

Aboriginal Affairs and Northern Development Canada

Aboriginal Affairs and Northern Development Canada (AANDC) is responsible for meeting the Government of Canada's obligations and commitments to First Nations, Inuit and Métis, and for fulfilling the federal government's constitutional responsibilities in the North.

AANDC received 38% more requests in 2012-13 compared to the previous reporting period.

Despite this increase, AANDC improved its performance compared to 2011-12, especially in terms of timeliness. It also performed better than government-wide levels.

Amongst all of the requests in its inventory (731), AANDC closed 623 in 2012-13, which is a completion rate of 85.2% (compared to 85.5% in 2011-12). The average time to complete a request was 47 days.¹

59.6% of requests received by AANDC were from members of the public (similar to the year before). Requests from the media increased from 82 requests in 2011-12 to 149 in 2012-13. According to the AANDC's annual report, journalists mostly requested records related to high-profile topics, such as the Attawapiskat First Nations and the Idle No More movement.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	470	648	37.87%
Number of consultations received (from other government institutions)	148	209	41.22%
Average number of pages processed per request closed	711	801	90
% of requests for which more than 1000 pages were processed	14.22%	11.07%	-3.15%
<small>^a These measures are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

¹ Based on response to parliamentary written question Q-485.

In terms of volume of pages processed, 11.1% of requests required processing 1,000 pages or more, compared to 14.2% in 2011-12. 55.7% of requests required processing 100 pages or less. The average number of pages processed per request also went up by 90 pages.

Timeliness

Approximately 69% of the requests closed in 2012-13 were completed within 30 days, which is an improvement from the previous year. The percentage of requests completed in more than 120 days went down from 22.4% in 2011/2012 to 7.2% in 2012-13.

There were no requests completed past the statutory deadline in 2012-13. This represents an “A” grade.² This is a significant improvement over 2011-12, where 87 requests were closed past the statutory deadline (representing 16.8% of requests completed).³

Extensions

AANDC relied less on extensions in 2012-13 (a 26.5% decrease). However, the extensions tended to be for more than 30 days.

About half of the extensions (53%) taken in 2012-13 were under section 9(1)(b) (consultation). In comparison, a majority of the extensions taken in 2011-12 were under section 9(1)(a) (interference with operations).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 71 notices of extension from AANDC, which represented a total of 98 separate extensions.

Disclosure

Of the requests completed in 2012-13, 26.5% were disclosed entirely, which represents an increase compared to 2011-12. This is also higher than the government-wide disclosure rate of 21.6%.

However, AANDC disclosed 31.5% of all the pages processed (which is below the government-wide figure of 53.4%). This proportion was 5.5% higher in 2011-12.

In 16.5% of requests, AANDC responded that no records existed. In comparison, 11.8% of requests completed government-wide resulted in no records in 2012-13.

Table 2 Performance

² The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

³ AANDC noted that no requests have been completed late since Q2 2011-12.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	85.48%	85.23%	-0.25%
Completion Time			
% of requests closed within 30 days	53.09%	69.18%	16.09%
% of requests closed past statutory deadline	16.41%	0.00%	-16.41%
% of consultations from government institution closed within 30 days	94.69%	94.95%	0.26%
% of extensions of 30 days or less	14.40%	8.47%	-5.93%
Level of Disclosure			
% of pages processed that were disclosed	36.96%	31.54%	-5.42%
% of requests closed for which the information was disclosed entirely	18.34%	26.48%	8.14%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received by the OIC against AANDC decreased from 47 complaints in 2011-12 to 44 in 2012-13.

Refusal complaints accounted for 37 out of the 45 complaints received in 2012-13. The remaining were related to administrative matters (6) or Cabinet Confidences (2).

16 of these complaints are still pending (as of May 2014). Of the closed complaints, 19 were considered well-founded and 4 not well-founded. An additional 2 were considered settled and 4 were abandoned.

Canada Border Services Agency

The Canada Border Services Agency (CBSA) is part of the Public Safety Canada portfolio. The agency is responsible for providing border services in order to facilitate the free flow of persons and goods.

In 2012-13, CBSA received 3,147 requests during the reporting period, an increase of 69% compared to 2011-12, where 1,866 requests were received.⁴ CBSA was also the second-ranked institution in terms of the number of requests received under the *Access to Information Act*, representing 5.7% of all requests received government-wide in 2012-13.

Overall, CBSA showed signs of improvement compared to the previous reporting period, despite an increased workload. It performed above government-wide levels on a number of indicators.

CBSA completed 83.05% of all requests in its inventory in 2012-13. The average time to complete a request was 43.5 days.⁵

CBSA noted in its annual report that 37.6% of all requests received came from individuals seeking their *Traveller History Report* (THR).⁶ Requests for THRs are usually less complex to process and yield a small volume of pages.

The vast majority (84%) of requests received by CBSA were from members of the public.

The average number of pages processed per request went down from 199 pages in 2011-12 to 112 in 2012-13. Additionally, only 2.3% of requests closed required processing 1,000 pages or more.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	1,866	3,147	68.65%
Number of consultations received (from other government institutions)	400	366	-8.50%
Average number of pages processed per request closed	199	112	-87

⁴ CBSA noted in its annual report that because of its high profile role in key Government of Canada initiatives (such as the Beyond the Border Action Plan), they are expecting to receive a higher volume of requests annually. To respond to this increase in requests, CBSA has launched a process to hire more ATIP consultants.

⁵ Based on response to parliamentary written question Q-485.

⁶ To respond to this increase in requests for THR, CBSA had 8 full time employees solely working on processing them.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
% of requests for which more than 1,000 pages were processed	4.29%	2.27%	-2.02%
Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.			

Timeliness

Approximately 71% of requests closed during the reporting period were completed within 30 days (similar to 2011-12).

However, there was an increase in the number of requests completed past the statutory deadline. The proportion of requests completed late almost doubled in this year, from 6.8% in 2011-12 to 11.9% in 2012-13. This represents a “C” grade.⁷ Of the late requests, 60.6% were responded to within 30 days.

CBSA invoked workload (48.7% of the time) and the category “other”⁸ (45.5% of the time) as the reasons for lateness.

Extensions

CBSA took a total of 408 extensions in 2012-13. About 58% of them were taken in order to consult pursuant to section 9(1)(b) of the *Access to Information Act*.

Most of the extensions taken in 2012-13 were for less than 30 days (53.7%). This proportion is similar to the one reported 2011-12.

The proportion of extensions taken under section 9(1)(a) (interference with operations) increased by 9.1% from 2011-12 to 2012-13.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 228 notices of extension from CBSA, which represented a total of 344 separate extensions.

Disclosure

Of the 2,891 requests completed in 2012-13, 45% were disclosed entirely, compared to 22.5% in 2011-12. This is a significant improvement and is partly explained by the large number of requests for THRs.

Table 2 Performance

⁷ The 2007/08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

⁸ The “other” reasons why an institution completed requests past their statutory deadline, according to the Treasury Board Secretariat’s *Guide for the Statistical Report on the Access to Information Act*, could be because of the unavailability of key officials, difficulties in obtaining relevant records, labour disputes, and lengthy power outages. The category “other” is defined as reasons other than workload and consultations.

Measures	Reporting period 2011-12	Reporting period 2012-13	Difference
Completion of Requests			
Completion rate	84.59%	83.05%	-1.54%
Completion Time			
% of requests closed within 30 days	72.62%	70.67%	-1.95%
% of requests closed past statutory deadline	6.77%	11.93%	5.16%
% of consultations from government institution closed within 30 days	73.45%	68.47%	-4.98%
% of extensions of 30 days or less	48.18%	53.68%	5.50%
Level of Disclosure			
% of pages processed that were disclosed	68.73%	78.36%	9.63%
% of requests closed for which the information was disclosed entirely	22.54%	44.97%	22.43%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received by the OIC against CBSA went up from 36 in 2011-12 to 63 in 2012-13.

Most were refusal complaints (41 complaints, 65.1%). Additionally, the proportion of administrative complaints increased slightly from 27.8% (10 complaints) in 2011-12 to 34.9% (22 complaints) in 2012-13.

Of the complaints received, 25 were discontinued and 23 are still pending (as of May 2014). Approximately 15% of complaints closed in 2012-13 (10 complaints) were well-founded.

Canada Post Corporation

Canada Post Corporation operates Canada's postal delivery service, running more than 6,600 post offices across the country and processing 45 million pieces of mail per business day. Canada Post was one of the 70 institutions that became subject to the *Access to Information Act* in 2006 and 2007 under the *Federal Accountability Act*.

Canada Post received 105 requests in 2012-13, an increase of 30 requests (40%) compared to 2011-12 (75 requests). Despite the increase, the Corporation showed signs of improvements in 2012-13 compared to 2011-12, both in terms of timeliness and disclosure of information. However, its performance continues to be below the government-wide levels.

Canada Post completed 88.8% of all requests in its inventory in 2012-13, an improvement from the previous year (73.7%). As a result, it was able to reduce the number of requests it carried over into 2013-14. The average time to complete a request in 2012 was 301 days.^{9 10}

Requests received in 2012-13 came primarily from the media (38.1%) and members of the public (37.1%).

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	75	105	40.00%
Number of consultations received (from other government institutions)	16	44	175.00%
Average number of pages processed per request closed	259	161	-98
% of requests for which more than 1000 pages were processed	5.56%	5.65%	0.09%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

⁹ Based on response to parliamentary written question Q-485. Canada Post responded to the parliamentary written question Q-485 using calendar year data. We were later informed by Canada Post that the average number of days to complete a request for the fiscal year 2012-13 was 213 days.

¹⁰ This number reflects the completion of older access requests that were carried over from previous reporting periods.

Canada Post reported that the majority of requests received were complex in nature. Many involved complex business issues and generated large volumes of records that required in-depth review. However, according to the statistical report, the volume of pages processed per request closed was lower in 2012-13 (161 pages) compared to the previous reporting period (259 pages). 5.7% of requests required processing 1,000 pages or more in 2012-13, a proportion similar to 2011-12 (5.6%).

Timeliness

About 39.3% of the requests closed in 2012-13 were completed within 30 days, which is significantly lower than the government-wide average (64.8%). The number of requests completed within 121 days or more also went down from 68 requests (49.6%) in 2011/2012 to 38 (28.2%) in 2012-13.

Canada Post completed 35 requests past the statutory deadline, which represents about 26% of all requests closed in 2012-13 (compared to 52% in 2011/12). This proportion represents an “F” grade.¹¹¹²

Of the 35 late requests completed in 2012-13, 32 were more than 365 days late. Canada Post reported that workload was the only reason why all late requests were closed past the statutory deadline. This is similar to the reporting period 2011-12, where workload was invoked for the 71 requests closed late in 2011-12.

Extensions

The number of extensions decreased in 2012-13. The length of extensions tended to be for more than 30 days (61.1 % of the time).

The vast majority (75.9 %) of extensions were taken under section 9(1)(a) (interference with operations).

Disclosure

Of the requests completed, 18.5% were disclosed entirely, which represents a 6.8% increase compared to 2011-12. The proportion of pages processed that were disclosed also increased significantly from 39.2% in 2011-12 to 51.5% in 2012-13.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 14 notices of extension from Canada Post, which represented a total of 18 separate extensions.

¹¹ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

¹² Under the heading “completion time” in its Annual Report, Canada Post isolated statistics for requests “received and completed” in 2012-13. Under this methodology, its backlog is not considered when calculating completion times. As a result, Canada Post states 100% of the requests it received and completed in 2012-13 were closed on time.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	73.66%	88.82%	15.16%
Completion Time			
% of requests closed within 30 days	25.55%	39.26%	13.71%
% of requests closed past statutory deadline	51.82%	25.93%	-25.89%
% of consultations from government institution closed within 30 days	36.84%	67.57%	30.73%
% of extensions of 30 days or less	27.85%	38.89%	11.04%
Level of Disclosure			
% of pages processed that were disclosed	39.15%	51.51%	12.36%
% of requests closed for which the information was disclosed entirely	11.68%	18.52%	6.84%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

In 2012-13, the OIC received 8 complaints against Canada Post (7 refusal complaints and 1 administrative complaint).

Three complaints are pending (as of May 2014), one was well-founded, two were not well-founded and two complaints were discontinued.

Canada Revenue Agency

Canada Revenue Agency (CRA) administers tax laws for the Government of Canada and for most of the provinces and territories. It also administers various social and economic benefit and incentive programs delivered through the tax system.

