



# 2019- 2020

Annual Report to  
Parliament on the Administration  
of the *Access to Information Act*



Shared Services  
Canada

Services partagés  
Canada

Canada

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## Introduction

The *Access to Information Act* gives Canadian citizens, permanent residents, all individuals and corporations present in Canada the right of access to records under the control of a government institution subject to the Act. This increases the accountability and transparency of federal institutions and supports an open and democratic society.

Shared Services Canada (SSC) is pleased to submit to Parliament its 9<sup>th</sup> Annual Report on the Administration of the [Access to Information Act](#). This report is prepared in accordance with section 94(1) of the *Access to Information Act* the fiscal year commencing April 1, 2019, and ending March 31, 2020.

## Institutional Mandate

SSC was created in 2011 to transform how the Government manages and secures its information technology (IT) infrastructure.

SSC plays a key role in the Government's ability to deliver digital programs and services that improve the lives of Canadians, their families and communities.

SSC works in partnership with key public-sector and private-sector stakeholders to implement enterprise-wide approaches for managing IT infrastructure services and employ effective and efficient business management processes. Maintaining strong customer relationships and service management is essential to the successful delivery of SSC's mandate.

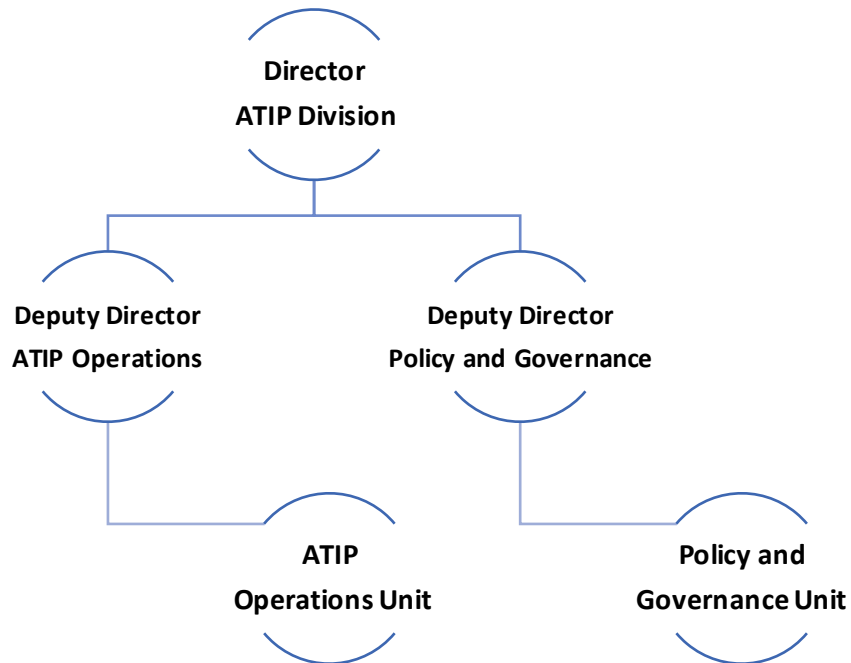
## Delegated Authority

During the reporting period for 2019–2020, the Honourable Joyce Murray, Minister of Digital Government, was appointed and became the Minister responsible for SSC. Her role is to improve services to Canadians by working across the federal government to transition to a more digital government. In addition, she will lead SSC in our renewal to properly support our delivery for common IT infrastructure with the aim of ensuring its reliability and security.

The Digital Government Minister is responsible for handling requests submitted under the *Access to Information Act*. Pursuant to Section 95(1) of the Act, the Minister has delegated full powers, duties and functions to members of the Department's senior management, including the Director and the Deputy Directors of the Access to Information and Privacy (ATIP) Protection Division, hereafter referred to as the ATIP Division (refer to Annex A).



## ATIP Division Structure



The ATIP Division is part of the Corporate Secretariat, which is overseen by a Director General, Corporate Secretary and Chief Privacy Officer, situated in the Strategic Engagement Branch (SEB).

The Division administers the *Access to Information Act* and the *Privacy Act*, led by a Director who acts as the ATIP Coordinator for the Department. Two units carry out the work under two Deputy Directors, each leading either Operations or Policy and Governance. While an average of 21 person-years were dedicated to the ATIP program, 13 person-years were dedicated to the administration of the *Access to Information Act*. These person-years include full-time, casual employees and students.

