articles : 4(2.1), 7, 9(2) Regulations / Règlements : Sections / Articles : 5	Regulations / Règlements : Sections / Articles : 9, 11(2)

Appendix B: Statistical Report on the Access to Information Act

TBS/SCT 350-62

Name of institution: Health Canada

Reporting period: 2014-04-01 to 2015-03-31

PAR 1 – Requests under the Access to Information Act

1.1 Number of requests

Requests	Number of requests
Received during reporting period	1,569
Out standing from previous reporting period	702
Total	2,271
Closed during reporting period	1,420
Carried over to next reporting period	851

1.2 Sources of requests

Source	Number of requests
Media	235
Academia	45
Business (private sector)	836
Organization	32
Public	392
Decline to identify	29
Total	1,569

1.3 Informal 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	
31	55	52	124	15	26	11	314

PART 2 – Requests closed during the reporting period

2.1 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	6	76	34	27	7	7	4	161
Disclosed in part	41	201	102	239	43	26	62	714
All exempted	0	1	1	2	1	0	0	5
All excluded	3	9	0	0	0	0	1	13
No records exist	32	115	17	7	3	2	1	177
Request transferred	2	0	0	0	0	0	0	2
Request abandoned	176	72	11	21	10	15	33	338
Neither confirmed nor denied	0	5	4	1	0	0	0	10
Total	260	479	169	297	64	50	101	1,420

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	7	16(1)(b)	1	16.4(1)(b)	0	20(1)(c)	106
13(1)(b)	2	16(1)(c)	10	16.5	0	20(1)(d)	41
13(1)(c)	6	16(1)(d)	0	17	70	20.1	1
13(1)(d)	0	16(2)	4	18(a)	3	20.2	0
13(1)(e)	0	16(2)(a)	2	18(b)	4	20.4	0
14	2	16(2)(b)	0	18(c)	2	21(1)(a)	70
14(a)	17	16(2)(c)	64	18(d)	1	21(1)(b)	92
14(b)	7	16(3)	0	18.1(1)(a)	0	21(1)(c)	41
15(1)	4	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(d)	10
15(1) - I.A.*	10	16.1(1)(b)	0	18.1(1)(c)	0	22	18
15(1) - Def.*	1	16.1(1)(c)	2	18.1(1)(d)	0	22.1(1)	0
15(1) - S.A.*	0	16.1(1)(d)	0	19(1)	661	23	58
16(1)(a)(i)	5	16.2(1)	0	20(1)(a)	21	24(1)	1
16(1)(a)(ii)	1	16.3	0	20(1)(b)	243	26	1
16(1)(a)(iii)	2	16.4(1)(a)	0	20(1)(b.1)	1		

* I.A.: International Affairs

Def.: Defence of Canada

S.A.: Subversive Activities

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	20	69(1)(a)	3	69(1)(g) re (b)	2
68(b)	0	69(1)(b)	0	69(1)(g) re (c)	8
68(c)	0	69(1)(c)	1	69(1)(g) re (d)	3
68.1	0	69(1)(d)	2	69(1)(g) re (e)	9
68.2(a)	0	69(1)(e)	8	69(1)(g) re (f)	8
68.2(b)	0	69(1)(f)	2	69.1(1)	0
69(1)	2	69(1)(g) re (a)	9		

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	135	26	0
Disclosed in part	494	220	0
Total	629	246	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	11,116	11,116	161
Disclosed in part	151,280	110,489	714
All exempted	345	0	5
All excluded	0	0	13
Request abandoned	42,391	0	338
Neither confirmed nor denied	0	0	10
Total	205,132	121,605	1,241

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Fewer than 100 pages processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 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	139	2,165	18	3,375	1	815	3	4,761	0	0
Disclosed in part	505	8,352	131	27,591	47	23,963	29	47,342	2	3,241
All exempted	3	0	2	0	0	0	0	0	0	0
All excluded	13	0	0	0	0	0	0	0	0	0
Request abandoned	306	0	15	0	5	0	11	0	1	0
Neither confirmed nor denied	10	0	0	0	0	0	0	0	0	0
Total	976	10,517	166	30,966	53	24,778	43	52,103	3	3,241

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	43	0	0	62	105
Disclosed in part	376	4	1	193	574
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	43	19	0	1	63
Neither confirmed nor denied	0	0	0	0	0
Total	462	23	1	256	742