In 2012-13, CRA received 3,137 new requests during the reporting period, an increase of 40.3% compared to 2011-12 (2,237 requests). CRA was also the third ranked institutions in terms of requests received in 2012-13, representing 5.4% of all requests received government-wide. Despite receiving more requests and processing a larger volume of pages, CRA's performance in 2012-13 is similar to that of the previous year, except for improvements to the number of requests closed within 30 days. Overall, its performance was below government-wide levels on a number of indicators.

CRA completed 82% of all requests in its inventory in 2012-13, which is similar to the completion rate achieved in the previous year (82.2%). The average time to complete a request was 64 days.¹³

The majority of requests received came from the public (71%). CRA also noted in its annual report that about 23% of the requests received in 2012-13 came from 5 requesters, with one requester representing about 12% of requests.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	2,237	3,137	40.23%
Number of consultations received (from other government institutions)	54	83	53.70%
Average number of pages processed per request closed	413	433	20
% of requests for which more than 1,000 pages were processed	6.9%	6.91%	0.01%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

CRA is one of the institutions that processed the most pages in 2012-13: 1.2 million pages (an increase of 20% as compared to 2011-12). This represents an average of 433

¹³ Based on response to parliamentary written question Q-485.

pages per request closed.¹⁴ A large percentage of the pages processed were disclosed (86.3 %).

Timeliness

CRA responded to 1,496 requests within 30 days or less, which represents about 49% of all requests completed. While this rate is below the government-wide percentage, it represents an improvement for CRA from the previous reporting period. CRA also closed fewer requests in more than 120 days (from 689 in 2011-12 to 369 in 2012-13).

Additionally, CRA improved significantly its proportion of requests completed past the statutory deadline this reporting period, from 32% in 2011-12 to 15% in 2012-13. The proportion achieved represents a “C” grade.¹⁵ CRA noted in its annual report that this was mostly “achieved by eliminating its backlog of access requests in 2011-12.” Workload was identified as the principal reason why requests were closed late.

Extensions

CRA took a total of 1,387 extensions to close the 3,083 requests completed in 2012-13. More than half of the extensions taken in 2012-13 were for less than 30 days (60%).

Almost all extensions (98.6%) were taken under section 9(1)(a) (interference with operations).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 479 notices of extension from CRA, which represented a total of 479 separate extensions.

Disclosure

Of the 3,083 requests completed, 14% were disclosed entirely, which is comparable to the previous year.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	82.20%	82.90%	0.70%
Completion Time			
% of requests closed within 30 days	33.95%	48.52%	14.57%

¹⁴ While 52% of the requests closed required processing less than 100 pages, almost 7% of them required processing more than 1,000 pages.

¹⁵ The 2007/08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
% of requests closed past statutory deadline	32.39%	14.53%	-17.86%
% of consultations from government institution closed within 30 days	50.00%	41.43%	-8.57%
% of extensions of 30 days or less	49.57%	59.48%	9.91%
Level of Disclosure			
% of pages processed that were disclosed	74.42%	86.26%	11.84%
% of requests closed for which the information was disclosed entirely	13.98%	14.04%	0.06%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

OIC received a total of 336 complaints against CRA in 2012-13, which represents an increase of 3.7% as compared to 2011-12. CRA was the most complained about institution during the review period.

The proportion of administrative complaints went up from 13.3% in 2011-12 to 28.6% in 2012-13 (from 43 administrative complaints to 96).

Of those received in 2012-13, 31% were discontinued, 33% were well-founded and 21.7% are still pending as of May 2014. A smaller proportion of complaints (9%) were not well-founded.

Canadian Broadcasting Corporation

Canadian Broadcasting Corporation (CBC), as the national public broadcaster, provides radio and television services to Canadians, incorporating a range of programming in English, French and Aboriginal languages. CBC was part of the 70 institutions that became subject to the *Access to Information Act* in 2006 and 2007 under the *Federal Accountability Act*.

CBC received 154 requests during 2012-13, a decrease compared to 2011-12 (218 requests). Overall, CBC's performance was stronger than the government-wide average, except for requests where all information is disclosed.

CBC completed 83.5%¹⁶ of all requests in its inventory in 2012-13. The average time to complete a request was 38 days.¹⁷ CBC noted in its annual report that more than 1,900 visits were registered on the Corporation's Transparency and Accountability website, where already disclosed records of public interest are posted.

The number of pages processed per request went down significantly in 2012-13, with 82% of requests requiring 100 pages or less to process.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	218	154	-29.36%
Number of consultations received (from other government institutions)	35	29	-17.14%
Average number of pages processed per request closed	457	154	-303
% of requests for which more than 1000 pages were processed	4.05%	5.19%	1.14%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

¹⁶ As reported in CBC's annual report on the administration of the *Access to Information Act*, all the requests that were carried over from the previous reporting period were closed in 2012-13 and all the 30 requests carried forward to the next reporting period were within the processing timelines established by the *Act*.

¹⁷ Based on response to parliamentary written question Q-485 and CBC's annual report on the administration of the *Access to Information Act*.

Timeliness

CBC closed 101 requests within 30 days, representing about 66.5% of requests closed during the reporting period 2012-13. This is about 13% lower than in 2011-12.¹⁸

CBC was able to maintain its performance in terms of completing its requests within the statutory deadline, as recorded in its 2011-12 report card, with only 1.32 percent of its requests completed past the statutory deadline in 2012-13¹⁹. This rate represents an “A” grade.²⁰

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 26 notices of extension from CBC, which represents a total of 26 separate extensions.

Extensions

In 2012-13, CBC took 42 extensions to close 152 requests. In 2011-12, 41 extensions were taken to complete 208 requests.

79% of the extensions taken were for more than 30 days.²¹

57% of the extensions were for consulting with a third party (section 9(1)(c)).

Disclosure

Of the requests completed, 11.2% were disclosed entirely, which is similar to the last two reporting periods. In comparison, the government-wide disclosure rate was 21.6% in 2012-13.

The proportion of pages processed that were disclosed increased significantly (34.4%) between 2011-12 and 2012-13.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	88.14%	83.52%	-4.62%
Completion Time			
% of requests closed	79.81%	66.45%	-13.36%

¹⁸ CBC also noted that no request received/completed during this reporting period was closed past the statutory deadline.

¹⁹ This differs to the deemed refusal rate presented by CBC in its annual report 2012-13 (1.1%) because the calculation is different. The present proportion is only for requests that were closed in 2012-13.

²⁰ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

²¹ The consultation process under 9(1)(c) usually takes 60 days. All but one consultation undertaken by CBC in 2012-2013 with a third party took 60 days or less.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
within 30 days			
% of requests closed past statutory deadline	4.33%	1.32%	-3.01%
% of consultations from government institution closed within 30 days	89.19%	96.30%	7.11%
% of extensions of 30 days or less	17.07%	21.43%	4.36%
Level of Disclosure			
% of pages processed that were disclosed	24.43%	58.83%	34.40%
% of requests closed for which the information was disclosed entirely	11.06%	11.18%	0.12%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against CBC decreased in 2012-13 to 45 (in comparison to 71 in 2011-2012). Of the 56 complaints completed with findings in 2012-2013, 40 were considered well-founded and 16 not well-founded.

Canadian Food Inspection Agency

The Canadian Food Inspection Agency (CFIA) provides inspection services and regulatory oversight for food production, plant and animal health products, and delivers consumer protection programs relating to the food system in Canada. CFIA enforces Health Canada policies and standards governing the safety and nutritional quality of all food sold in Canada and verifies industry compliance with federal acts and regulations.

In 2012-13, CFIA received 405 requests, an increase of 40%²² compared to 2011-12 (289 requests).²³ CFIA's performance was significantly lower than the government-wide levels in 2012-13.

CFIA completed 71% of all requests in its inventory in 2012-13, a decrease compared to 2011-12 (77.6%). The average time to complete a request was 83 days.²⁴

Three categories of requesters made up the majority of requests received in 2012-13: the media (35.1%), members of the public (30.4%) and businesses (29.4%).

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	289	405	40.14%
Number of consultations received (from other government institutions)	71	99	39.44%
Average number of pages processed per request closed	251	161	-90
% of requests for which more than 1000 pages were processed	6.35%	3.70%	-2.65%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

The volume of pages processed per requests went down from 251 pages in 2011-12 to 161 in 2012-13. The majority of requests closed required processing 100 pages or less (81.2%). Additionally, the proportion of requests that required processing more than 1,000 pages went down from 6.4% to 3.7% in 2012-13.

²² In its annual report, CFIA noted that this growth was in part due to certain high-profile incidents.

²³ The summaries of completed access to information requests available online showed that most frequently requested information in 2012-13 included: information on contracts awarded by CFIA, briefing notes and memos on various subject matters and reports on specific issues related to food (such as the E.coli in meat products and the level of mercury in canned tuna).

²⁴ Based on response to parliamentary written question Q-485.

CFIA noted in its annual report that it had developed a screening tool to identify routine and complex requests. According to this tool, about 46% of requests received in 2012-13 were deemed complex, compared to 30% in 2011-12. It is not clear from the annual report what elements are considered to make a determination about complexity.

Timeliness

CFIA responded to 155 requests within 30 days or less in 2012-13, which represents 43.7% of all requests completed in 2012-13. While this rate is below the government-wide percentage, it represents an improvement from the previous reporting period.

The proportion of requests closed past the statutory decreased from 39.5% in 2011-12 to 27% in 2012-13. This proportion represents an “F” grade.²⁵ Workload was identified as the principal reason why requests were late (90% of the time).

Extensions

The number of extensions increased by 14.7% in 2012-13. About 6.4% of the extensions taken in 2012-13 were for a period of 30 days or less.

Almost half (47.2%) of extensions taken in 2012-13 were for consultations under section 9(1)(c). The proportion of extensions taken under section 9(1)(a) (interference with operations) increased by 6.2% during the same period.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 206 notices of extension from CFIA, which represents a total of 301 separate extensions.

Disclosure

Of the 355 requests completed in 2012-13, 11% were disclosed entirely, compared to 13% in 2011-12.

31% of requests closed in 2012-13 were abandoned, which is higher than 2011-12, where only 35 or 10.6% of requests were abandoned.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	77.59%	71.00%	-6.59%
Completion Time			
% of requests closed within 30 days	34.95%	43.67%	8.72%

²⁵ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
% of requests closed past statutory deadline	39.51%	27.04%	-12.47%
% of consultations from government institution closed within 30 days	97.22%	80.21%	-17.01%
% of extensions of 30 days or less	9.80%	6.28%	-3.52%
Level of Disclosure			
% of pages processed that were disclosed	83.38%	64.76%	-18.62%
% of requests closed for which the information was disclosed entirely	13.37%	10.99%	-2.38%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against CFIA increased from 11 complaints in 2011-12 to 26 in 2012-13.

Most of the complaints received in 2012-13 were related to administrative matters (18 out of 26 complaints).

Of the complaints closed in 2012-13, 12 were well-founded, 10 were discontinued and 2 were not well-founded. In addition, one request is still pending (as of May 2014) and one was settled.

Citizenship and Immigration Canada

Citizenship and Immigration Canada (CIC) was created in 1994 to link citizenship and immigration services. In 2008, the department's portfolio was expanded to include multiculturalism. CIC's mandate includes, among other things, the selection and processing of foreign nationals as permanent and temporary residents, the development of Canada's admissibility policy, and the setting of conditions for entering and remaining in Canada.

In 2012-13, CIC received 25,010 requests, by far the largest number of requests of all institutions (representing 45% of all requests). CIC's strong performance in 2012-13 has had a positive impact on the overall government-wide statistics.

CIC completed 26,020 requests in 2012-13, 24.6% more than in the last reporting period. It ended the 2012-13 reporting period with 95.6% of all its requests completed. This completion rate is the highest achieved by CIC in the past 10 years. The average time to complete a request was 30 days.²⁶

More than half of the requests received by CIC in 2012-13 came from businesses (59%), mostly consultants and lawyers requesting personal information files on behalf of their clients. These files did not involve processing a large volume of pages, as only 0.32% of the requests completed required processing more than 1,000 pages.

Table 1 Workload

Measures	Reporting period 2011-12	Reporting period 2012-13	Difference
Number of requests received	20,575	25,010	21.56%
Number of consultations received (from other government institutions)	192	188	-2.08%
Average number of pages processed per request closed	68	60	-8
% of requests for which more than 1,000 pages were processed	0.45%	0.32%	-0.13%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

Timeliness

In terms of timeliness, CIC completed about 74.6% of requests in 30 days or less, an improvement from the previous reporting period.

