# Immigration, Refugees and Citizenship Canada

Overall performance**[[1]](#footnote-1)**

Immigration, Refugees and Citizenship Canada (IRCC)[[2]](#footnote-2) showed a similar performance as the previous year despite an increase of 16.3% in requests received. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

IRCC received by far the highest number of requests (36,066) under the *Access to Information Act* (the Act), representing 50.0% of total requests received across government in 2014-2015. It is also an increase of 16.3% compared to the 29,281requests received in 2013-2014. The majority of requests were from the business sector (52.3%), followed by the public (36.5%).

IRCC completed 33,524 requests during this reporting period. The completion rate[[3]](#footnote-3) was 90.2%, which is higher than the government-wide rate, which was 85.1%. In 2013-2014, the completion rate for IRCC was 89.8%. IRCC also received 899 informal requests in 2014-2015 and 43.8% of these were completed within 30 days. The number of consultations received by IRCC from other federal government institutions increased from 178 to 222, an increase of 24.7%.

In 2014-2015, IRCC processed 1,615,772 pages, representing an increase of 30.2% in comparison to the previous period. The average number of pages processed per completed request increased marginally from 48 in 2013-2014 to 50 in 2014-2015.

The information released by IRCC was mostly in electronic format: 29,164 requests in electronic format and 979 requests in paper format. This represents a significant reduction of 48.6% in the number of requests disclosed in paper format compared to the previous year where they had 1,906.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **25,010** | **29,281** | **34,066** |
| Annual change (%) | - | 17.1% | 16.3% |
| Completed requests | **26,020** | **27,407** | **33,524** |
| Annual change (%) | - | 5.3% | 22.3% |
| Number of consultations received (from other government institutions) | **188** | **178** | **222** |
| Annual change (%) | - | -5.3% | 24.7% |
| Average number of pages processed per request completed | **59** | **48** | **50** |
| % of requests for which more than 1,000 pages were processed | 0.3% | 0.2% | 0.2% |

## Request Completion Time

#### Timeliness

Figure 1 reveals that 69.3% of requests were completed within 30 days or less, which is higher than the results observed in 2013-2014 (67.2%). The percentage of requests completed between 61 and 120 days decreased by 3.7% from the previous period.

### Figure 1: Request Completion Time

## Extensions

IRCC took a total of 1,465 extensions in 2014-2015 compared to 1,531 in 2013-2014. The most common reason for taking an extension was interference with operations, for which 60.3% of the total extensions were claimed, followed by 37.7% for consultations, and 2.0% for third-party notice.

Figure 2 shows that 19.6% of the extensions taken in 2014-2015 were for 30 days or less, which is higher than the previous year. However, when compared to 2012-2013, the proportion of extensions taken for less than 30 days dropped significantly in 2013-2014. The proportion of extensions of 31 to 60 days decreased from 86.4% in 2013-2014 to 60.7% in 2014-2015.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 3,706, which accounts for 11.1% of all completed requests. This rate represents a “C” grade.[[4]](#footnote-4) Workload was invoked as the principal reason for overdue requests (for 97.9% of requests closed past the statutory federal deadline).

Figure 3 shows that 59.4% of overdue requests were late by 15 days or less, 8.6% of requests were late between 16 and 30 days and 8.9% were late between 61 and 120 days. 2.9% of overdue requests took more than 365 days to complete. In 2013-2014, 53.3% of overdue requests were responded within 15 days.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 30.8% of completed requests were entirely disclosed. This is lower than the previous period’s rate of full disclosure (33.4%) (see Figure 4). The rate for partially disclosed requests was 62.9% in 2014-2015 and 5.6% of requests were abandoned, representing 1,893 requests.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request increased slightly from 0.81 in 2013-2014 to 0.89 in 2014-2015 (see Table 2). The most used exemptions in 2014-2015 were section 19 (Personal Information) (48.6%), and section 15 (International Affairs and Defence) (29.8%), followed by section 16 (Law Enforcement and Investigations) (14.2%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 22,916 | 22,062 | 29,996 |
| Total number of completed requests | 26,020 | 27,407 | 33,524 |
| Average number of exemptions per request | 0.88 | 0.81 | 0.89 |

## Complaints at the OIC

The number of complaints received by the OIC[[5]](#footnote-5) in 2014-2015 against IRCC was 246, which is less compared to the 305 complaints received by our office in 2013-2014. Around 45% of complaints were refusals. Almost 51% of complaints received this reporting period were well-founded and resolved, while 14% were not well-founded. In addition, 26 complaints were discontinued and 31 were pending resolution.

# Canada Border Services Agency

Overall performance**[[6]](#footnote-6)**

The Canada Border Services Agency (CBSA) showed a similar performance as the previous year, despite a substantial increase of 43.5% in the number of requests received. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

In 2013-2014, CBSA received 4,671 requests compared to 6,705[[7]](#footnote-7) in 2014-2015, which represents an increase of 43.5%. The 6,705 requests received by the department represented 9.8% of total requests received across government in 2014-2015. The majority of requests (74.6%) received by CBSA were from the public, followed by the business sector (20.5%).