The Operations Unit is responsible for processing requests under the *Access to Information Act* and the *Privacy Act*. This includes but is not limited to the following:

- Liaising with subject-matter experts within SSC.
- Performing line-by-line review of records requested and conducting external consultations as required to balance the public's right of access and the government's need to safeguard certain information in limited and specific cases.
- Providing briefings to senior management as required on matters relating to requests and institutional performance.
- Acting as main point of contact with the Office of the Information Commissioner (OIC) and the Office of the Privacy Commissioner (OPC) with respect to the resolution of complaints related to requests under both Acts.

The Policy and Governance Unit is responsible for, but not limited to the following:

- Providing policy advice and guidance to SSC's senior management team on access to information and the protection of personal information.
- Developing ATIP policy instruments and tools.
- Assisting program officials in conducting privacy impact assessments (PIAs) and drafting personal information-sharing agreements.
- Preparing and delivering training and awareness sessions throughout SSC.
- Coordinating SSC's annual reporting requirements.
- Publishing an updated version of SSC's [Info Source chapter](#).
- Acting as the main point of contact with the OIC and OPC with respect to various audits, reviews, systemic investigations and privacy breaches.

The ATIP Division's administration of the Acts is facilitated at the branch and the directorate level of SSC. There are 10 Liaison Officers at the Assistant-Deputy-Minister-Office level and 59 Liaison Officers at the branch level that coordinate the collection of requested records and information. Also, they provide guidance to branch and directorate managers on the application of the Acts.

SSC was not party to any service agreements under section 96 of the *Access to Information Act* during the reporting period.

## Highlights of the 2019–2020 Statistical Report

The Statistical Report (Annex B) on the administration of the *Access to Information Act* provides a summary of the access to information requests and consultations processed during the 2019–2020 reporting period.

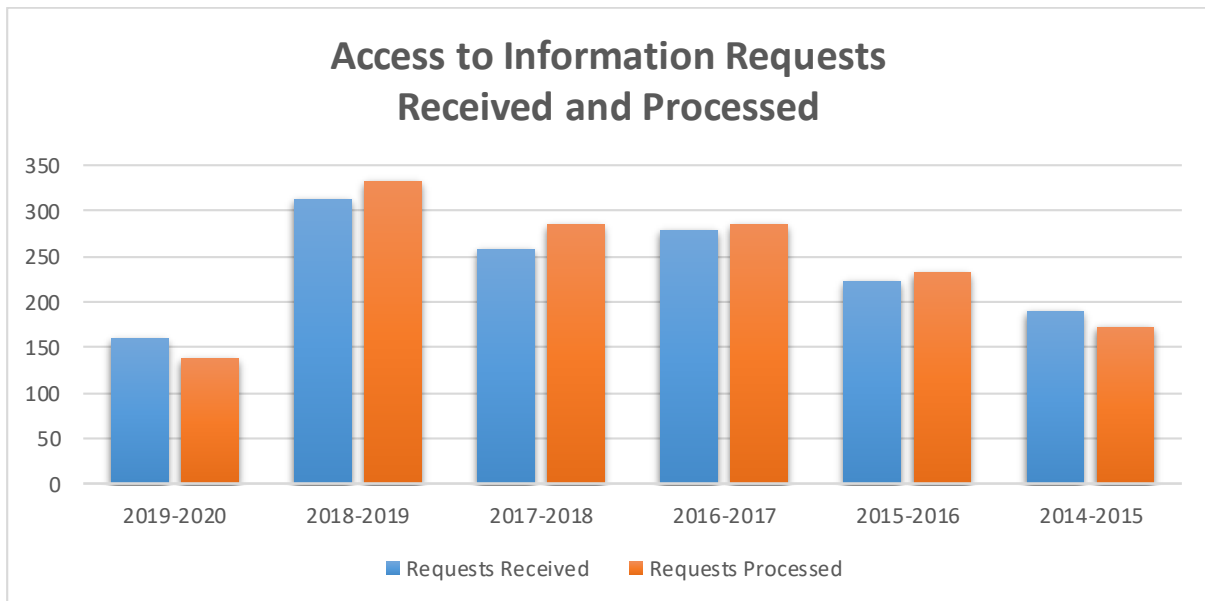
### ***Requests Received***

The Department processed 137 access to information requests that represents a 56-percent drop in demands from the previous year. This was due to an increase in proactive disclosures of information on the Open Government Portal as well as a decline in requests for briefing notes based on the monthly posted lists. The Division treats requests for briefing note titles as individual requests, even if multiple titles are requested at once. This process allows us to work efficiently and within the legislated timelines. Similarly, the annual report demonstrates a 44-percent decline in the number of pages processed at 103,269 pages for the 2019–2020 fiscal year. However, the statistical report only captures pages from closed files. The ATIP Division processed an estimated 200,000 additional pages that are not reflected in the report. These larger files were still being reviewed at the end of the reporting period.