²⁶ Based on response to parliamentary written question Q-485.

6.6% of the requests completed were closed past the statutory deadline. This proportion represents a “B” grade.²⁷ Workload was identified as the principal reason for completing requests late (88% of the time).

Extensions

CIC took a total of 1,899 extensions. Most (83%) were taken under section 9(1)(a) (interference with operations). About 72% of extensions were for less than 30 days.

The number of extensions taken by CIC for a period of more than 30 days decreased from 1,871 in 2011-12 to 539 in 2012-13. This is also consistent with OIC statistics regarding notices of extensions under section 9(2).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 239 notices of extension from CIC, which represents a total of 252 separate extensions.

Disclosure

Of the 26,020 requests completed, 24.5% were disclosed entirely (comparable to the previous year). A large number of pages processed were disclosed (84.2%).

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	90.72%	95.57%	4.85%
Completion Time			
% of requests closed within 30 days	52.94%	74.62%	21.68%
% of requests closed past statutory deadline	13.52%	6.61%	-6.91%
% of consultations from government institution closed within 30 days	71.35%	67.74%	-3.61%
% of extensions of 30 days or less	43.66%	71.62%	27.96%
Level of Disclosure			
% of pages processed that were disclosed	84.72%	84.22%	-0.5%
% of requests closed for which the information was disclosed entirely	24.69%	24.52%	-0.17%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

²⁷ The 2007-08 OIC report card grading system was used to estimate a grade: A= 0 to 5%; B= 5 to 10%; C= 10 to 15%; D=15 to 20%, F=more than 20%.

Complaints

The number of complaints received against CIC went up significantly between 2011-12 and 2012-13, from 66 to 109 complaints.

About 41% of the complaints received in 2012-13 were considered not well-founded (compared to 8.7% in 2011-12). An additional 33% were well-founded and 12.8% were discontinued.

The majority of the complaints in 2012-13 were refusal complaints (78.2%).

Correctional Service Canada

Correctional Service Canada (CSC) was created with the merger of the Canadian Penitentiary Service and the National Parole Service in 1979. CSC has the mandate to contribute to public safety by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

CSC received 785 requests during 2012-13, an increase of 57.6% compared to 2011-12 (498 requests). Despite receiving more requests, CSC was able to close more requests within 30 days and to perform better than government-wide statistics on a number of indicators.

Amongst all of the active requests on hand (882), 712 requests were closed in 2012-13, a completion rate of 80.7% (compared to 84.2% in 2011-12). The average time to complete a request was 54.4 days.²⁸

More than half of requests (62.9%) came from members of the public. An additional 22.9% were from the media.

According to its annual report, CSC also processed 347 informal requests that are not captured in the statistical report.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	498	785	57.63%
Number of consultations received (from other government institutions)	120	135	12.50%
Average number of pages processed per request closed	96	79	17
% of requests for which more than 1000 pages were processed	1.36%	1.19%	-0.17%

Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.

²⁸Based on response to parliamentary written question Q-485.

The volume of pages processed per request was lower in 2012-13 (79 pages) than in 2011-12 (96 pages). Approximately 81% of requests required processing 100 pages or less. The proportion of requests that required processing 1,000 pages or more was 1.2% (similar to the preceding year).

Timeliness

CSC responded to 522 requests within 30 days or less, representing 73% of all completed requests (10% higher than in 2011-12). With this result, CSC is one of the top 3 institutions that completed the most requests within 30 days. Further, the proportion of requests completed in more than 120 days went down by 2.94 % in 2012/2013.

The number of requests closed past the statutory deadline went down from 127 in 2011-12 to 83 in 2012-13, representing a decrease of 12.12%. This proportion represents a “C” grade.²⁹ The category “other”³⁰ the principal reason invoked to explain lateness (36 out of 83, or 43.4%)

Extensions

While the number of completed requests went up by 21.9%³¹ between 2011-12 and 2012-13, the number of extensions used for these requests also increased by 37.5% during the same period. A total of 157 extensions were taken, compared to 112 in 2011-12.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 75 notices of extension from CSC, which represents a total of 89 separate extensions.

More than half of the extensions (53.3%) taken in 2012-13 were for 30 days or less. Section 9(1)(a) was invoked as the principal reason for taking an extension, 57.3% of the time.

Disclosure

Of the completed requests, 25.3% were disclosed in full, which is slightly better than the government-wide rate (21.63%). Additionally, of the pages processed, CSC disclosed 15.6% more in 2012-13.

²⁹ The 2007/08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

³⁰ The “other” reasons why an institution completed requests past their statutory deadline, according to the Treasury Board Secretariat’s Guide for the Statistical Report on the Access to Information Act, could be because of the unavailability of key officials, difficulties in obtaining relevant records, labour disputes, and lengthy power outages. The category “other” is defined as reasons other than workload and consultations.

³¹ For the purpose of this calculation, the number of requests closed excludes those treated informally as well as those transferred.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	84.23%	80.73%	-3.50%
Completion Time			
% of requests closed within 30 days	63.30%	73.31%	10.01%
% of requests closed past statutory deadline	23.78%	11.66%	-12.12%
% of consultations from government institution closed within 30 days	65.22%	78.74%	13.52%
% of extensions of 30 days or less	44.64%	52.23%	7.59%
Level of Disclosure			
% of pages processed that were disclosed	41.32%	56.92%	15.60%
% of requests closed for which the information was disclosed entirely	25.47%	25.28%	-0.19%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against CSC has decreased from 65 in 2011-12 to 57 in 2012-13.

The proportion of administrative complaints against CSC increased by 3.6% between 2011-12 and 2012-13.

Well-founded complaints represented 22 of the 57 complaints received in 2012-13. Complaints not well-founded and still pending (as of May 2014) accounted for 14 complaints each. Finally, 7 complaints were discontinued.

Department of Justice Canada

The Department of Justice Canada (JUS) is responsible for providing support to the Minister's dual mandate as Minister of Justice and Attorney General of Canada. As such, it provides policy and program advice, litigates civil cases by or on behalf of the Federal Crown, as well as providing legal advice to federal law enforcement agencies and other government departments.

In 2012-13, JUS received 343 requests, an increase of 12 requests (3.6%) compared to 2011-12 (331 requests). JUS also received more consultations than any other federal institution subject to the *Access to Information Act* (1,339 requests for consultations from other government institutions in 2012-13). Its overall performance was lower compared to previous years, except for the proportion of requests completed within 30 days (this has been increasing since 2009-10). The same can be said for how JUS compared to government-wide levels.

JUS completed 77.6% of all requests in its inventory in 2012-13, which is lower to its completion rate in 2011-12 (81.1%). The average number of days to complete a request was 78 days.³²

The media was the most common source of requests received in 2012-13 (38.8%), an increase of 8% compared to 2011-12. The second most common source of requests was from the public (32.7%).

According to its annual report, JUS processed an additional 144 informal requests (104 more than in 2011-12) that were not captured in the statistical report.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	331	343	3.63%
Number of consultations received (from other government institutions)	1,340	1,339	-0.07%
Average number of pages processed per request closed	309	472	163
% of requests for which more than 1,000 pages were processed	5.04%	8.64%	3.60%

³² Based on response to parliamentary written question Q-485.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.			

In terms of volume of pages processed, 8.6% of requests required processing 1,000 pages or more, compared to 5% in 2011-12. 66.7% of requests required processing 100 pages or less. The number of pages processed per request for 2012-13 was higher than in 2011-12 (309 pages as compared to 472, a difference of 52.8%).

Timeliness

JUS responded to 233 requests within 30 days, which represents 72.1% of all requests completed. JUS closed more requests over 120 days than the year before (from 6.4% in 2011/2012 to 15.2% in 2012-13).

The number of requests closed past the statutory deadline increased from 14 in 2011-12 to 68 in 2012-13, which is a rate of 21.1%. The proportion achieved in 2012-13 represents an “F” grade.^{33 34} Workload was identified as the principal reason for late requests.

Extensions

JUS used 5.2% (or 4) more extensions in 2012-13 as compared to 2011-12. A vast majority of the extensions were for more than 30 days (70.4% in 2012-13).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 46 notices of extension from JUS, which represents a total of 66 separate extensions.

More than half of the extensions (65.4%) were taken for consultations under section 9(1)(b) (consultations). This proportion was 80.5% in 2011-12. The proportion of extensions taken under section 9(1)(a) (interference with operations) increased by 10% between 2011-12 and 2012-13.

Disclosure

Of the requests completed in 2012-13, 12% were disclosed in full, which represents a 10% decrease compared to 2011-12. The proportion of pages processed that were disclosed also decreased by 11% during the same period.

³³ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

³⁴ This may reflect the fact that JUS ceased their practice of closing files prior to receiving a response from consulted institution.

A significant proportion of requests were closed for which no records existed (22.3%).

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	81.09%	77.64%	-3.45%
Completion Time			
% of requests closed within 30 days	77%	72.14%	-4.86%
% of requests closed past statutory deadline	4.47%	21.05%	16.58%
% of consultations from government institution closed within 30 days	65.48%	44.76%	-20.72%
% of extensions of 30 days or less	19.48%	29.63%	10.15%
Level of Disclosure			
% of pages processed that were disclosed	40.71%	29.95%	-10.76%
% of requests closed for which the information was disclosed entirely	22.36%	12.07%	-10.29%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received by the OIC against JUS decreased by more than half during the reporting period, from 47 in 2011-12 to 23 in 2012-13. The number of administrative complaints remained the same for both years (9).

Most of the complaints received in 2012-13 were related to refusals (14 of the 24 complaints).

A similar number of complaints were well-founded (7) and not well-founded (6). An additional 6 complaints were discontinued and 5 are still pending (as of May 2014).

Employment and Social Development Canada³⁵

Employment and Social Development Canada (ESDC) is the focal point for social policies and programs in Canada. The institution is responsible for strengthening Canada’s social foundations by fostering the welfare of citizens, families, and communities, as well as their participation in society.

ESDC received 746 requests in 2012-13, an increase of 29% compared to 2011-12 (579 requests). ESDC’s results declined in 2012-13 in terms of timeliness. Its performance in terms of disclosure of information was above the government-wide level.

Amongst all of the requests in its inventory (858), ESDC closed 630 in 2012-13, which is a completion rate of 73.4% (compared to 82.7% in 2011-12). This is the lowest completion rate accomplished by ESDC since 2003/04 (64.5%).

Most of the requests received in 2012-13 came from members of the public (33.8%), followed closely by businesses (28.4%) and the media (21%).³⁶ ESDC also responded to 154 informal requests for ATI packages already released.

Table 1. Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	579	746	28.84%
Number of consultations received (from other government institutions)	167	194	16.17%
Average number of pages processed per request closed	258	205	-53
% of requests for which more than 1000 pages were processed	4.29%	5.84%	1.55%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

In 2012-13, ESDC processed a total of 112,087 pages, of which 97,127 (86.7%) were disclosed. A majority of the requests closed (71%) required processing 100 pages or

³⁵ Formerly “Human Resources and Skills Development Canada”.

³⁶ According to ESDC’s annual report, typical requests in 2012-13 included those for statistics on the Department’s programs, briefing notes, research and studies of interest to the ESDC portfolio, and requests from employers or their representative for records regarding their own applications under the Temporary Foreign Worker Program.

less. The average number of pages processed per request for 2012-13 was 205 pages, which is a decrease compared to 2011-12 (258).

Timeliness

ESDC responded to 314 requests within 30 days or less, which represents 49.8% of the requests closed during 2012-13. This rate is approximately 2% lower than the rate in 2011-12. The proportion of requests completed in more than 120 days in 2012-13 (8.9%) was higher than in 2011-12 (4.5%).

The proportion of requests closed past the statutory deadline increased in 2012-13 compared to 2011-12, from 1.9% to 7.8% of all requests completed. The proportion achieved in 2012-13 represents a “B” Grade.³⁷ External consultations were identified as the principal reason for not meeting statutory deadlines (28 out of 49 requests), followed by workload (15 out of 49).

Extensions

ESDC took a total of 142 extensions to close the 630 requests it completed in 2012-13. In comparison, 143 extensions were taken to close 531 requests in 2011-12.

28.9% of extensions taken in 2012-13 were for 30 days or less (which is 8.2% lower than in 2011-12).