CBSA completed 6,802 requests during this reporting period. The completion rate[[8]](#footnote-8) was 86.2%, which is slightly higher that the government-wide rate, which was 85.1%. In 2013-2014, the completion rate for CBSA was 77.6%. They also received 450 informal requests in 2014-2015 and 89.8% of these were completed within 30 days. The number of consultations received by CBSA from other federal government institutions increased from 282 to 291, representing an increase of 3.2% compared to 2013-2014.

In 2014-2015, 442,779 pages were processed in comparison to 386,072 pages in 2013-2014. This represents a 14.7% increase in the number of pages processed. Table 1 shows that the average number of pages processed per request has decreased over the past three years from 112 pages in 2012-2013 to 69 pages in 2014-2015.

The information released by CBSA was mostly in paper format: 4,924 requests in paper format compared to 1,041 requests in electronic format. The number of requests released in paper format was 2,941 in 2013-2014.[[9]](#footnote-9)

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **3,147** | **4,671** | **6,705** |
| Annual change (%) | - | 48.4% | 43.5% |
| Completed requests | **2,891** | **4,079** | **6,802** |
| Annual change (%) | - | 41.1% | 66.8% |
| Number of consultations received (from other government institutions) | **366** | **282** | **291** |
| Annual change (%) | - | -23.0% | 3.2% |
| Average number of pages processed per  request completed | **112** | **101** | **69** |
| % of requests for which more than 1,000 pages were processed | 2.3% | 1.9% | 1.1% |

## Request completion time

#### Timeliness

Figure 1 reveals that 75.9% of requests were completed in 30 days or less, which is similar to the result observed in 2013-2014 (76.9%).

### Figure 1: Request Completion Time

#### Extensions

CBSA took a total of 445 extensions in 2014-2015 compared to 467 in 2013-2014. The most common reason for taking an extension was consultations (53.3%), followed by interference with operations (44.7%), and third-party notice (2.0%).

Figure 2 shows that 45.8% of the extensions taken in 2014-2015 were for 30 days or less. Also, the number of extensions between 31 and 60 days decreased from 32.5% in 2013-2014 to 25.2% in 2014-2015. A similar decrease was observed for extensions from 61 to 120 days. However, we note an increase in the percentage of requests extended beyond 121 days (15.7% in 2014-2015 compared to 7.5% in 2013-2014).

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 441, which accounts for 6.5% of completed requests. This rate represents a “B” grade.[[10]](#footnote-10) The main reason for not meeting the statutory deadline was workload (86.6%). Figure 3 shows that 42.6% of overdue requests were late by 15 days or less and that 51.5% of requests were late by 30 days or less. This is similar to the last period’s results.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 59.8% of requests completed (6,802) were entirely disclosed, which is the highest disclosure rate since 2012 (see Figure 4). The rate for partially disclosed requests was 27.9% in 2014-2015, which is a decrease of 8.9% from the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request decreased in 2014-2015 from 1.05 in 2013-2014 to 0.75 in 2014-2015 (see Table 2). The most used exemptions for this reporting period were section 16 (Law Enforcement and Investigations) (36.6%), section 19 (Personal Information) (29.2%), and section 15 (International Affairs and Defence) (12.2%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | 2012-2013 | 2013-2014 | 2014-2015 |
| Total number of exemptions | 2,983 | 4,298 | 5,121 |
| Total number of completed requests | 2,891 | 4,079 | 6,802 |
| Average number of exemptions per completed request | 1.03 | 1.05 | 0.75 |

## Complaints at the OIC

The number of complaints received[[11]](#footnote-11) against CBSA was 78 in 2014-2015 compared to 106 in the previous period. A substantial decrease is observed in the proportion of administrative complaints, which dropped from 46.2% in 2013-2014 to 28.2% in the current reporting period. In 2014-2015, 20 complaints were well-founded resolved, 9 were discontinued and 17 were pending resolution.

# Royal Canadian Mounted Police

## Overall performance[[12]](#footnote-12)

The Royal Canadian Mounted Police (RCMP) showed improvement in 2014-2015. Despite a substantial increase of 93.2% in the number of requests received in the previous year, the RCMP increased the proportion of requests completed within 30 days by 30.7%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

The RCMP received 3,343 requests under the *Access to Information Act* (the Act), representing 4.9% of total requests received across government in 2014-2015. In general, we observe a substantial increase in the number of requests since 2012 (see Table 1). The majority of requests received by the RCMP were from the public (70.4%), followed by the media (14.4%). The request inventory in these two categories increased by 92.6% and 51.1% respectively from 2013-2014.

The RCMP completed 3,356 requests this reporting period. The completion rate[[13]](#footnote-13) was 84.6%, which is approximately the same as the government-wide rate of 85.1%. In 2013-2014, the disclosure rate was 73.2%. The RCMP also received 197 informal requests in 2014-2015 and 95.4% were completed within 30 days. The number of consultations received by the RCMP from other federal government institutions decreased from 538 in 2013-2014 to 459 in 2014-2015, representing a decrease of 14.7%.