It is important to note that SSC achieved a 100-percent compliance rate.

SSC carried forward 22 requests from 2019–2020 for a total of 159 requests for the reporting period. The ATIP Division continues to ensure that it monitors its turnaround times in processing requests on a regular basis as well as tracks the timeliness of their completion.



### ***Informal Requests***

SSC posts summaries of completed access to information requests pertaining to corporate records on the [Open Government Portal](#). During the reporting period, the Department received and processed 88 informal requests for previously released documents.

### ***Impact of COVID-19***

The ATIP Division was able to adapt quickly to the realities of working from home on a full time basis. The majority of ATIP employees were already set up to work from home in the event of a building closure. Some of our accomplishments during the early stages of COVID-19 included the following:

- Adapted all processes in order to continue to respond to requests from the Canadian public.
- Found solutions for consultations with other government departments, third parties and external third parties.
- Provided guidance to other institutions on the implementation of ePost.
- Provided hours of privacy advice to SSC Senior Leaders in relation to COVID-19.
- Participated in various collaborative working groups in order to address the current COVID-19 realities.

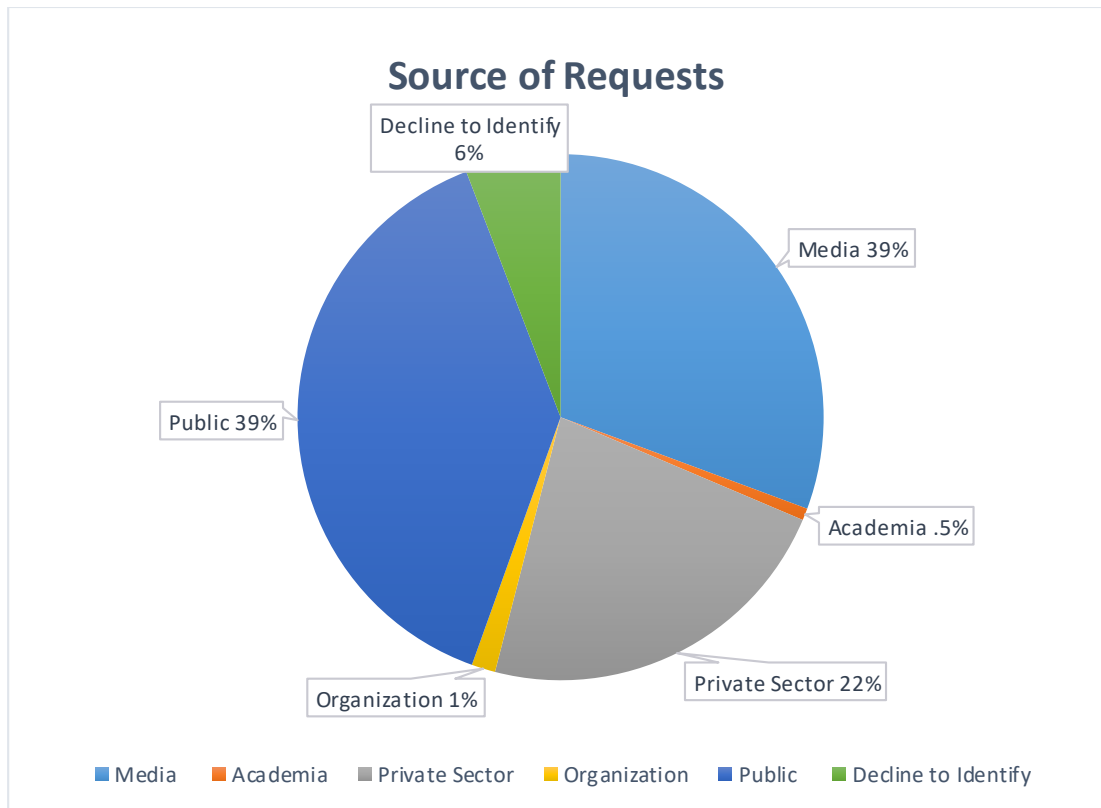


The ATIP Division was able to achieve these accomplishment while facing many challenges. Listed below are the major challenges faced by the Division and what was done to overcome them:

- Some employees were not set up to work from home when the Division's physical office space was closed. The Division quickly requested laptops and VPN access for these employees, including students.
- The lack of adequate office equipment at employees' homes affected their efficiency. Employees were able to enter the building individually and retrieve office equipment and supplies as directed by management.
- Slower network connections, which led to lower productivity. The Division worked with the Information Technology group to increase the speed of the ATIP processing software.
- Mail requests were delayed due to building closures. Mail was retrieved once access was granted ;
- All requestors were advised that mailing of responsive records would be delayed as this could only be done once the ATIP Division returns to the office. In order to prevent delays, ePost was used for the majority of requests.
- Decreased productivity due to home-work balance. The Division shifted its priorities to focus primarily on essential tasks and introduced more flexible work schedules.
- Mental health of employees was a concern. The Department provided COVID-19 support sessions to help employees with this challenge. In addition, management and coworkers supported each other during this period.

### ***Source of Requests***

The general public is the largest source of *Access to Information* requests, accounting for 39 percent of all requests. The media represented 30.5 percent of the requests received, whereas those from the private sector and sources that declined to identify themselves accounted for 22.5 percent and 6 percent of the requests received respectively. Requests from organizations and academic sources comprised 2 percent.



### ***Decline to Act***

Following the adoption of Bill C-58, which received Royal Assent June 17, 2019, section 6.1 was introduced. It states that the head of a government institution may call upon the Information Commissioner of Canada to investigate a request deemed vexatious, made in bad faith or abuse of right. The Information Commissioner of Canada’s approval is needed in order to refuse the request for access to records. During the reporting period, SSC did not invoke this section.

### ***Disposition of Requests Completed***

During the reporting period, SSC released records in full in 23 cases (17 percent).

For 85 requests (64 percent), the Department invoked exemptions. Requests for which the responsive records were entirely exempted or excluded occurred in 3 instances (2 percent). Of the remaining 21 requests (17 percent), either no records existed, the request was abandoned by the requester or the request was transferred.



## **Extensions**

Section 9 of the *Access to Information Act* allows the statutory time limits to be extended if consultations are required or if the request is for a large volume of records, and processing it within the original timeframe would unreasonably interfere with the operations of the Department.

Extensions were necessary in 46 cases (58 percent) when SSC consulted with its departmental Legal Services Unit and other government departments prior to responding to the requester. In addition, extensions were taken in 20 instances (25 percent) to reduce the risk of interference with daily operations, owing to a large volume of records. The Department also invoked 13 extensions (17 percent) to conduct third-party notifications.

## **Completion Time**

The *Access to Information Act* sets timelines for responding to access to information requests. It also allows for extensions in cases where responding to the request requires the review of a large volume of information or extensive consultations with other government institutions or other third parties.

SSC responded to 62 requests (47 percent) within 30 days or fewer and a further 25 requests (19 percent) within 31 to 60 days. The Department completed 39 requests (30 percent) within 61 to 120 days, 3 requests (2 percent) within 121 to 180 days, and 3 requests (2 percent) were processed within 181 days or over.

## **Exemptions**

Whenever SSC invoked exempting provisions, the principle of severing, as described in section 25 of the Act, was applied in order to release as much information as possible. No requests were exempted in their entirety.

The most frequently invoked exemptions at SSC fell under three subsections of the *Access to Information Act*. They are as follows:

- Paragraph 16(2)(c)—concerns security and the vulnerability of buildings, structures or systems (64 instances or 24.5 percent).
- Subsection 19(1)—protects personal information (56 instances or 21 percent).
- Paragraph 20(1)(c)—protects Information that could lead to financial loss or gain of a third party (44 instances or 17 percent).

Paragraph 16(2)(c) is a discretionary exemption, whereas subsection 19(1) as well as paragraph 20(1)(c) are mandatory exemptions.



## **Exclusions**

The *Access to Information Act* does not apply to information that is already publicly available, such as government publications and material in libraries and museums (section 68). It also excludes material such as Cabinet Confidences (Section 69). During 2019–2020, SSC excluded records based on section 68 on two occasions, and section 69 was invoked in 25 cases.

## **Consultations**

This reporting period, SSC received 103 consultations from other government institutions. The Department carried over 7 consultations at the end of the reporting period 2019–2020.