The majority of extensions in 2012-13 were taken under section 9(1)(a) (interference with operations) (63%).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 166 notices of extension from ESDC, which represented a total of 218 separate extensions.

Disclosure

Of the 630 requests completed, 36.8% were disclosed entirely, which represents a 2.4% increase when compared to 2011-12.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	82.71%	73.43%	-9.28%

³⁷ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion Time			
% of requests closed within 30 days	51.98%	49.84%	-2.14%
% of requests closed past statutory deadline	1.88%	7.78%	5.90%
% of consultations from government institutions closed within 30 days	96.95%	96.88%	-0.07%
% of extensions of 30 days or less	37.06%	28.87%	-8.19%
Level of Disclosure			
% of pages processed that were disclosed	79.15%	86.65%	7.50%
% of requests closed for which the information was disclosed entirely	34.46%	36.83%	2.37%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against ESDC in 2012-13 (20) was lower than in the previous fiscal year (25 in 2011-12).

The proportion of administrative complaints was higher in 2012-13 when compared to the previous year (from 24% to 45%).

One complaint was considered not well-founded, while 5 were well-founded. The remaining complaints are still pending³⁸ (5) or were settled (5) or discontinued (4).

³⁸ Statistics show results compiled as of May 2014.

Environment Canada

Environment Canada (EC) is responsible for preserving and enhancing the quality of the natural environment, conserving Canada’s renewable resources, conserving and protecting Canada’s water resources, forecasting weather and environmental change, enforcing rules relating to boundary waters, and coordinating environmental policies and programs for the federal government.

EC received 1,827 requests during the reporting period, an increase of 28.9% compared to 2011-12 (1,421 requests). EC is also the sixth ranked institutions in terms of requests received under the ATIA, representing about 3.3% of all requests received in 2012-13. Despite the increase in requests received and the larger volume of pages processed this year, EC’s performance was similar to the previous reporting period, except for the number of requests completed within 30 days (which decreased significantly). EC compared favourably to government-wide levels, except in terms of disclosure.

EC closed 90.7% of all requests in its inventory, its highest completion rate over the past ten years. The average number of days to complete a request was 46 days.³⁹

More than half (63.3%) of the requests received came from businesses, while 22.7% originated from the media. EC also received an additional 66 informal requests in 2012-13, compared to 155 in 2011-12.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	1,421	1,827	28.57%
Number of consultations received (from other government institutions)	203	248	22.17%
Average number of pages processed per requests closed ^a	270	153	-117
% of requests for which more than 1000 pages were processed ^a	3.93%	3.30%	-0.63%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

In 2012-13, EC processed 120,741 pages, which is a decrease compared to the last reporting period (164,777 pages). On average, 153 pages were processed per request

³⁹ Based on response to parliamentary written question Q-485.

closed, a decrease of 117 pages compared to 2011-12.⁴⁰ However, with respect to the percentage of processed pages disclosed, a larger percentage of the pages were disclosed in 2012-13 (75.1%) compared to 2011-12 (70.1%).

Timeliness

EC responded to 1,193 requests within 30 days or less, which represents 65.9% of all requests completed in 2012-13. While this proportion is similar to the government-wide proportion (64.8%), it is lower than what EC achieved during the last reporting period (a decrease of 11% compared to 2011-12). However, EC completed less requests in more than 120 days in 2012-13 (4.25%) than in 2011-12 (6.32%).

The proportion of requests past statutory deadline increased in 2012-13 compared to 2011-12, from 8.8% to 11.5% of all requests completed. This proportion represents a “C” grade.⁴¹ Workload, external consultations and internal consultations were all equally invoked as the reason why statutory deadlines were not met in 2012-13.

Extensions

A total of 133 extensions were taken to close the 1,810 requests completed in 2012-13. Most of the extensions taken in 2012-13 were for between 31 to 60 days (40.5%). However, the proportion of extensions for 30 days or less was higher in 2012-13 (37.6%) than in 2011-12 (14.9%).

About half of the extensions in 2012-13 were taken under section 9(1)(a) (interference with operations). This proportion was 5% lower in 2011-12.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 443 notices of extension from EC, which represented a total of 619

Disclosure

Of the 1,810 requests completed in 2012-13, 11.3% were disclosed entirely, compared to 10% in 2011-12.

The proportion of requests closed for which the information was entirely exempted/excluded was 27.2% in 2012-13. In comparison, this proportion government-wide was 1.6% for the same period.

The proportion of requests closed in 2012-13 for which no records existed was 56% compared to 11.8% government-wide. This proportion is, however, similar to previous years.

⁴⁰ According to EC’s annual report, this decrease in the number of pages processed in 2012-13 could be due in part to the fact that the ATIP Secretariat consulted with requesters in order to clarify and narrow the scope of their requests.

⁴¹ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	89.45%	90.73%	1.28%
Completion Time			
% of requests closed within 30 days	76.84%	65.91%	-10.93%
% of requests closed past statutory deadline	8.77%	11.49%	2.72%
% of consultations from government institution closed within 30 days	83.25%	67.67%	-15.58%
% of extensions of 30 days or less	14.91%	37.57%	22.66%
Level of Disclosure			
% of pages processed that were disclosed	70.08%	75.12%	5.04%
% of requests closed for which the information was disclosed entirely	9.96%	11.27%	1.31%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received against EC in 2012-13 increased. 17 complaints were received in 2011-12, while 26 complaints were received in 2012-13.

A similar proportion of refusal and administrative complaints were received in 2012-13 (12 and 13 complaints, respectively). However, from the last reporting period, the proportion of administrative complaint has increased by 8.8%.

The disposition of complaints received in 2012-13 (as of May 2014) are as follows: well founded (12), not well-founded (4), still pending (4), discontinued (3) and settled (2).

Fisheries and Oceans Canada

The Department of Fisheries and Oceans (DFO) develops and implements policies and programs in support of Canada's scientific, ecological, social and economic interests in oceans and fresh waters, and works towards ensuring these resources benefit current and future generations.

In 2012-13, DFO received 547 requests, an increase of 49.5% compared to 2011-12 (366 requests). DFO's performance in 2012-13 was similar to that of 2011-12. In general, DFO's results were under the government-wide levels, except for the proportion of requests closed past the statutory deadline.

DFO completed 73.2% of all requests in its inventory in 2012-13. This is lower than its completion rate in 2011-12 (81.7%). This reduction signals a larger backlog of requests that will be carried over to the next reporting period. The average time to complete a request was 52 days.⁴²

The most common category of requestors in 2012-13 was the public (39.3%), the media (28%) and organizations (18.5%).

DFO reported receiving 95 requests for previously processed requests. An additional 57 informal requests (internal and external) were received by DFO.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	366	547	49.45%
Number of consultations received (from other government institutions)	173	288	66.47%
Average number of pages processed per request closed	442	378	-64
% of requests for which more than 1,000 pages were processed	12.63%	8.19%	-4.44%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

⁴² Based on response to parliamentary written question Q-485.

The volume of pages processed proportionally decreased in 2012-13 compared to the previous reporting period, but was higher than the government-wide level. 8.2% of requests required processing 1,000 pages or more, compared to 12.6% in 2011-12. 62% of the requests required processing 100 pages or less.

Timeliness

DFO responded to 268 requests within 30 days or less, which represents 59.2% of the requests closed in 2012-13. This rate is below the government-wide percentage. However, DFO closed fewer requests in more than 120 days in 2012-13 than in 2011-12

The proportion of requests completed past the statutory deadline in 2012-13 was 5.5%. This represents a “B” grade.⁴³ Workload was invoked as the principal reason why requests were closed late (15 requests, 60%). DFO also noted that work force adjustment had an important impact on program staff and the ability to retrieve records and provide sound recommendations as to disclosure in a timely manner.

Extensions

The number of extensions went up by 10.2% between 2011-12 and 2012-13. Consultations under section 9(1)b) was the the most commonly cited reason for extending requests.

The proportion of extensions taken for 30 days or less increased from 29.3% in 2011-12 to 35.3% in 2012-13. The proportion of those extensions for more than 120 days decreased (24.2% in 2011-12 to 14% in 2012-13).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 167 notices of extension from DFO, which represents a total of 302 separate extensions.

Disclosure

Of the requests completed in 2012-13, 18.1% were disclosed in full, which is comparable to the previous year. There was, however, an improvement in the percentage of pages processed that were disclosed.

⁴³ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B= 5 to 10%, C=10 to 15%, D=15% to 20%, F=more than 20%.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	81.71%	73.18%	-8.53%
Completion Time			
% of requests closed within 30 days	61.47%	59.16%	-2.31%
% of requests closed past statutory deadline	3.68%	5.52%	1.84%
% of consultations from government institution closed within 30 days	90.53%	77.82%	-12.71%
% of extensions of 30 days or less	29.30%	35.26%	5.96%
Level of Disclosure			
% of pages processed that were disclosed	48.78%	50.02%	1.24%
% of requests closed for which the information was disclosed entirely	18.41%	18.10%	-0.31%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received by the OIC against DFO decreased slightly from 23 complaints in 2011-12 to 18 in 2012-13.

The OIC received as many administrative complaints as it did for refusal complaints (9 complaints each).

Half of the complaints (9) were well-founded and four were not well-founded. An additional 4 complaints are still pending (as of May 2014).

Foreign Affairs, Trade and Development Canada

Foreign Affairs, Trade and Development Canada (DFATD)⁴⁴ is responsible for Canada's foreign policy and all matters relating to Canada's external affairs. DFATD's specific areas of responsibility include international peace and security, global trade and commerce, diplomatic and consular relations, administration of the foreign service and Canada's missions abroad, and development of international law and its application to Canada.

DFATD received 1,148 requests during the reporting period, which is 28.7% more requests than in 2011-12 (892 requests). This represents about 1.9% of all requests received government-wide in 2012-13. The department also received a similar number of consultations in 2012-13 (1,057). DFATD's performance was slightly below its 2011-12 performance but well below the government-wide levels in 2012-13. In its annual report, DFATD noted it had experienced staffing challenges, which could explain in part the lower performance observed in 2012-13.

DFATD completed 68.6% of all requests in its inventory in 2012-13. This is lower than the completion rate of 72.9% observed in 2011-12. This will result in a larger backlog of requests for the next reporting period. The average time to complete a request was 188 days.⁴⁵

About half (50.2%) of the requests received in 2012-13 came from the media, while an additional 20.3% were from businesses.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	892	1,148	28.70%
Number of consultations received (from other government institutions)	1,034	1,057	2.22%
Average number of pages processed per requests closed	202	149	-53
% of requests for which more than 1000 pages were processed	4.59%	2.84%	-1.75%

⁴⁴ Formerly Foreign Affairs and International Trade Canada (DFAIT).

⁴⁵ Based on response to parliamentary written question Q-485.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.			

2.8% of requests closed during 2012-13 required processing 1,000 pages or more, compared to 4.6% in 2011-12. 71% of requests required processing 100 pages or less. The number of pages processed per request for 2012-13 was also lower than in 2011-12 (149 pages and 202 pages, respectively).

Timeliness

DFATD responded to 441 requests within 30 days or less, which represents 42.7% of all completed requests (4.3% lower than the previous reporting period). Approximately 26% of requests were completed after more than 120 days (which is similar to the preceding year).

DFATD responded to 23.4% of the requests past the statutory deadline in 2012-13. This proportion represents an “F” grade.⁴⁶ Workload was identified as the principal reason why requests were closed past the statutory deadline.

Extensions

A total of 600 extensions were taken in 2012-13, compared to 551 in 2011-12.

20.7% of the extensions taken in 2012-13 were for a period not exceeding 30 days. In comparison, this proportion was 16% in 2011-12.

More than half of the extensions (55.8%) were taken under section 9(1)(a) (interference with operations).

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 439 notices of extension from DFATD, which represents a total of 528 separate extensions.

Disclosure

Of the requests completed, 9.5% were disclosed entirely, which is similar to the last reporting period, but lower than the government-wide rate (21.6%). 57% of the pages processed were disclosed in 2012-13, compared to 53.8% in 2011-12.