The total number of pages processed by the RCMP this reporting period was 646,785, which is higher than the 505,610 pages processed in 2013-2014. However, the average number of pages processed per completed request decreased from 360 in 2013-2014 to 229 in 2014-2015.

The information released by the RCMP was mostly in electronic format: 1,395 requests in electronic format compared to 531 in paper format. We observed that the share of requests disclosed in an electronic format increased significantly compared to the previous year (615 in paper and only 354 in electronic format).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **1,218** | **1,730** | **3,343** |
| Annual change (%) | - | 42.0% | 93.2% |
| Completed requests | **981** | **1,706** | **3,356** |
| Annual change | - | 73.9% | 96.7% |
| Number of consultations received (from other government institutions) | **652** | **538** | **459** |
| Annual change (%) | - | -17.5% | -14.7% |
| Average number of pages processed per request completed | **1,522** | **360** | **229** |
| % of requests for which more than 1,000 pages were processed | 5.7% | 4.1% | 5.4% |

## Request completion time

#### Timeliness

Figure 1 reveals that 60.0% of requests were completed within 30 days or less. This is significantly higher than the results observed in 2013-2014 (29.3%).

### Figure 1: Request Completion Time

#### Extensions

The RCMP took a total of 523 extensions in 2014-2015 compared to 123 in 2013-2014. The most common reason for taking an extension was interference with operations (85.4%) followed by consultations (11.4%), and lastly, third-party notice (3.1%).

Figure 2 shows that 32.3% of extensions were taken for less than 30 days, which represents an 8.7% increase from to the previous reporting period.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 950, which accounts for 28.3% of completed requests. This rate represents an “F” grade.[[14]](#footnote-14) The main reason for deemed refusal was workload (78.2%) and internal consultations (13.4%). Figure 3 shows that 30.5% of overdue requests were late by 30 days or less compared to 21.0% in 2013-2014.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 9.0% of completed requests were entirely disclosed, accounting for the RCMP’s lowest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 48.7% in 2014-2015, representing an increase of 3.9% from the previous period.

Figure 4: Level of Disclosure

#### Exemptions

The total number of exemptions applied in 2014-2015 was 4,956. This is a significant increase from the 2,255 used in the previous period. On average, the number of exemptions used per completed request increased to 1.48 in 2014-2015 compared to 1.32 in 2013-2014 (see Table 2). The most used exemptions in 2014-2015 were section 16 (Law Enforcement and Investigations) (45.2%) and section 19 (Personal Information) (29.3%). This is similar to the previous period (39.2% and 32.5% respectively).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,329 | 2,255 | 4,956 |
| Total number of completed requests | 981 | 1,706 | 3,356 |
| Average number of exemptions per request | 1.35 | 1.32 | 1.48 |

## Complaints at the OIC

The number of complaints received[[15]](#footnote-15) against the RCMP decreased from 185 in 2013-2014 to 178 in 2014-2015. The proportion of refusal to administrative complaints increased substantially, with refusals accounting for 81.4% of complaints, while in 2013-2014 refusal complaints accounted for 44.5%. The number of well-founded complaints decreased this period from 90 to 42. Similarly, we observed a reduction of not well-founded complaints from 35 in 2013-2014 to 20 in 2014-2015. Approximately 25.0% of all complaints were discontinued and 31.4% were still pending.

# Canada Revenue Agency

## Overall performance[[16]](#footnote-16)

Despite an increase of 9.3% in requests received, the Canada Revenue Agency (CRA) showed improvement in terms of the two main indicators: the percentage of requests completed within 30 days increased by 4.8% and the percentage of requests for which all information was disclosed increased by 3.7%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

The CRA received 3,006 requests under the *Access to* *Information Act* (the Act), representing 4.4% of total requests received across government in 2014-2015. This represents an increase of 9.3% in the total number of requests received by CRA in this reporting period (see Table 1).

The majority of requests received by the CRA were from the public (60.2%), followed by the business sector (29.5%). The number of requests from the public increased by 18.9% compared to 2013-2014. While compared to the previous period, the number of requests from the business sector decreased by 19.9%.

The CRA completed 2,668 requests this reporting period. The completion rate[[17]](#footnote-17) was 74.2%, which is lower than the government-wide rate which is 85.1%. In 2013-2014, the completion rate for the CRA was 82.5%. The CRA also received 329 informal requests in 2014-2015 and 58.7% of these were completed within 30 days. The number of consultations received by CRA from other federal government institutions increased from 103 to 122, representing an increase of 18.4% compared to 2013-2014.

In 2014-2015, the CRA processed 1,306,661 pages to respond to access to information requests. The average number of pages processed per completed request decreased from 638 in 2013-2014 to 526 in 2014-2015.