## **Complaints, Audits and Investigations**

During the 2019–2020 fiscal year, SSC received two reports of finding from previous complaints. No complaints were received for this reporting period.

For the fiscal year, complaint investigation affected 5 files under the *Access to Information Act*.

No audits involving SSC were completed by the OIC under the Act.

## **Key Issues and Action Taken on Complaints**

The ATIP Division continues to work diligently in resolving complaints. From the onset of receiving a request the Division works diligently with the requesters to fully understand the request in order to provide to reduce the processing time and ensure the relevancy of the records provided. In addition, the Department has taken diverse actions with the goal of keeping the number of complaints received at a minimum. For instance, the Division revises its procedures on a regular basis to improve performance as well as to reduce the response time for requests with the goal of decreasing complaints. Ongoing training is provided to ATIP analysts on the complaints process and the handling of complaints received from the OIC. The Division established a streamlined process for handling complaints where the Deputy Director, Operations Unit, is responsible for providing representations to the OIC.

## **Monitoring Compliance**

The Division has implemented various internal procedures to ensure that access to information requests are processed in a timely and efficient manner. For example, meetings are held between ATIP management and analysts on a regular basis to monitor workloads and progress on access to information requests. These meetings provide greater accountability and clarity for the team.



The ATIP Division provides reports to the Communications Branch and the President's Office and meets on a weekly basis to discuss upcoming files and consultations. ATIP has a five business day service standard for records retrieval and tracks branch performance. Each month, ATIP produces a performance report for Assistant Deputy Ministers and the President's Office, which allows senior management to address issues across the Department. In addition, the Division holds a monthly meeting with branch Liaison Officers to identify any common issues and concerns to help improve retrieval and recommendations.

## Fees

The *Service Fees Act* requires SSC to report annually to Parliament on the fees collected under the *Access to Information Act*. The information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

In 2019–2020, SSC collected \$465 and waived \$195 in application fees. In accordance with the *Interim Directive on the Administration of the Access to Information Act*, issued on May 5, 2016, SSC waived all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.

## Costs

For this reporting period, the ATIP Division spent a total of \$779,660 for the administration of the *Access to Information Act*, of which \$744,741 was spent on salaries and \$34,919 was spent on goods and services.

## Training and Awareness Activities

The ATIP Division is dedicated to fostering a culture of ATIP excellence across SSC. As a result, the Division continues to develop and deliver training and awareness activities aimed at more openness and transparency across the Department.

### ***Mandatory Training***

In order to ensure that all SSC employees, regardless of their position or level, are made aware of their responsibilities related to ATIP and that they gain an in-depth understanding of the related best practices and principles, SSC launched, in collaboration with the Canada School of Public Service (CSPS), the online Access to Information and Privacy Fundamentals course (I015) on July 14, 2016. While this course is optional for all federal public service employees through the CSPS website, its completion has been made mandatory for all SSC employees. For this reporting period, 989 SSC employees successfully completed the course. This represents a 28-percent increase from last fiscal year.



The ATIP Division successfully delivered 25 internal training and awareness sessions to approximately 490 participants, which included SSC executives, managers and employees at all levels. The number of participants who received training this fiscal year increased by 126 percent. In the previous fiscal year, 217 SSC employees participated in training.

### ***ATIP 101 Training***

The Division delivered numerous ATIP 101 training sessions over the course of 2019–2020. A total of 47 employees attended this course.

### ***Bill C-58 Awareness for SSC Executives***

Bill C-58 received Royal Assent on June 21, 2019. The bill aims to increase transparency in government, further contribute to an informed public as well as enhance an open and democratic society. During this reporting period, 9 awareness sessions were delivered to 276 executives. These sessions provided an overview of key changes and responsibilities for the Department in regards to Bill C-58. Key changes included: proactive publication, decline to act, order making power to the Information Commissioner and removing all fees except the \$5 application fee.

### ***Right to Know Week***

In 2019, Right to Know (RTK) Week took place from September 23 to 28, 2019. RTK day has been celebrated for the past 17 years around the world. It is intended to raise awareness of an individual's right to access government information, in order to promote freedom of information as an essential feature of democracy and good governance. The ATIP Division hosted an information booth to provide access-related material and to answer queries from employees. In addition, the ATIP office developed a short quiz for SSC employees to test their knowledge of privacy issues. A variety of publications and resources were made readily available to SSC employees. Also, a awareness was disseminated through Twitter and our internal communication network.