⁴⁶ The 2007-08 OIC report card grading system was used to estimate a grade: A= 0 to 5%; B= 5 to 10%; C= 10 to 15%; D=15 to 20%, F=more than 20%.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	72.93%	68.63%	-4.30%
Completion Time			
% of requests closed within 30 days	46.99%	42.69%	-4.30%
% of requests closed past statutory deadline	22.77%	23.43%	0.66%
% of consultations from government institution closed within 30 days	38.31%	31.00%	-7.31%
% of extensions of 30 days or less	15.97%	20.67%	4.70%
Level of Disclosure			
% of pages processed that were disclosed	53.82%	57.03%	3.21%
% of requests closed for which the information was disclosed entirely	9.98%	9.49%	-0.49%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC concerning DFATD increased from 56 complaints in 2011-12 to 83 in 2012-13. Of these complaints, the proportion that represented administrative complaints also went up, from 35.7% in 2011-12 to 40.2% in 2012-13.

A similar number of complaints received in 2012-13 were well-founded (30) and not well-founded (24). 9 were discontinued and 8 were settled. 12 are still pending (as of May 2014).

Health Canada

Health Canada (HC) helps Canadians maintain and improve their health by developing health policy, enforcing regulations, promoting disease prevention, and enhancing healthy living for all Canadians.

In 2012-13, HC received 1,765 requests, representing 3.2% of all requests received government-wide in that reporting period. The institution closed a smaller proportion of requests in 2012-13 than in 2011-12, despite receiving a similar number of requests and processing fewer pages (17% decrease) than in 2011-12. HC's performance was in general lower in 2012-13 than in 2011-12 and was below government-wide levels.

HC completed 74.3% of all requests in its inventory in 2012-13, which is lower than 2011-12, where 78.6% of the requests in its inventory were closed. The average number of days to complete a request was 99 days.⁴⁷

Most of the 1,765 requests received by HC were from businesses (61%) seeking information related to pharmaceuticals, medical devices, and natural health products. Other common categories of requesters were members of the public (18%) and the media (11.5%). In addition, HC received another 524 "informal requests"⁴⁸ that were not captured in its annual Statistical Report. This is 459 more informal requests than were received in 2011-12.

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	1,763	1,765	0.11%
Number of consultations received (from other government institutions)	206	186	-9.71%
Average number of pages processed per requests closed	323	274	-49
% of requests for which more than 1000 pages were processed	6.93%	5.63%	-1.30%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

⁴⁷ Based on response to parliamentary written question Q-485.

⁴⁸ These include requests for previously released ATI packages and requests for specific data that does not require the release of records.

The volume of pages processed by HC was proportionally lower in 2012-13 than in 2011-12. The number of pages processed per request for 2012-13 was 274 pages, which is 49 pages less per request than in 2011-12. HC also disclosed less of these pages in 2012-13 (64.4%) than in 2011-12 (76.1%).

Timeliness

HC responded to 814 requests within 30 days or less, which represents about 48% of all requests completed in 2012-13. In comparison, 55.4% of requests received in 2011-12 were completed within 30 days. The proportion of requests completed in more than 120 days in 2012-13 (20.7%) was lower than in 2011-12 (23.6%).

The proportion of requests completed past the statutory deadline increased in 2012-13 compared to 2011-12, from 11.5% to 26% of all requests completed. This represents an “F” grade.⁴⁹ Workload was invoked as the principal reason for not meeting the statutory deadline (75% of the time).

In addition, an extension was taken for 59% of the requests completed past the statutory deadline.

Extensions

In 2012-13, HC took a total of 757 extensions to close the 1,689 requests completed in 2012-13. In comparison, 979 extensions were taken to complete 1,866 requests in 2011-12.

In 2012-13, 12.5% of the extensions were for 30 days or less. This is 9.1% lower as compared to 2011-12 (21.6%). The number of extensions that were for more than 365 days was reduced by half, from 48 (or 4.9%) in 2011-12 to 24 (or 3.2%) in 2012-13.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 703 notices of extension from HC, which represented a total of 741 separate extensions.

Extensions were mostly taken under section 9(1)(b) (consultations other than section 69) in 2012-13 (38%). This represents an important increase compared to 2011-12, where only 13% of extensions were taken under this section.

Disclosure

Of the 1,689 requests completed, 13.6% were disclosed entirely, which represents a 1.4% decrease compared to 2011-12. This rate is also below the government-wide proportion of 21.6%.

⁴⁹ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	78.57%	74.27%	-4.30%
Completion Time			
% of requests closed within 30 days	55.41%	48.19%	-7.22%
% of requests closed past statutory deadline	11.52%	26.05%	14.53%
% of consultations from government institution closed within 30 days	73.50%	88.51%	15.01%
% of extensions of 30 days or less	21.65%	12.55%	-9.10%
Level of disclosure			
% of pages processed that were disclosed	76.09%	64.39%	-11.70%
% of requests closed for which the information was disclosed entirely	14.95%	13.56%	-1.39%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received against Health Canada went down from 49 complaints in 2011-12 to 37 in 2012-13.

The proportion of administrative complaints almost doubled from 34.7% in 2011-12 to 63.9% in 2012-13.

21 of the 37 complaints received in 2012-13 were considered well founded. Discontinued and still pending⁵⁰ complaints accounted for 7 complaints each. Finally, 2 complaints were not well-founded.

⁵⁰ Statistics show results compiled as of May 2014.

Industry Canada

Industry Canada’s (IC) mandate is to help make Canada’s industry more productive and competitive in the global economy, thus improving the economic and social well-being of Canadians.

In 2012-13, IC received 741 requests,⁵¹ an increase of 50.6% from 2011-12 (492 requests). While IC improved its results in terms of timeliness in 2012-13 as compared to the previous reporting period, its performance was slightly lower in terms of disclosure.

Of a total of 961 active requests, 860 requests were closed during 2012-13, a completion rate of 89.5% (compared to 72.3% in 2011-12). This is the highest completion rate achieved by IC over a 10-year period. The average number of days to complete a request was 127 days.⁵²

The majority of requests were from the media (39.3%), followed by businesses (26%) and members of the public (15.4%).

Table 1 Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	492	741	50.61%
Number of consultations received (from other government institutions)	613	770	25.61%
Average number of pages processed per request closed	6,091	5,050	-1,041
% of requests for which more than 1000 pages were processed	7.90%	13.39%	5.49%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

As compared to government-wide statistics, IC processed by far the highest number of pages per requests in 2012-13 (5,050 pages/request closed compared to 6,091 in 2011-12). As a reference, in 2012-13 the government-wide average was 241 pages per

⁵¹ According to the IC’s annual report, there was a continued level of interest in specific activities in 2012-13. Many of the requests received concerned grants and contributions, travel, hospitality, as well as issue-specific requests linked to particular legislation, such as the *Investment Canada Act* and the *Competition Act*.

⁵² Based on response to parliamentary written question Q-485.

request. Further, within IC the proportion of requests that required processing more than 1,000 pages was higher in 2012-13 (13.4%) than in 2011-12 (7.9%).

According to the IC's new 3-level complexity scale, about 69% of the requests completed in 2012-13 were considered a low level of complexity (level 1).⁵³

Timeliness

IC responded to 552 requests within 30 days or less, which represents about 64.2% of the requests it closed in 2012-13. This rate also represents an improvement compared to 2011-12 (52.7%). The proportion of requests closed that took more than 120 days to complete also went down, from 29.8% in 2011/2012 to 17.8% in 2012-13.

The proportion of requests closed past the statutory deadline in 2012-13 was 15.1%. While this represents an improvement compared to the proportion achieved in 2011-12 (18.7% decrease), it represents a "D" grade.⁵⁴

Workload was reported as the principal reason why statutory deadline could not be met, representing about 76% of requests closed past statutory deadline in 2012-13.

Extensions

IC took 294 extensions to close the 860 requests completed in 2012-13. In comparison, a total of 251 extensions were taken to close 632 requests in 2011-12.

13.3% of extensions were for a period not exceeding 30 days, a decrease of 3% when compared to 2011-12.

The majority of the extensions taken in 2012-13 were for consultations under section 9(1)(b) (70%). This proportion was about 15% higher in 2011-12.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 158 notices of extension from IC, which represented a total of 235 separate extensions.

Disclosure

Of the 860 requests completed in 2012-13, 10.3% were disclosed entirely, which represents a 7% decrease compared to 2011-12.

⁵³ Level 1 (low) of complexity is defined by the following criteria: Fewer than 100 pages, full disclosure and/or minor severances or informal disclosure, disclosure of previously released information, minimal number of interests in the file, if any (limited or no consultations) and consistent exemptions application, if any.

⁵⁴ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

It is important to note, however, that 23.7% of the requests completed in 2012-13 were treated informally, compared to 18.5% in 2011-12.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	72.25%	89.49%	17.24%
Completion Time			
% of requests closed within 30 days	52.69%	64.19%	11.50%
% of requests closed past statutory deadline	33.86%	15.12%	-18.74%
% of consultations from government institution closed within 30 days	60.04%	28.73%	-31.31%
% of extensions of 30 days or less	16.33%	13.27%	-3.06%
Level of Disclosure			
% of pages processed that were disclosed	2.32%	3.69%	1.37%
% of requests closed for which the information was disclosed entirely	17.41%	10.35%	-7.06%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received in 2012-13 by the OIC against IC was similar to the previous reporting year (36 and 34 respectively, an increase of 2 complaints).

However, the proportion of administrative complaints was lower in 2012-13 (11.1%) compared to 2011-12 (52.9%).

While 14 complaints received in 2012-13 are still pending (as of May 2014), the proportion of those well-founded/not well-founded was similar (6 and 7 complaints, respectively). An additional 7 complaints were discontinued and 2 were settled.

Library and Archives Canada

Library and Archives Canada (LAC) was established in 2004 by the *Library and Archives of Canada Act* and combines the functions of the former National Archives of Canada and the National Library of Canada. Its mandate includes the preservation of the documentary heritage of Canada for the benefit of present and future generations, as well as serving as the continuing memory of the Government of Canada and its institutions.

In 2012-13, LAC received 900 requests, an increase of 9.6% compared to 2011-12 (821 requests). LAC is also in the top 10 institutions in terms of requests received under the ATIA, representing about 1.6% of all requests received in 2012-13. Its performance was similar to that of 2011-12. Despite receiving about 10% more requests and processing significantly more pages (101% increase), it performed above government-wide results.

Among all active requests (1,037), 874 requests were closed during the reporting period—a completion rate of 84% (compared to 86% in 2011-12).

A vast majority of the requests received by LAC each year come from members of the public. However, the proportion of requests received from this category of requesters has slowly declined: from about 90%, in 2002-03, down to 69% in 2012-13. The proportion of requests received from members of academia, however, increased to 22.2% in 2012-13.

In addition to the formal requests received, LAC reported the completion of 5,361 informal requests that are not captured in the statistical report. This is about 24.2% less than in 2011-12.⁵⁵

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	821	900	9.62%
Number of consultations received (from other government institutions)	31	41	32.26%
Average number of pages processed per requests closed	324	652	328

⁵⁵ According to LAC, this decrease in informal requests received can be attributed to the increase in formal requests and the departure of staff.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
% of requests for which more than 1000 pages were processed	7.11%	17.96%	10.85%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

The volume of pages processed by LAC increased significantly in 2012-13 compared to the previous reporting period. About 18% of the requests required the processing of more than 1,000 pages, compared to 7.1% in 2011-12. Additionally, the average number of pages processed per request for 2012-13 was also higher than in 2011-12 (652 pages compared to 324).⁵⁶ A large number of pages processed in 2012-13 were disclosed (92.5%).

Timeliness

LAC responded to 650 requests within 30 days or less, which represents about 74.4% of the requests closed in 2012-13. This proportion is also similar to the one achieved in 2011-12 (74.8%). This is also 10% higher than the results observed government-wide. The proportion of requests completed more than 120 days increased from 11% in 2011-12 to 14% in 2012-13.

The proportion of requests completed that were closed past the statutory deadline decreased in 2012-13 compared to 2011-12, from 5.5% to 2.8%. This is one of the lowest proportion of requests completed past the statutory deadline achieved government-wide, representing an “A”⁵⁷ grade.

External consultation was invoked as the principal reason for not meeting statutory deadlines (in 18 cases out of 24).

Extensions

LAC took a total of 265 extensions to close the 874 requests completed in 2012-13. In comparison, 223 extensions were taken in 2011-12 to complete 833 requests.

These extensions were relatively lengthy, as more than half of the extensions taken in

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 223 notices of extension from LAC, which represented a total of 304 separate extensions.

⁵⁶ As a reference, LAC reported receiving one request that concerned over 6,000 pages of restricted archival information and one request that consisted of over 5,000 pages.

⁵⁷ The 2007-08 OIC report card system was used to estimate a grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F= more than 20%.