The information released by CRA was mostly in electronic format: 1,628 requests in electronic format compared to 294 in paper format. The format of information released was similar to the results observed in the previous period (1,550 in electronic format compared to 381 in paper format).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **3,137** | **2,751** | **3,006** |
| Annual change (%) | - | -12.3% | 9.3% |
| Completed requests | **3,083** | **2,795** | **2,668** |
| Annual change | - | -9.3% | -4.5% |
| Number of consultations received (from other government institutions) | **83** | **103** | **122** |
| Annual change (%) | - | 24.1% | 18.4% |
| Average number of pages processed per request completed | **433** | **638** | **526** |
| % of requests for which more than 1,000 pages were processed | 6.9% | 10.3% | 11.0% |

## Requests completion time

#### Timeliness

Figure 1 reveals that 52.8% of requests were completed within 30 days or less, which is higher than the results observed in 2013-2014 (48.1%). This increase corresponds with a decrease in the completion of requests between 31 and 60 days and 61 and 120 days.

Figure 1: Request Completion Time

#### Extensions

The CRA took a total of 1,104 extensions in 2014-2015 compared to 1,229 in 2013-2014. The most common reason for taking an extension was interference with operations (96.5%), followed by consultations (3.1%), and the remainder was for third-party notice.

Figure 2 shows that 50.1% of extensions were taken for less than 30 days, which is an increase of 10.3% compared to the previous period. Figure 2 also shows that the number of extensions taken between 31 and 60 days decreased from 34.7% in 2013-2014 to 26.9% in 2014-2015.

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 348, which accounts for 13.0% of completed requests, which is a 1.0% increase compared to 2013-2014. This rate represents a “C” grade.[[18]](#footnote-18) In its annual report on the administration of the Act, the CRA attributed the high rate of deemed refusals to a large number of requests that were considered complex. The main reason for not meeting the statutory deadline was workload (62.6%). Figure 3 shows that 44.0% of overdue requests were late by 30 days or less, which is an improvement compared to 40.0% in 2013-2014.

Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 20.8% (2,668) of completed requests were entirely disclosed, which is the highest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 51.2% in 2014-2015.

Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request was similar to the previous year (see Table 2). The most used exemptions in 2014-2015 were section 24 (Statutory Prohibitions) (32.0%), section 19 (Personal Information (24.2%) and section 16 (Law Enforcement and Investigations) (24.9%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 4595 | 3921 | 3599 |
| Total number of completed requests | 3083 | 2795 | 2668 |
| Average number of exemptions per request | 1.49 | 1.40 | 1.35 |

## Complaints at the OIC

The number of complaints received[[19]](#footnote-19) against the CRA was 221 compared to 283 in the previous period. Most of the complaints were refusals (152 deemed refusals and 69 administrative complaints) compared to the previous period (187 deemed refusals and 96 administrative complaints in 2013-2014). 31.2% of complaints were well-founded and resolved, 8.1% complaints were not well-founded, 9.5% were discontinued and 50.2% were still pending.

# National Defence

## Overall performance[[20]](#footnote-20)

The Department of National Defence (ND) improved the percentage of requests completed within 30 days by 7.7%. There was a decrease of 5.8% of requests for which all information was disclosed. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

ND received 2,073 requests under the *Access to* *Information Act* (the Act), representing 3.0% of all requests received across government. The number of requests received by ND decreased by 7.1% compared to the previous period.

The majority of requests were from the public (42.6%) and the media (37.9%). Requests from the public increased by 48.8%, while those received from the media decreased by 29.0% compared to 2013-2014.

ND completed 2,015 requests this reporting period. This corresponds to a completion rate[[21]](#footnote-21) of 76.5%, which is lower than the government-wide rate of 85.1%. ND also received 153 informal requests in 2014-2015, all of which were completed within 15 days. The number of consultations received by ND from other government institutions decreased from 394 to 370, representing a decrease of 6.1% compared to 2013-2014.

The total number of pages processed by ND this reporting period was 224,634, which is a decrease from 234,134 in 2013-2014. In contrast, the average number of pages processed per completed request increased from 123 in 2013-2014 to 130 in 2014-2015 (see Table 1).

The information released by ND in 2014-2015 was mostly in electronic format: 1,174 requests in electronic format compared to 11 requests in paper format. A significant shift from paper to electronic format is observed compared to 662 requests released in paper and 933 in electronic format in the previous period.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **2,044** | **2,231** | **2,073** |
| Annual change (%) | - | 9.1% | -7.1% |
| Completed requests | **1,839** | **2,219** | **2,015** |
| Annual change | - | 20.7% | -9.2% |
| Number of consultations received (from other government institutions) | **489** | **394** | **370** |
| Annual change (%) | - | -31.7% | 17.9% |
| Average number of pages processed per request completed | **104** | **123** | **130** |
| % of requests for which more than 1,000 pages were processed | 1.6% | 2.5% | 2.7% |

## Requests completion time

#### Timeliness

Figure 1 reveals that 49.3% of requests were completed within 30 days or less, which is an improvement from the 41.6% of requests completed within the 30-day statutory timeframe in 2013-2014.