## **Policies, Guidelines and Procedures Initiatives**

To maintain a high standard of excellence and to continuously improve client services under the *Access to Information Act*, SSC's ATIP Division undertook several projects:

- The ATIP Division provided monthly and quarterly reports to SSC branches aimed at helping to increase response times for responsive records. In addition, the ATIP Division met with Issues Managers on a weekly basis in order to maintain lines of communication as well as to address emerging issues.
- The Policy and Governance Unit developed internal Top Secret (TS) Standard Operating Procedures in order to consistently apply security measures when receiving TS files.



- The Policy and Governance Unit developed a new ATIP 101 training on the application of the *Access to Information Act* and *Privacy Act* to continue to educate all SSC employees on their roles and responsibilities related to ATIP.
- ATIP completed its ePost onboarding, which allows for the electronic delivery of responsive records to requesters. With the addition of e-signatures for signing correspondence with requesters, the SSC ATIP Division is now fully digital.
- The Division engaged key internal stakeholders and the ATIP community on legislative and policy changes resulting from *Access to Information Act* and *Privacy Act* reform (Bill C-58). A working group was created consisting of key internal partners to modify and update SSC processes to ensure a speedy and consistent implementation. In addition, the ATIP Division delivered numerous key training sessions to senior management and affected groups in order to present changes and impacts Bill C-58 would have on the Department.
- In order to further the knowledge of employees of the ATIP Division, the following training was provided: GCdocs, ATIP processing software, Plain Language, Privacy Impact Assessments, Briefing Notes and a two-day workshop on the *Access to Information Act* and the *Privacy Act*.



## Annex A – Delegation Order

### Shared Services Canada Access to Information Act and Privacy Act Delegation Order

The Minister of Digital Government, pursuant to subsection 95(1) of the *Access to Information Act* and subsection 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule 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 Shared Services Canada, under the provisions of the acts and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

#### Schedule

Position	Access to Information Act and Regulations	Privacy Act and Regulations
President	Full authority	Full authority
Executive Vice President	Full authority	Full authority
Corporate Secretary and Chief Privacy Officer	Full authority	Full authority
Director, Access to Information and Privacy Protection Division	Full authority	Full authority
Deputy Directors, Operations and Policy & Governance, Access to Information and Privacy Protection Division	Full authority	Full authority

Dated, at Ottawa this 26 day of June, 2020.

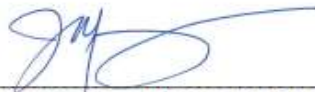
### Services partagés Canada Arrêté de délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels

En vertu du paragraphe 95(1) de la *Loi sur l'accès à l'information* et du paragraphe 73(1) de la *Loi sur la protection des renseignements personnels*, la Ministre du Gouvernement numérique délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de Services partagés Canada, investie par les dispositions des lois ou de leurs règlements mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté de délégation antérieur.

#### Annexe

Poste	Loi sur l'accès à l'information et Règlement	Loi sur la protection des renseignements personnels et Règlement
Président	Autorité absolue	Autorité absolue
Première vice-présidente	Autorité absolue	Autorité absolue
Secrétaire ministérielle et chef de la protection des renseignements personnels	Autorité absolue	Autorité absolue
Directeur, Division de l'accès à l'information et de la protection de la vie privée	Autorité absolue	Autorité absolue
Directeurs adjoints, Opérations et Politique et gouvernance, Direction de l'accès à l'information et protection des renseignements personnels	Autorité absolue	Autorité absolue

Daté, à Ottawa, ce \_\_\_\_\_ jour de \_\_\_\_\_, 2020.



**The Honourable Joyce Murray / L'honorable Joyce Murray**  
Minister of Digital Government and Head of Shared Services Canada/  
Ministre du Gouvernement numérique et Responsable de Services partagés Canada

## Annex B – Statistical Report



Government of Canada / Gouvernement du Canada

### Statistical Report on the *Access to Information Act*

Name of institution: Shared Services Canada

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

#### Part 1: Requests under the *Access to Information Act*

##### 1.1 Number of requests

	Number of requests
Received during reporting period	137
Outstanding from previous reporting period	22
<b>Total</b>	159
Closed during reporting period	132
Carried over to next reporting period	27

##### 1.2 Sources of requests

Sources	Number of requests
Media	42
Academia	1
Business (private sector)	31
Organization	2
Public	53
Decline to identify	8
<b>Total</b>	137

##### 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
76	10	2	0	0	0	0	88
<b>Note:</b> All requests previously recorded as “treated informally” will now be accounted for in this section only.							