2012-13 (59.6%) were for more than 120 days. In comparison, this proportion was 39% in 2011-12.

The extensions taken under section 9(1)(b) (consultations other than section 69) represented about 64% of all extensions taken in 2012-13 (compared to 73% in 2011-12).

Disclosure

From the 874 requests completed, about 34% of them were disclosed entirely, which represents a 1.6% increase compared to the reporting year 2011-12. This is also about 12% higher than the disclosure rate government-wide.

Table 2 Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	85.96%	84.28%	-1.68%
Completion Time			
% of requests closed within 30 days	74.79%	74.37%	-0.42%
% of requests closed past statutory deadline	5.52%	2.75%	-2.77%
% of consultations from government institution closed within 30 days	96.77%	100.00%	3.23%
% of extensions of 30 days or less	8.07%	9.06%	0.99%
Level of Disclosure			
% of pages processed that were disclosed	89.69%	92.52%	2.83%
% of requests closed for which the information was disclosed entirely	32.41%	33.98%	1.57%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The OIC received 12 complaints against LAC in 2012-13. This represents 4 complaints more than in the previous year.

The proportion of administrative complaints went up from 37.5% (3) in 2011-12 to 50% (6) in 2012-13.

In 2012-13, a similar number of complaints were well-founded (4), discontinued (4) and not well-founded (3). As of May 2014, 2 complaints were still pending.

National Defence

National Defence (ND) complements the role of the Canadian Forces and is responsible for policy, resources, interdepartmental coordination and international defence relations. The Canadian Forces command, control and administer all military strategies, plans and requirements.

In 2012-13, ND received 2,044 requests, an increase of 24% compared to 2011-12 (1,645 requests). ND was also the fifth-ranked institution in terms of requests received in 2012-13, representing close to 4% of all requests received in 2012-13. Despite the increase in requests received and the high volume of pages processed, ND maintained a similar performance in 2012-13 as compared to 2011-12.

ND completed 77% of all requests in its inventory in 2012-13, which is lower than the completion rate achieved of 82.4% in 2011-12.⁵⁸ The average time to complete a request was 63 days in 2012-13.⁵⁹

Just over half of the requests received in 2012-13 came from the media (1,088 or 53.2%), followed by the public (653, 31.9%). Similar proportions were observed in 2011-12.

ND also reported it released 1,816 previously released access to information packages in 2012-13.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	1,645	2,044	24.26%
Number of consultations received (from other government institutions)	552	489	-11.41%
Average number of pages processed per requests	72	104	32
% of requests for which more than 1000 pages were processed	0.89%	1.58%	0.69%

Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.

⁵⁸ ND noted in its annual report that “the carry-over of requests into the next reporting period may pose a problem to overall workload in the future”.

⁵⁹ Based on response to parliamentary written question Q-485.

The volume of pages processed increased from 88,826 pages in 2011-12 to 156,813 in 2012-13, representing a 76.5% increase. In general, requests closed in 2012-13 required processing a higher volume of pages. The average number of pages processed per request went up by 32 pages, from 72 pages per request in 2011-12 to 104 in 2012-13. Most of the pages processed in 2012-13 were also disclosed to requesters (86.8%). This proportion is similar to what was observed in 2011-12.

Timeliness

ND responded to 888 requests within 30 days or less, which represents 48.3% of all requests closed in 2012-13. This is low compared to the government-wide proportion (64.8%). The number of requests closed after more than 120 days was also higher in 2012-13 (13.3%) when compared to the previous reporting period (11.7%).

The proportion of requests closed past the statutory deadline decreased slightly in 2012-13 as compared to 2011-12, from 6.1% to 5.8%. This proportion represents a “B” grade.⁶⁰

Workload and external consultations were both invoked in similar proportions as principal reasons for not meeting statutory deadlines (36% and 34% respectively of the requests closed past the statutory deadlines).

Additionally, a higher proportion of requests closed past statutory deadlines were late by more than 120 days in 2012-13 (28%) compared to 2011-12 (9.5%).

Extensions

ND took 1,207 extensions to close the 1,839 requests completed in 2012-13. In comparison, a total of 1,281 extensions were taken to close 1,610 requests in 2011-12.

About 33% of extensions were for 30 days or less. This proportion is similar to the one observed in 2011-12.

About half of the extensions in 2012-13 were taken under section 9(1)(a) (interference with operations). This proportion was similar to 2011-12.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 698 notices of extension from ND, which represents a total of 894 separate extensions.

Disclosure

Of the 1,839 requests completed, 19.2% resulted in full disclosure of the information requested. This rate was 21.2% in 2011-12.

⁶⁰ The 2007-08 OIC report card system was used to estimate a grade: A= 0 to 5%; B= 5 to 10%; C= 10 to 15%; D=15 to 20%, F= more than 20%.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	82.35%	76.98%	-5.37%
Completion Time			
% of requests closed within 30 days	50.68%	48.29%	-2.39%
% of requests closed past statutory deadline	6.15%	5.82%	-0.33%
% of consultations from government institution closed within 30 days	56.30%	49.79%	-6.51%
% of extensions of 30 days or less	30.37%	32.97%	2.60%
Level of Disclosure			
% of pages processed that were disclosed	85.25%	86.76%	1.51%
% of requests closed for which the information was disclosed entirely	21.18%	19.25%	-1.93%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against ND decreased slightly in 2012-13 as compared to 2011-12 (from 74 to 71 complaints). However, the proportion of administrative complaints increased by 10.9% during the same period.

The proportion of complaints received in 2012-13 that were well-founded vs. not well-founded was 26 to 15. An additional 13 complaints were discontinued. 17 complaints are still pending as of May 2014.

Natural Resources Canada

Natural Resources Canada (NRCan)'s mandate is the sustainable development and use of natural resources: energy, minerals and metals, earth sciences and forestry. It develops policies and programs that enhance the contribution of the natural resources sector to the economy.

In 2012-13, NRCan received 769 requests, an increase of 114.8%⁶¹ as compared to 2011-12 (358 requests). Despite the increase in requests received, NRCan generally improved its performance in 2012-13 compared to the reporting period 2011-12.

NRCan completed 78.3% of all requests in its inventory in 2012-13, which is higher than the completion rate achieved in 2011-12 (71.8%). The average number of days to complete a request in 2012-13 was 61 days.⁶²

The year 2012-13 was marked by a significant change in the source of requests. While the requests received in 2011-12 came from various sources, those received in 2012-13 were mostly from members of the media. About 65.8% of the requests received in 2012-13 came from this category of requestors, compared to 23.5% in 2011-12.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	358	769	114.80%
Number of consultations received (from other government institutions)	245	269	9.80%
Average number of pages processed per request closed	374	160	-214
% of requests for which more than 1000 pages were processed	4.87%	3.90%	-0.97%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

⁶¹ According to the summaries of completed ATI requests available online, common subjects of requests for the reporting period 2012-13 included information about high profile subject matter such as pipeline projects, oil sands, gas, carbon, nuclear energy and electricity. The significant interest in these areas, it is suspected, explains in part the important increase in requests received by NRCan.

⁶² Based on response to parliamentary written question Q-485.

The volume of pages processed per requests closed and the proportion of requests closed that required the processing of a large volume of pages went down in 2012-13 compared to the previous reporting period. The number of pages processed per request closed for the reporting period 2012-13 (160 pages/request) was also lower than in 2011-12 (374 pages/request).

Timeliness

NRCan responded to 414 requests within 30 days or less, which represents about 60.3% of the requests closed in 2012-13. This rate is about 4.6% higher than in 2011-12. The proportion of requests completed in more than 120 days also decreased, from 21.1% in 2011-12 to 15.1% in 2012-13.

Requests closed past the statutory deadline represented 3.5% of the requests completed in 2012-13 (24 requests late). In comparison, 8 requests were closed past the statutory deadline in 2011-12 (representing 2.9% of the requests closed). This proportion represents an “A”⁶³ grade.

Workload was the principal reason given for why requests were closed late in 2012-13 (15 out of the 24 requests).

Extensions

NRCan took 300 extensions to close the 687 requests completed in 2012-13. In comparison, a total of 184 extensions were taken to close 280 requests in 2011-12.

About 8% of these extensions were for 30 days or less, compared to 4.3% in 2011-12. The proportion of longer extensions (121 days or more) also decreased from 38.6% in 2011-12 to 18.6% in 2012-13.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 227 notices of extension from NRCan, which represented a total of 290 separate extensions.

A majority of the extensions (70%) were taken for consultations under section 9(1)(b). This proportion was similar in 2011-12.

Disclosure

From the 687 requests completed in 2012-13, 26.9% of them were disclosed entirely, which represents a 9% increase compared to the reporting year 2011-12. Also, the proportion of requests for which the information was entirely exempted/excluded went down from 10% in 2011-12 to 4.5% in 2012-13.

⁶³ The 2007-08 OIC report card system was used to estimate a grade: A= 0 to 5%; B= 5 to 10%; C= 10 to 15%; D=15 to 20%, F= more than 20%. The Red Alert grade is reserved for high proportions of requests completed past the statutory deadline.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	71.79%	78.34%	6.55%
Completion Time			
% of requests closed within 30 days	55.71%	60.26%	4.55%
% of requests closed past statutory deadline	2.86%	3.49%	0.63%
% of consultations from government institution closed within 30 days	74.29%	63.76%	-10.53%
% of extensions of 30 days or less	4.3%	8.00%	3.65%
Level of Disclosure			
% of pages processed that were disclosed	28.42%	52.82%	24.40%
% of requests closed for which the information was disclosed entirely	17.86%	26.93%	9.07%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC regarding NRCan has increased significantly in three years, from 4 complaints in 2010/11 to 21 in 2012-13. Only one complaint received in 2012-13 was related to administrative matters. The remaining 20 were refusal complaints.

The disposition of most of the complaints received in 2012-13 is still unknown, as 14 of them were still pending as of May 2014. The remaining 7 complaints were either discontinued (4), not well-founded (2) or settled (1).

Privy Council Office

Led by the Clerk of the Privy Council, the Privy Council Office (PCO) facilitates the operations of Cabinet and the Government of Canada by implementing the Government's policy agenda and coordinating responses to issues facing the country. PCO oversees the federal public service.

PCO received 780 requests⁶⁴ during the reporting period 2012-13, an increase of 46% as compared to 2011-12 (534 requests). PCO's performance was in general lower in 2012-13 than in 2011-12. In general, the results were also below those achieved government-wide.

PCO completed 83% of all requests in its inventory, which is similar to the completion rate achieved in 2011-12 (84%). The average number of days to complete a request in 2012-13 was 60 days.⁶⁵

More than half of the requests received came from members of the media (56.5%).

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	534	780	46.07%
Number of consultations received (from other government institutions)	520	511	-1.73%
Average number of pages processed per request closed	121	78	-35.54
% of requests for which more than 1000 pages were processed	1.53%	1.07%	-0.46%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

Proportionally, fewer pages were processed per request in 2012-13 than in 2011-12. On average, requests closed in 2012-13 required the processing of 78 pages/request closed, compared to 121 in 2011-12. In fact, only 1.1% of the requests completed in

⁶⁴ According to the PCO's annual report, the subject of the requests received varied. Notable subjects requested included briefing notes to the Prime Minister for various time periods and information regarding Afghanistan, the Queen's Diamond Jubilee and Senate reforms.

⁶⁵ Based on response to parliamentary written question Q-485.

2012-13 required the processing of more than 1,000 pages, compared to 1.5% in 2011-12. PCO disclosed about half of the pages it processed in 2012-13 (54.3%).

In terms of complexity of requests, a significant amount of those completed in 2012-13 (358) required legal advice. In comparison, in 2011-12, PCO sought legal advice for 56 requests (an increase of 539%).

Timeliness

PCO responded to 421 requests within 30 days or less, which represents about 58% of the requests closed in 2012-13. In comparison, PCO completed about 2% more requests within that timeframe in 2011-12. The proportion of requests completed in more than 120 days was high in 2012-13 (10.6%) compared to 2011-12 (1.9%).

However, only two requests were closed past their statutory deadline in 2012-13, representing 0.3% of all requests closed. This is equivalent to an “A”⁶⁶ grade.

Reasons invoked for the two requests closed late were workload and the need for internal consultation.

Extensions

PCO took 327 extensions to close the 725 requests completed in 2012-13. In comparison, a total of 242 extensions were taken to close 529 requests in 2011-12.