Figure 1: Request Completion Time

#### Extensions

ND took a total of 873 extensions in 2014-2015 compared to 1,462 in 2013-2014. The most common reason for taking an extension was interference with operations (55.6%), followed by consultations (39.2%). Similarly, interference with operations was the most common reason for extensions in 2013-2014.

Figure 2 shows that 37.9% of extensions were taken for 30 days or less, which is 2.0% lower than 2013-2014. We also observed that the number of extensions taken between 31 and 60 days in 2014-2015 increased by 1.8% from the previous period.

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 567, which accounts for 28.1% of completed requests. This rate represents an “F” grade, which is a drop from the “B” (9.4%) of last year.[[22]](#footnote-22) The reason provided for ND’s high rate of overdue requests was workload (57.3%). Figure 3 shows that 43.7% of overdue requests were late by 30 days or less.

Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 18.5% of requests completed were entirely disclosed, which is the lowest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 40.4% in 2014-2015, which decreased from 47.6% in 2013-2014.

Figure 4: Level of Disclosure

Exemptions

The average number of exemptions used per completed request decreased from 1.29 in 2013-2014 to 1.0 in 2014-2015 (see Table 2). The most used exemptions in 2014-2015 were section 19 (Personal Information) (24.4%), section 21 (Operations of Government) (22.4%), and section 15 (International Affairs and Defence) (21.4%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 2,015 | 2,870 | 2,045 |
| Total number of completed requests | 1,839 | 2,219 | 2,015 |
| Average number of exemptions per request | 1.10 | 1.29 | 1.01 |

## Complaints at the OIC

The number of complaints received[[23]](#footnote-23) against ND decreased from 119 in 2013-2014 to 117 in 2014-2015. The majority of complaints were refusals, accounting for 74.3% of all complaints. The number of administrative complaints decreased from 34.4% in 2013-2014 to 25.6% in this reporting period.

There was an increase of 26 well-founded complaints compared to the previous year. There were 18 complaints that were not well-founded, 25 that were discontinued and 41 that were still pending resolution.

# Health Canada

# Overall performance[[24]](#footnote-24)

Health Canada (HC) improved the percentage of requests completed within 30 days by 3.5%. This report provides comparative statistics for the last three periods (2012-2015).

# Workload

HC received 1,569 requests under the *Access to Information Act* (the Act), representing 2.3% of total requests received across government in 2014-2015. In 2013-2014, HC received a similar number of requests (1,563).

The majority of the requests received by HC were from the business sector (53.3%), followed by the public (25.0%). A decrease of 18.0% was observed in requests from organizations compared to the last period.

HC completed 1,420 requests this reporting period. The completion rate[[25]](#footnote-25) was 62.5%, which is lower than the government-wide rate of 85.1%. In 2013-2014, the completion rate for HC was 67.3%. HC also received 314 informal requests and 27.3% of these were completed within 30 days. The number of consultations received by HC from other government institutions increased from 154 to 160, representing an increase of 3.9% compared to 2013-2014.

In 2014-2015, HC processed 205,132 pages. The average number of pages processed per completed request decreased only marginally from 167 in 2013-2014 to 165 in 2014-2015.

The information released by HC was mostly in paper format: 629 requests in paper format and 246 requests in electronic format. This is similar compared to the last year (732 requests in paper format and 246 requests in electronic format).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **1,765** | **1,563** | **1,569** |
| Annual change (%) | - | -11.4% | 0.4% |
| Completed requests | **1,689** | **1,446** | **1,420** |
| Annual change | - | -14.4% | -1.8% |
| Number of consultations received (from other government institutions) | **186** | **154** | **160** |
| Annual change (%) | - | -17.2% | 3.9% |
| Average number of pages processed per request completed | **274** | **167** | **165** |
| % of requests for which more than 1,000 pages were processed | 5.6% | 3.6% | 3.7% |

## Request completion time

#### Timeliness

Figure 1 reveals that 52.0% of requests were completed within 30 days or less, which is an increase of 3.5% from 2013-2014. We note that the number of requests completed between 61 and 120 days increased by 3.1% while requests that took beyond 365 days to complete dropped by 5.9%.

### Figure 1: Request Completion Time

#### Extensions

HC took a total of 694 extensions in 2014-2015 compared to 719 in 2013-2014. The most common reason for taking an extension was third-party notice (49.6%), followed by interference with operations (26.8%), and consultations (23.6%).

Figure 2 shows that 13.3% of the extensions taken in 2014-2015 were for 30 days or less, which is marginally higher (0.7%) compared to 2013-2014. Figure 2 also shows that the number of extensions taken between 31 and 60 days in increased by 8.6% compared to 2013-2014. In all other categories, the lengths of extensions were reduced, with the exception of the 181 to 365 day category, where they remained the same.