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal reason			
	Workload	External consultation	Internal consultation	Other
207	150	24	5	28

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	16	13	29
16 to 30 days	7	11	18
31 to 60 days	9	6	15
61 to 120 days	12	6	18
121 to 180 days	4	5	9
181 to 365 days	17	15	32
More than 365 days	13	73	86
Total	78	129	207

2.7 Requests for translation

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

PART 3 – Extensions

3.1 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	15	2	19	31
Disclosed in part	119	10	103	268
All exempted	3	0	0	1
All excluded	1	0	0	1
No records exist	6	0	2	5
Request abandoned	42	0	28	38
Total	186	12	152	344

3.2 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	57	0	31	4
31 to 60 days	63	5	80	285
61 to 120 days	45	5	34	39
121 to 180 days	8	2	6	6
181 to 365 days	12	0	1	3
365 days or more	1	0	0	7
Total	186	12	152	344

PART 4 – Fees

4.1 Fees

Fee type	Fee collected		Fee waived or refunded	
	Number of requests	Amount	Number of requests	Amount
Application	1,203	\$ 6,015	124	\$ 620
Search	6	\$ 1,960	3	\$ 325
Production	0	\$ -	0	\$ -
Programming	0	\$ -	0	\$ -
Preparation	0	\$ -	0	\$ -
Alternative format	0	\$ -	0	\$ -
Reproduction	0	\$ -	871	\$ 3,335
Total	1,209	\$ 7,975	998	\$ 4,280

PART 5 – Consultations received from other institutions and organizations

5.1 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 reporting period	160	12,883	24	1,489
Outstanding from the previous reporting period	7	1,178	2	32
Total	167	14,061	26	1,521
Closed during the reporting period	153	12,353	24	534
Pending at the end of the reporting period	14	1,708	2	987

5.2 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	47	68	8	0	0	0	0	123
Disclose in part	2	5	5	5	1	0	0	18
Exempt entirely	0	2	1	1	0	0	1	5
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	4	0	1	0	0	0	7
Other	0	0	0	0	0	0	0	0
Total	51	79	14	7	1	0	1	153

5.3 Recommendations and completion time for consultations received from other organizations

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	10	4	0	0	0	0	0	14
Disclose in part	0	1	3	0	0	0	0	4
Exempt entirely	2	1	1	0	0	0	0	4
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	2	0	0	0	0	0	0	2
Total	14	6	4	0	0	0	0	24

PART 6 – Completion time of consultations on Cabinet confidences

6.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 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 days	3	27	0	0	1	297	0	0	0	0
16 to 30 days	3	67	0	0	0	0	0	0	0	0
31 to 60 days	2	3	0	0	1	297	0	0	0	0
61 to 120 days	0	0	0	0	1	297	0	0	0	0
121 to 180 days	0	0	1	0	0	0	0	0	0	0
181 to 365 days	0	0	0	0	0	0	0	0	0	0
More than 365 days	0	0	0	0	0	0	0	0	0	0
Total	8	97	1	0	3	891	0	0	0	0

6.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		101-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 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 days	2	0	0	0	0	0	0	0	0	0
16 to 30 days	1	0	0	0	0	0	0	0	0	0
31 to 60 days	2	91	0	0	0	0	0	0	0	0
61 to 120 days	1	3	0	0	0	0	0	0	0	0
121 to 180 days	0	0	1	0	0	0	0	0	0	0
181 to 365 days	1	1	1	81	0	0	0	0	0	0
More than 365 days	0	0	0	0	0	0	1	800	0	0
Total	7	95	2	81	0	0	1	800	0	0

PART 7 – Complaints and investigations

7.1 Complaints and investigations

Section 32	Section 35	Section 37	Total
59	57	32	148

ART 8 – Court action

8.1 Court action

Section 41	Section 42	Section 44	Total
0	0	2	2

PART 9 – Resources related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		\$2,625,360
Overtime		\$31,705
Goods and services		\$1,903,865
• Professional services contracts	\$1,748,176	
• Other	\$155,689	
Total		\$4,560,930

9.2 Human Resources

Resources	Person years dedicated to Access to Information activities
Full-time employees	29.44
Part-time and casual employees	0.16
Regional staff	0.00
Consultants and agency personnel	10.40
Students	0.00
Total	40.00