The proportion of extensions taken of 30 days or less in 2012-13 was 24.5%, a decrease of 3.6% compared to 2011-12.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 208 notices of extension from PCO, which represented a total of 218 separate extensions.

The extensions taken under sections 9(1)(a) (interference with operations) and 9(1)(b) (consultation other than section 69) each represented about 40% of all extensions taken in 2012-13.

Disclosure

Of the 725 requests completed, 4.8% of them were disclosed entirely, which represents a 1.4% decrease compared to the reporting year 2011-12. This is also the lowest disclosure rate achieved by the PCO over a 10-year period. It is also lower than the proportion government-wide (21.6%).

⁶⁶ The 2007-08 OIC report card system was used to estimate a grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F= more than 20%.

The number of requests for which no records existed represented 35% of the requests completed in 2012-13. As a reference, the proportion of requests closed government-wide for which no records existed was 11% for the same reporting period.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	84.10%	83.24%	-0.86%
Completion Time			
% of requests closed within 30 days	59.92%	58.07%	-1.85%
% of requests closed past statutory deadline	0.00%	0.28%	0.28%
% of consultations from government institution closed within 30 days	73.60%	60.33%	-13.27%
% of extensions of 30 days or less	28.10%	24.46%	-3.64%
Level of Disclosure			
% of pages processed that were disclosed	45.12%	54.29%	9.17%
% of requests closed for which the information was disclosed entirely	6.24%	4.83%	-1.41%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The OIC received 52 complaints against PCO in 2012-13, an increase compared to the previous reporting period (36 complaints). The proportion of administrative complaints also went up by 17.5% during the same period. Still, most of the complaints in 2012-13 were for refusals (32, 69.2%).

About 40% of the complaints received in 2012-13 were discontinued (21), while a similar number of them were well-founded vs. not well-founded (8 complaints each). However, as of May 2014, an additional 15 complaints were still pending.

Public Safety Canada

Public Safety Canada (PS) coordinates and supports the efforts of federal organizations to ensure national security and the safety of Canadians. It works with various stakeholders on issues of emergency management, national security, law enforcement, crime prevention and the protection of Canada's borders. The Public Safety Portfolio encompasses nine organizations for which the Minister of Public Safety is responsible.⁶⁷

PS received 494 requests⁶⁸ during the reporting period 2012-13, an increase of 36% compared to 2011-12 (363 requests). PS's overall performance was lower in 2012-13 than in 2011-12. The results were slightly higher than those achieved government-wide in terms of proportion of requests closed within 30 days or less and lower where records were all disclosed.

PS completed about 83.4% of all requests in its inventory in 2012-13, compared with 81.1% in 2011-12. The average number of days to complete a request in 2012-13 was 66 days.⁶⁹

The most common source of requests in 2012-13 was the media (53.4%). This is very similar to previous reporting periods. An additional 29.4% also came from members of the public. PS also reported that 112 previously released ATI packages were released in 2012-13.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	363	494	36.09%
Number of consultations received (from other government institutions)	234	244	4.27%
Average number of pages processed per request closed	198	329	66.16%
% of requests for which more than 1,000 pages were processed	6.22%	9.93%	3.71%

⁶⁷ In addition to Public Safety Canada, the Portfolio includes the Canada Border Services Agency (CBSA), the Canadian Security Intelligence Service (CSIS), the Correctional Service of Canada (CSC), the Parole Board of Canada (PBC), and the Royal Canadian Mounted Police (RCMP). However, the present statistics are for Public Safety Canada only and do not include these 5 other institutions aforementioned, as each of them reports to Parliament separately.

⁶⁸ An analysis of the summaries of completed ATI requests available online showed that the information requested was varied. Some of the subject matter areas requested included information pertaining to cyber-crime/cyber-security, the Vancouver Olympics, the events surrounding the arrest of Luka Rocco Magnotta, and information regarding several bills (such as Bill C-19, which amended the *Firearms Act* and the *Criminal Code*).

⁶⁹ As per response to parliamentary question QP-485.

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.			

Requests closed in 2012-13 required the processing of a higher number of pages: the number processed per request closed went up from 198 pages in 2011-12 to 329 pages in 2012-13. Additionally, about 10% of the requests required the processing of more than 1,000 pages, compared to 6.2% in 2011-12. Most of the pages processed (61.8%) were also disclosed in 2012-13.

Timeliness

PS responded to 314 requests within 30 days or less. Approximately 65.7% of the requests closed in 2012-13 were completed within 30 days (a 1% decrease compared to 2011-12).

The number of requests past the statutory deadline increased in 2012-13 compared to 2011-12, from 3.5% to 6.5% of all requests completed. This proportion represents a “B”⁷⁰ grade. External consultations and workload were identified as the reasons why requests were closed late in 2012-13 (22 and 9 of the 31 late requests, respectively).

Extensions were taken for all requests that were closed past the statutory deadline.

Extensions

PS took 213 extensions to close the 478 requests completed in 2012-13. In comparison, a total of 148 extensions were taken to complete 339 requests in 2011-12.

Among all the extensions taken in 2012-13, about 22.5% of them were for a period not exceeding 30 days. In 2011-12, this proportion was 24.3%.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 148 notices of extension from PS, which represented a total of 211

Most of the extensions in 2012-13 (73.7%) were taken for consultations under section 9(1)(b). An additional 22.1% were taken under section 9(1)(a). These proportions are similar to the ones observed in 2011-12.

⁷⁰ The 2007-08 OIC report card system was used to estimate a grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F= more than 20%.

Disclosure

Of the 478 requests completed, 6.7% of them were disclosed entirely (compared to 18% in 2011-12). This is also about 15% lower than the government-wide proportion (21.6% in 2012-13).

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	81.10%	83.42%	2.32%
Completion Time			
% of requests closed within 30 days	66.67%	65.69%	-0.98%
% of requests closed past statutory deadline	3.54%	6.49%	2.95%
% of consultations from government institution closed within 30 days	98.74%	97.96%	-0.78%
% of extensions of 30 days or less	24.32%	22.54%	-1.78%
Level of Disclosure			
% of pages processed that were disclosed	67.24%	61.82%	-5.42%
% of requests closed for which the information was disclosed entirely	17.99%	6.69%	-11.30%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received by the OIC against PS decreased by one, from 6 complaints in 2011-12 to 5 in 2012-13.

Only one complaint received in 2012-13 was related to administrative matters, compared to 3 complaints in 2011-12. An additional 2 complaints were for refusals and 2 more were related to Cabinet Confidence (compared to 3 and 0 complaints, respectively, in 2011-12).

While two of the complaints received in 2012-13 were still pending as of May 2014, two of them were considered not well-founded and one was discontinued.

Public Works and Government Services Canada

Originally known as the Board of Works, Public Works and Government Services Canada (PWGSC) was created in its current form in 1993 through the amalgamation of several departments. PWGSC provides government departments, boards and agencies with support services for their programs.

In 2012-13, PWGSC received 810 requests⁷¹, an increase of 10% compared to 2011-12 (736 requests). PWGSC processed significantly more pages in 2012-13 as compared to 2011-12 (42.47% increase). While it achieved a better performance in terms of timeliness, its results in terms of disclosure went down slightly. Both indicators were, however, below government-wide levels.

PWGSC completed about 74.4% of all the requests in its inventory in 2012-13, compared to a completion rate of 72.3% in 2011-12. The average number of days to complete a request in 2012-13 was 105 days.⁷²

Almost half of these requests came from the public (45%).

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	736	810	10.05%
Number of consultations received (from other government institutions)	274	316	15.33%
Average number of pages processed per request closed	396	514	118
% of requests for which more than 1,000 pages were processed	10.40%	11.94%	1.54%
Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.			

About 11.9% of requests required processing of more than 1,000 pages, compared to 10.4% in 2011-12. About half of the requests required processing 100 pages or less

⁷¹ According to its annual report, most of the requests received by PWGSC were related to the contracting and procurement services provided by PWGSC, including the National Shipbuilding Procurement Strategy and the F-35. A significant volume of requests were also received regarding briefing notes/question period notes to the Minister and for records regarding real property.

⁷² Based on response to parliamentary written question Q-485.

(52%). The number of pages processed per request for 2012-13 was significantly higher than in 2011-12 (514 pages compared to 396).

Timeliness

PWGSC responded to 344 requests within 30 days or less, which represents 42.3% of requests closed in 2012-13. This number is also 1.3% higher than the number of requests responded to within 30 days or less in 2011-12. The proportion of requests completed in more than 120 days was 1% lower in 2012-13 (27.7%), as compared to the previous year (28.8%). However, the proportion of requests closed in more than 120 days is high compared to the government-wide proportion (10.5% in 2011-12 and 9.1% in 2012-13).

The proportion of requests closed past the statutory deadline decreased by half, from 16% in 2011-12 to 8% in 2012-13. The proportion achieved in 2012-13 represents a “B” grade.⁷³

The reasons invoked for statutory deadlines not being met included workload (26.2%), external consultations (33.8%) and other (40%).⁷⁴

Extension

PWGSC took 698 extensions to close the 813 requests completed in 2012-13.⁷⁵ In comparison, a total of 703 extensions were taken to close 737 requests completed in 2011-12.

The proportion of extensions for 30 days or less went down slightly, from 12.4% in 2011-12 to 10.7% in 2012-13.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 332 notices of extension from PWGSC, which represented a total of 549 separate extensions.

Extensions taken under section 9(1)(b) (consultations other than section 69) represented about 37% of all extensions taken. An additional 33% of extensions were taken to consult a third party, pursuant to section 9(1)(c).

Disclosure

Of the 813 requests completed, 15.9% were disclosed entirely, which represents a 2.6% decrease compared to 2011-12.

⁷³ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

⁷⁴ The “other” reasons why an institution completed requests past their statutory deadline, according to the Treasury Board Secretariat’s Guide for the Statistical Report on the Access to Information Act, could be because of the unavailability of key officials, difficulties in obtaining relevant records, labour disputes, and lengthy power outages. The category “other” is defined as reasons other than workload and consultations.

⁷⁵ PWGSC mentioned that 433 requests closed required extensions (representing about 53.26% of all requests completed in 2012-13. In 2011-12 this proportion was of 55.36%.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	72.25%	74.38%	2.13%
Completion Time			
% of requests closed within 30 days	40.98%	42.31%	1.33%
% of requests closed past statutory deadline	16.01%	8.00%	-8.01%
% of consultations from government institution closed within 30 days	79.47%	64.76%	-14.71%
% of extensions of 30 days or less	10.95%	10.74%	-0.21%
Level of Disclosure			
% of pages processed that were disclosed	64.51%	57.75%	-6.76%
% of requests closed for which the information was disclosed entirely	18.45%	15.87%	-2.58%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

From 2011-12 to 2012-13, the number of complaints received by the OIC against PWGSC went down from 45 to 34 complaints. However, the proportion of administrative complaints increased slightly during the same period (40% to 55.9%).

Most of the complaints received in 2012-13 were either well-founded (15) or not well-founded (10). However, 5 are still pending (as of May 2014) and 4 were discontinued.

Royal Canadian Mounted Police

The Royal Canadian Mounted Police (RCMP) is Canada's national police force. It provides federal policing services to all Canadians and policing services under contract to eight of the provinces and to the territories, as well as to more than 190 municipalities, 184 Aboriginal communities and three international airports.

In 2012-13, the RCMP received 1,218 requests⁷⁶, which represented about 2% of all requests received government-wide in 2012-13. However, the institution received 15% fewer requests than in 2011-12 (1,434 requests). Despite the decrease in requests and consultations received in 2012-13 as compared with 2011-12, the RCMP's overall performance was clearly below government-wide results, especially in terms of timeliness.

The RCMP completed 66.7% of all requests in its inventory in 2012-13, compared to a completion rate of 81.3% achieved in 2011-12. Furthermore, the average number of days to complete a request was 115 days⁷⁷ in 2012-13.

More than 65% of requests were from the public and 25.2% from media in 2012-13.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	1,434	1,218	-15.06%
Number of consultations received (from other government institutions)	702	652	-7.12%
Average number of pages processed per requests closed	276	1,522	1,246
% of requests for which more than 1000 pages were processed	4.50%	5.71%	1.21%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

⁷⁶ The RCMP noted in its annual report that the general nature of requests received in 2012-13 covered a variety of topics, including contracts/program costs and expenses, security issues surrounding the G8 and G20 Summits, the 2010 Olympics, as well as management of the RCMP and operational file material.