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 207, which accounts for 14.5% of all completed requests. This rate represents a “C” grade.[[26]](#footnote-26) The main reason for not meeting the statutory deadline was workload (72.2%), followed by other reasons (13.5%).[[27]](#footnote-27)

Although the number of overdue requests decreased by 41.0% compared to the previous period, 57.0% of overdue requests were late more than 180 days, and only 22.7% were late by 30 days and less (see Figure 3). Compared to 2013-2014, there is a marginal decrease of 1.1% in the number of overdue requests that were late for more than 180 days.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 11.3% of requests completed were entirely disclosed, which represents a decrease of 2.15% from the previous period (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 50.3% in 2014-2015, which is 3.9% lower than the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request decreased marginally from 1.2 in 2013-2014 to 1.1 in 2014-2015 (see Table 2). The most used exemptions for this reporting period were section 19 (Personal Information) (41.5%), followed by section 20 (Third-Party Information) (25.9%) and section 21 (Operations of Government) (13.4%) in 2014-2015.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 2,148 | 1,730 | 1,592 |
| Total number of completed requests | 1,689 | 1,446 | 1,420 |
| Average number of exemptions per request | 1.27 | 1.20 | 1.12 |

## Complaints at the OIC

The number of complaints received[[28]](#footnote-28) against HC increased from 48 in 2013-2014 to 65 in 2014-2015. The number of administrative complaints was 26, which is similar to 2013-2014, while the number of refusal complaints increased from 22 to 39. In 2014-2015, 24 complaints were well-founded resolved, 16 were discontinued and 23 were pending resolution.

# Environment and Climate Change Canada

## Overall performance[[29]](#footnote-29)

In 2014-2015, Environment and Climate Change Canada (ECCC) reported receiving more requests than the last reporting period and also showed a slight decrease in performance. This report provides comparative statistics for the last three periods (2012-2015).[[30]](#footnote-30)

## Workload

ECCC received a total of 1,488 requests under the *Access to Information Act* (the Act), representing 2.2% of total requests received across government in 2014-2015. In 2013-2014, ECCC received 1,459 requests.

The majority of requests received were from the business sector (71.1%), followed by the media (12.7%). The number of requests from business increased by 20.8%, while a decrease of 53.8% and 37.5% was observed in the number of requests received from organizations and the public, respectively.

ECCC completed 1,452 requests this reporting period. The institution’s completion rate[[31]](#footnote-31) was 84.5%, which is approximate to the government-wide rate of 85.1% for 2014-2015. In 2013-2014, the completion rate for ECCC was 86.4%. ECCC also completed 69 informal requests[[32]](#footnote-32) in 2014-2015, 94.2% of these within 30 days. The number of consultations received by ECCC from other government institutions increased from 175 to 200, presenting an increase of 14.3% compared to 2013-2014.

In 2014-2015, ECCC processed 110,557 pages. The average number of pages processed per completed request decreased from 295 in 2013-2014 to 192 in 2014-2015.

The information released by ECCC was mostly in paper format: 353 requests in paper compared to 110 in electronic format. This is similar to the previous year (329 requests in paper format compared to 89 in electronic format).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **1,827** | **1,459** | **1,488** |
| Annual change (%) | - | -20.1% | 2.0% |
| Completed requests | **1,810** | **1,424** | **1,452** |
| Annual change (%) | - | -21.3% | 2.0% |
| Number of consultations received (from other government institutions) | **248** | **175** | **200** |
| Annual change (%) | - | -29.4% | 14.3% |
| Average number of pages processed per request completed | **153** | **295** | **192** |
| % of requests for which more than 1000 pages were processed | 3.3% | 3.2% | 4.0% |

## Request completion time

#### Timeliness

Figure 1 reveals that 72.1% of requests were completed within 30 days or less. This is slightly lower than the results observed in 2013-2014, which was 75.4%. The proportion of requests completed in 31 to 60 days almost doubled from 5% in 2013-2014 to 9.2% in 2014-2015. There is also a marginal reduction in the number of requests that took more than 365 days to complete.

Figure 1: Request completion time

#### Extensions

ECCC took a total of 541 extensions in 2014-2015, compared to 476 in 2013-2014. The most common reason for taking an extension was interference with operations (39.9%), followed by consultations (30.6%), and third-party notice (29.3%).

Figure 2 shows that 37.5% of the extensions taken in 2014-2015 were for 30 days or less. This is a slight reduction of 1.5% from 2013-2014. Figure 2 also shows that the proportion of extensions taken between 31 and 60 days in 2014-2015 increased by 11.8% compared to 2013-2014. No extensions of more than 120 days were taken, as opposed to the previous period, where two extensions were taken between 181 and 365 days.

### Figure 2: Length of extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 163, which accounts for 11.2 % of completed requests. This rate represents a “C” grade.[[33]](#footnote-33) The most common reason for overdue requests was workload (41.1%), followed by external consultations (33.7%).

Figure 3 shows that 25.2% of overdue requests were late by 30 days or less and that 35.0% were late by more than 120 days. These percentages are comparable to the previous period.

### Figure 3: Lateness of overdue requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 8.3% of completed requests were entirely disclosed. This is the lowest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 23.6% in 2014-2015, which is an increase of 3.3% from the previous period.