## Part 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
<b>Total</b>	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

## Part 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	2	12	6	3	0	0	0	23
Disclosed in part	2	24	17	36	3	3	0	85
All exempted	0	0	0	0	0	0	0	0
All excluded	1	1	1	0	0	0	0	3
No records exist	5	4	1	0	0	0	0	10
Request transferred	7	0	0	0	0	0	0	7
Request abandoned	3	1	0	0	0	0	0	4
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	20	42	25	39	3	3	0	132





### 3.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	1	16(2)	32	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)	32	18(d)	1	21(1)(a)	9
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	14
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	18
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	0
15(1)	3	16.1(1)(d)	0	19(1)	56	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	3	23	3
15(1) - Def.*	1	16.3	0	20(1)(b)	26	23.1	0
15(1) - S.A.*	8	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	44	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	4		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	1						
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)	2	69(1)	0	69(1)(g) re (a)	15
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	4
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)	2
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	3
		69(1)(f)	0	69.1(1)	0

### 3.4 Format of information released

Paper	Electronic	Other formats
1	107	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed

Number of pages processed	Number of pages disclosed	Number of requests
103,269	35,585	115



### 3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less 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	19	174	3	136	1	477	0	0	0	0
Disclosed in part	39	721	19	3,704	18	9,381	8	12,677	1	8,315
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	1	0	1	0	0	0	0	0	1	0
Request abandoned	4	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	63	895	23	3,840	19	9,858	8	12,677	2	8,315

### 3.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	9	0	0	5	14
Disclosed in part	48	0	1	9	58
All exempted	0	0	0	0	0
All excluded	2	0	0	1	3
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	59	0	1	15	75

## 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	132
Percentage of requests closed within legislated timelines (%)	100

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal reason			
	Workload	External consultation	Internal consultation	Other
0	0	0	0	0

#### 3.7.2 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	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	0	0
More than 365 days	0	0	0
<b>Total</b>	0	0	0

### 3.8 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

## Part 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	2	2	5	1
Disclosed in part	18	4	34	12
All exempted	0	0	0	0
All excluded	0	0	1	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	20	6	40	13

### 4.2 Length of extensions

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	
30 days or less	12	1	11	2
31 to 60 days	5	3	15	9
61 to 120 days	3	2	14	2
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	20	6	40	13

## Part 5: Fees

Fee type	Fee collected		Fee waived or refunded	
	Number of requests	Amount	Number of requests	Amount
Application	93	\$465	39	\$195
Other fees	0	\$0	0	\$0
<b>Total</b>	93	\$465	39	\$195

## Part 6: Consultations received from other institutions and organizations

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

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	103	4,778	4	35
Outstanding from the previous reporting period	2	130	0	0
<b>Total</b>	105	4,908	4	35
Closed during the reporting period	98	3,637	4	35
Pending at the end of the reporting period	7	1,271	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	49	15	4	0	0	0	0	68
Disclose in part	9	10	7	1	0	0	0	27
Exempt entirely	1	0	0	0	0	0	0	1
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
<b>Total</b>	61	25	11	1	0	0	0	98

### 6.3 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	4	0	0	0	0	0	0	4
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>	4	0	0	0	0	0	0	4

## Part 7: Completion time for consultations on Cabinet confidences

### 7.1 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	3	43	0	0	0	0	0	0	0	0
16 to 30	3	12	1	50	0	0	0	0	0	0
31 to 60	7	37	1	57	0	0	0	0	0	0
61 to 120	2	56	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>	15	148	2	107	0	0	0	0	0	0

### 7.2 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	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

## Part 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
0	0	0	2	0	0



## Part 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
0	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

## Part 10: Resources related to the *Access to Information Act*

### 10.1 Costs

Expenditure	Amount
Salaries	\$723,784
Overtime	\$20,957
Goods and services	\$34,919
• Professional services contracts	\$0
• Other	\$34,919
<b>Total</b>	<b>\$779,660</b>

### 10.2 Human Resources

Resources	Person-years dedicated to Access to Information activities
Full-time employees	10.50
Part-time and casual employees	1.25
Regional staff	0.00
Consultants and agency personnel	
Students	1.25
<b>Total</b>	<b>13.00</b>