⁷⁷ Based on response to parliamentary written question Q-485.

Despite a decrease in the number of requests closed, the volume of pages processed by the RCMP increased significantly, from 258,247 pages in 2011-12 to 1,252,447 in 2012-13 (385%). A majority of requests still required the processing of 100 pages or less in 2012-13 (71%).

Timeliness

The RCMP responded to 348 requests within 30 days, which represents about 35.5% of all requests closed in 2012-13. This proportion is 35% lower than in 2011-12. The proportion of requests completed that required more than 120 days also went up from 6.9% in 2011-12 to 24.4% in 2012-13.

Almost 60% of the requests completed were closed past the statutory deadline in 2012-13, an increase of about 38% as compared to 2011-12. According to our ranking, the RCMP obtained a “red alert” for this high proportion of requests completed past the statutory deadline.⁷⁸

Workload was identified as the principal reason why requests were closed late in 2012-13 (98%).

No extensions were taken for more than 94% of the requests that were closed past statutory deadline. In 2011-12, this proportion was 79%.

Extensions

The RCMP took 85 extensions to close the 981 requests completed in 2012-13. In comparison, a total of 110 extensions were taken to close 1,285 requests in 2011-12.

About 36.5% of the extensions taken in 2012-13 were for 30 days or less. In comparison, this proportion was 46.4% in 2011-12.

The RCMP also reported that 59% of the extensions were taken under section 9(1)(a) (interference with operations). This proportion is similar to the one observed in 2011-12.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 74 notices of extension from the RCMP, which represents a total of 85 separate extensions.

Disclosure

Of the 981 requests completed, 13.4% of them were disclosed entirely. While this proportion is similar to the one observed in 2011-12, it is lower than the disclosure rate government-wide (21.6%).

⁷⁸ The 2007-08 OIC report card system was used to estimate a grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F= more than 20%. A red alert is given when the proportion of requests completed past the statutory deadline is very high.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	81.28%	66.73%	-14.55%
Completion Time			
% of requests closed within 30 days	70.74%	35.47%	-35.27%
% of requests closed past statutory deadline	22.18%	59.94%	37.76%
% of consultations from government institution closed within 30 days	90.30%	85.38%	-4.92%
% of extensions of 30 days or less	46.36%	36.47%	-9.89%
Level of Disclosure			
% of pages processed that were disclosed	28.52%	61.38%	32.86%
% of requests closed for which the information was disclosed entirely	13.15%	13.35%	0.20%
<small>Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.</small>			

Complaints

The number of complaints received by the OIC against the RCMP increased significantly from 68 complaints in 2011-12 to 125 in 2012-13 (83.8% increase).

Additionally, the proportion of those complaints that concerned administrative matters went up from 27.9% in 2011-12 to 56 % in 2012-13.

About 56.8% of the complaints received in 2012-13 were well-founded, while 7 complaints were not well-founded.

An additional 23 complaints were still pending (as of May 2014) and 18 were discontinued.

Transport Canada

Transport Canada (TC) is responsible for transportation policies and programs. It ensures that air, marine, road and rail transportation are safe, secure, efficient and environmentally responsible. Transport Canada works with other government departments and jurisdictions, and with industry to ensure that all parts of Canada's transportation system work well.

In 2012-13, TC received 2,197 new requests within the reporting period, an increase of 272% as compared with 2011-12 (591 requests). TC was the fourth-ranked institution in terms of requests received under the ATIA in 2012-13, representing about 4% of all requests received in 2012-13. The increase of 272% in requests received appeared to have been challenging for TC, as it performed below the results achieved government-wide in 2012-13.⁷⁹

TC completed about 56.7% of all requests in its inventory in 2012-13, compared to a completion rate of 67.3% achieved in 2011-12. The average number of days to complete a request in 2012-13 was 119 days.

The most common sources of requests received in 2012-13 included members of the media (43.2%), the public (29%) and the private sector (22.5%).

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	591	2,197	271.74%
Number of consultations received (from other government institutions)	294	265	-9.86%
Average number of pages processed per request closed	148	104	-44
% of requests for which more than 1000 pages were processed	3.18%	2.20%	-0.98%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages were processed are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

Overall, the volume of pages processed required to complete a request was considerably lowered. Most of the requests required the processing of 100 pages or less (81%), and an average of 104 pages were processed per request (a decrease of 44

⁷⁹ Following the Lac Mégantic disaster in the summer of 2013, TC received a high volume of requests, which was described as challenging for its ATIP office. This may have an impact on TC's performance for the reporting period 2013-14.

pages/request compared to 2011-12). The proportion of pages reviewed that were disclosed went up in 2012-13, from 68% in 2011-12 to 86% in 2012-13.

Timeliness

TC responded to 488 requests within 30 days or less, which represents about 34.4% of the requests completed in 2012-13. This proportion was 64.8% government-wide. A fair amount of requests closed during the reporting period also took more than 365 days to complete (160; 11%).

However, Transport Canada significantly improved its performance with regard to late requests: about 21% of the requests completed were closed past the statutory deadline⁸⁰, compared to 51% in 2011-12. This proportion achieved in 2012-13 represents an “F” grade⁸¹.

TC invoked workload as the principal reason why requests were closed late in 2012-13 (83% of the time).

Extensions

TC took 861 extensions to close the 1,419 requests completed in 2012-13. In comparison, a total of 297 extensions were taken to close 635 requests in 2011-12.

The extensions taken were generally for longer periods of time. The proportion of extensions for 30 days or less went down from 14.1% in 2011-12 to 7.3% in 2012-13.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 713 notices of extension from TC, which represented a total of 1,229 separate extensions.

More than half (61%) of the extensions in 2012-13 were also taken under section 9(1)(a).

Disclosure

Of the 1,419 requests completed, about 11% of them were disclosed entirely. This proportion was 25% in 2011-12. This is lower than the proportion government-wide (21.6%).

⁸⁰ In part II (performance) of the annual report, TC claimed to have a deemed refusal rate of 12.15%. However, the calculation used by TC does not respect Treasury Board Secretariat’s Guide for the Statistical Report on the *Access to Information Act*. Column 1 of table 2.6.1 should provide the number of requests closed past the statutory deadline. This includes only two categories of request: those completed beyond the original 30-day time limit and those that were completed beyond the extended time limits as defined in section 9 of the *ATI Act*. TC included requests that were still open at year-end and past their due date as well as requests entering the year overdue.

⁸¹ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	67.63%	56.74%	-10.89%
Completion Time			
% of requests closed within 30 days	39.84%	34.39%	-5.44%
% of requests closed past statutory deadline	50.86%	21.42%	-29.44%
% of consultations from government institution closed within 30 days	84.69%	71.22%	-13.47%
% of extensions of 30 days or less	14.14%	7.32%	-6.82%
Level of Disclosure			
% of pages processed that were disclosed	67.71%	85.53%	17.82%
% of requests closed for which the information was disclosed entirely	25.04%	10.99%	-14.05%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against Transport Canada went up from 30 complaints in 2011-12 to 72 in 2012-13.

The number of administrative complaints also increased from 14 in 2011-12 to 31 in 2012-13. However, in terms of proportion of all complaints received each year, administrative complaints represented 43.1% in 2012-13, compared to 46.7% in 2011-12.

About 63.8% (46) of the complaints received in 2012-13 were considered well-founded. The remaining complaints were discontinued (15), not well-founded (3) or still pending (8).⁸²

⁸² Statistics show results compiled as of May 2014.

Treasury Board Secretariat of Canada

Treasury Board Secretariat (TBS) has a dual mandate that includes supporting the Treasury Board as a committee of ministers, in addition to fulfilling the statutory responsibilities of a central government agency.

TBS received 301 requests in 2012-13, a decrease of 15% compared to 2011-12 (354 requests). Additionally, TBS received 262 new requests for consultations from other government institutions, compared to 272 in 2011-12. The performance of TBS was in general slightly higher in 2012-13 than in 2011-12. However, it performed below the results achieved government-wide performance in 2012-13.

TBS completed about 324 of all the requests in its inventory in 2012-13, a completion rate of 80.2%, compared with 84.4% in 2011-12. The average number of days to complete a request in 2012-13 was 71 days.⁸³

More than half of the requests received in 2012-13 came from the public (52.5%). Members of the media also accounted for 23.6%.

TBS also reported informally processing another 97 requests that were not captured in the statistical report, compared with 204 in 2011-12.

Table 1: Workload

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Number of requests received	354	301	-14.97%
Number of consultations received (from other government institutions)	272	262	-3.68%
Average number of pages processed per request closed ^a	233	471	238
% of requests for which more than 1000 pages were processed ^a	3.92%	11.11%	7.19%
<small>Note: The average number of pages processed per request closed and the percentage of requests for which more than 1,000 pages are calculated from the total of requests completed for which the information was disclosed (in part or totally), exempted/excluded and for requests abandoned. It excludes requests completed for the following dispositions: no records exist, requests transferred and requests treated informally.</small>			

Despite receiving fewer requests in 2012-13, the overall volume of pages processed increased significantly compared to the previous reporting period. About 11.1% of the

⁸³ Based on response to the parliamentary written question Q-485.

requests required the processing of more than 1,000 pages, compared to 3.9% in 2011-12. Furthermore, the number of pages processed per request for the reporting period 2012-13 more than doubled compared to the average observed in 2011-12 (471 pages compared to 233). A significant increase can be observed in the proportion of pages processed that were disclosed in 2012-13 (70.4%) compared to the previous reporting period (58.8%).

Timeliness

TBS responded to 205 requests within 30 days, which represents about 44.8% of the requests closed in 2012-13. This proportion is also 2.5% higher than in 2011-12. However, the proportion of requests completed that were closed in more than 120 days went up by about 7% from the reporting period 2012-13 to 2011-12.

Requests closed past the statutory deadline represented 4.9% of all requests completed in 2012-13 (16 requests late). This proportion represents an “A” grade.⁸⁴ In comparison, 4 requests were closed past the statutory deadline in 2011-12 (representing 1.2% of requests closed).

Workload and external consultations were both identified as principal reasons why requests were late in 2012-13 (7 cases each).

Extensions

TBS used a total of 74 extensions to close the 324 requests completed in 2012-13. In comparison, a total of 114 extensions were taken to close 336 requests in 2011-12.

About 2.6% of the extensions taken in 2012-13 were for 30 days or less. In comparison, 33.8% of the extensions government-wide were for the same period of time.

Each year, the OIC receives notices regarding the use of extensions for more than 30 days and compiles this information in order to generate statistics. In 2012-13, the OIC received 79 notices of extension from the TBS, which represented a total of 101 separate extensions.

Finally, most of the extensions (81.6%) were taken for consultations under section 9(1)(b) in 2012-13. This proportion was slightly higher in 2011-12 (89%). No extensions were taken under section 9(1)(a) in both reporting periods.

Disclosure

Of the 324 requests closed, about 11.7% of them were disclosed entirely in 2012-13, which represents a decrease of 8% compared to the reporting period 2011-12. It is also the lowest disclosure rate achieved by TBS in the past ten years.

⁸⁴ The 2007-08 OIC report card grading system was used to estimate the grade: A=0 to 5%, B=5 to 10%, C=10 to 15%, D=15 to 20%, F=more than 20%.

Table 2: Performance

Measures	Reporting Period 2011-12	Reporting Period 2012-13	Difference
Completion of Requests			
Completion rate	80.19%	84.38%	4.19%
Completion Time			
% of requests closed within 30 days	60.71%	63.27%	2.56%
% of requests closed past statutory deadline	1.19%	4.94%	3.75%
% of consultations from government institution closed within 30 days	86.81%	67.15%	-19.66%
% of extensions of 30 days or less	1.69%	2.63%	0.94%
Level of Disclosure			
% of pages processed that were disclosed	58.77%	70.35%	11.58%
% of requests closed for which the information was disclosed entirely	19.94%	11.73%	-8.21%
Note: The completion rate represents the number of requests completed divided by the total number of requests on hand, which includes the new requests received and the requests carried over from the previous reporting period.			

Complaints

The number of complaints received by the OIC against TBS increased by one complaint in 2012-13 (21) compared to the previous year (20). While most of the complaints received in 2012-13 were for refusals (13), about one quarter (5) were for administrative complaints, representing an increase of 15% compared to 2011-12.

While 7 complaints received in 2012-13 were still pending (as of May 2014), 5 were considered not well-founded and 4 more were well-founded. Finally, an additional 5 complaints were discontinued.