### Figure 4: Level of disclosure

#### Exemptions

In 2014-2015, a total of 886 exemptions were used compared to 801 the previous period. We note that on average, the number of exemptions used per completed request (0.61) was approximately the same this reporting period as in 2013-2014 (see Table 2).

The most common exemptions in 2014-2015 were section 19 (Personal Information) (33.4%), section 21 (Operations of Government) (28.6%) and section 20 (Third-Party Information) (19.4%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,181 | 801 | 886 |
| Total number of completed requests | 1,810 | 1,424 | 1,452 |
| Average number of exemptions per request | 0.65 | 0.56 | 0.61 |

## Complaints at the OIC

The number of complaints received[[34]](#footnote-34) by the OIC against ECCC was 26 this reporting period, which is three less than in 2013-2014. The majority of complaints received were administrative (4 refusals and 22 administrative), whereas the majority for the previous period were refusals (19 refusals and 10 administrative).

From those received in 2014-2015, 16 were well-founded and resolved, 2 were not well-founded, 7 were discontinued and 1 was settled.

# Employment and Social Development Canada

Overall performance**[[35]](#footnote-35)**

Employment and Social Development Canada’s (ESDC) percentage of requests completed within 30 days or less decreased by 5.6%. However, the institution saw a significant increase of 34.7% in the number of requests received. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

ESDC received 1,160 requests under the *Access to* *Information Act* (the Act), which is a 34.7% increase compared to the previous period. The majority of requests received by ESDC were from the business sector (37.6%), followed by the public (24.7%). While the number of requests from the business sector doubled during this reporting period, we noted an 8.3% decline in requests from the public.

ESDC completed 1,055 requests this reporting period. The completion rate[[36]](#footnote-36) was 80.1%, which is lower than the government-wide rate of 85.1%. In 2013-2014, the completion rate for ESDC was 85.6%. ESDC also received 612 informal requests in 2014-2015 and 72.2% were completed within 30 days. The number of consultations received by ESDC from other federal government institutions decreased from 185 to 155, representing a decrease of 16.2% compared to 2013-2014.

ESDC processed 139,549 pages in 2014-2015, compared to 101,577 in 2013-2014. There was also an increase in the average number of pages processed per completed request increasing from 128 in 2013-2014 to 157 in 2014-2015 (see Table 1).

The information released by ESDC was mostly in paper format: 596 requests in paper compared to 140 requests in electronic format. The number of requests disclosed in paper format was similar to the results observed in the previous period (564 in paper and 152 in electronic format).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **746** | **861** | **1,160** |
| Annual change (%) | - | 15.4% | 34.7% |
| Completed requests | **630** | **932** | **1,055** |
| Annual change | - | 47.9% | 13.2% |
| Number of consultations received (from other government institutions) | **194** | **185** | **155** |
| Annual change (%) | - | -4.6% | -16.2% |
| Average number of pages processed per request completed | **205** | **128** | **157** |
| % of requests for which more than 1,000 pages were processed | 5.8% | 3.0% | 2.6% |

## Request completion time

#### Timeliness

Figure 1 reveals that 42.4% of requests were completed within 30 days or less, which is a decrease of 5.6% from the previous period. In general, the results observed in 2014-2015 were similar to those of 2013-2014, except for delays of more than 180 days.

### Figure 1: Request Completion Time

#### Extensions

ESDC took a total of 356 extensions in 2014-2015 compared to 319 in 2013-2014. The most common reason for taking an extension was interference with operations (70.2%), followed by consultations (26.9%). Interference with operations was also the most common reason for extensions in 2013-2014.

Figure 2 shows that 41.0% of extensions were taken for less than 30 days, which represents a 5.0% increase from the previous reporting period. A significant change was observed in the number of extensions taken between 61 and 120 days, decreasing from 36.7% in 2013-2014 to 26.7% in 2014-2015.

### Figure 2: Length of extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 256, which accounts for 24.2% of completed requests. This rate represents an “F” grade.[[37]](#footnote-37) Compared to the previous year, ESDC’s grade dropped from a “B”.

We observed an increase of overdue requests over the past three years (49 in 2012-2013, 87 in 2013-2014, and 256 in 2014-2015). In its annual report to Parliament, ESDC attributes this increase to workload (71.9%). Figure 3 shows that 45.3% of overdue requests were late by 30 days or less in 2014-2015.

### Figure 3: Lateness of overdue requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 27.0% of requests completed were entirely disclosed, which is similar to the previous period’s results (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 43.1% in 2014-2015, which shows a decrease of 7.6% from the previous period.

### Figure 4: Level of disclosure

#### Exemptions

The average number of exemptions used per completed request decreased slightly from 1.29 in 2013-2014 to 1.07 in 2014-2015 (see Table 2). The most frequent exemptions in 2014-2015 were section 19 (Personal Information) (30.7%), section 21 (Operations of Government) (17.9%), and section 16 (Law Enforcement and Investigations) (19.0%). In all three provisions, the number of exemptions increased respectively from 30.6%, 18.7% and 12.9% in 2013-2014.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 684 | 1,202 | 1,129 |
| Total number of completed requests | 630 | 932 | 1,055 |
| Average number of exemptions per request | 1.09 | 1.29 | 1.07 |

## Complaints at the OIC

The number of complaints received[[38]](#footnote-38) against the ESDC decreased from 37 in 2013-2014 to 33 in this reporting period. The proportion of administrative complaints decreased from 67% to 45% compared to the previous reporting period. The number of well-founded complaints decreased from 20 to 15 compared to 2013-2014. Those discontinued and still pending resolution were 6 and 10, respectively.

# Transport Canada

## Overall performance[[39]](#footnote-39)

Transport Canada (TC) improved its performance by 16.7% with respect to the percent of requests completed within 30 days. There was also a decrease of 14.1% in the number of requests received. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

TC received 937 requests under the *Access to* *Information Act* (the Act) representing a 14.1% decrease from the previous period. The majority of requests received were from the media (39.2%), followed by the business sector (30.6%) and the public (23.6%). Requests from the public increased by 11% this reporting period compared to 2013-2014. In contrast to the previous period, requests from the media and the business sector decreased by 22.2% and 6.8% respectively.

TC completed 1,167 requests this reporting period compared to 1,794 in 2013-2014. The completion rate[[40]](#footnote-40) was 90.2%, which is higher than the government-wide rate of 85.1%. In 2013-2014, TC’s completion rate was 82.6%. TC also received 245 informal requests, of which 85.7% were completed within 30 days. The number of consultations received by TC from other federal government institutions decreased from 265 to 218, representing a decrease of 17.7% compared to 2013-2014.

The total number of pages processed by TC was 306,012 pages, in contrast to 202,969 the year before. There was also an increase in the average number of pages processed per completed request, which increased from 159 in 2013-2014 to 308 in 2014-2015 (see Table 1).

The information released by TC was mostly in paper format: 583 in paper format compared to 199 in electronic format. This is considerably different compared to the previous year (901 in paper format compared to 57 in electronic).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **2,197** | **1,091** | **937** |
| Annual change (%) | - | -50.3% | -14.1% |
| Completed requests | **1,419** | **1,794** | **1,167** |
| Annual change | - | 26.4% | -34.9% |
| Number of consultations received (from other government institutions) | **265** | **265** | **218** |
| Annual change (%) | - | 0.0% | -17.7% |
| Average number of pages processed per request completed | **104** | **159** | **308** |
| % of requests for which more than 1,000 pages were processed | 2.2% | 2.8% | 7.9% |

## Request completion time

#### Timeliness

Figure 1 shows that 41.3% of requests were completed within 30 days or less, which is almost double the results observed in 2013-2014 (24.6%).

### Figure 1: Request Completion Time

#### Extensions

TC took a total of 855 extensions in 2014-2015 compared to 2,322 the year before. The most common reason for taking an extension was interference with operations (53.3%), followed by third-party notice (27.7%). Interference with operations was also the institution’s most common reason for extensions in 2013-2014.

Figure 2 shows that 36.1% of extensions were taken for less than 30 days. This measure is significantly higher than the previous period’s results, where 3.4% of extensions were processed within 30 days or less. Figure 2 also shows that the number of requests extended between 31 and 60 days increased from 4.3% in 2013-2014 to 19.5% in 2014-2015.

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 146, which accounts for 12.5% of completed requests. This rate represents a “C” grade and a drop from an “A” (4.6%) in the previous period.[[41]](#footnote-41) The main reason for overdue requests this reporting period was workload (67.8%). Figure 3 shows that 37.7% of overdue requests were late by 30 days or less.

Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 10.5% of completed requests were entirely disclosed. This is only marginally lower than previous years (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 56.6% in 2014-2015, which is an increase of 14.4% from the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request increased from 1.61 in 2013-2014 to 2.11 in 2013-2014 (see Table 2). The most frequent exemptions applied in 2014-2015 were section 21 (Operations of Government) (26.8%), section 20 (Third-Party Information) (24.2%) and section 19 (Personal Information) (20.4%). The application of all three provisions nearly doubled in comparison to the previous period.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,384 | 2,895 | 2,464 |
| Total number of completed requests | 1,419 | 1,794 | 1,167 |
| Average number of exemptions per request | 0.98 | 1.61 | 2.11 |

## Complaints at the OIC

In 2014-2015, the OIC received 87 complaints[[42]](#footnote-42) against TC, which is a slight increase from the 83 complaints received the previous period. The majority of complaints were refusals. Compared to the previous year, the difference between administrative and refusal complaints marks a substantial increase (38 administrative and 45 refusal complaints in 2013-2014 compared to 16 administrative and 71 refusals in 2014-2015).

In this reporting period, 3 complaints were not well-founded, 16 were well-founded and resolved, 38 were discontinued and 29 were pending resolution.

# Infrastructure Canada

Overall performance**[[43]](#footnote-43)**

Infrastructure Canada (INFC) improved the number of requests completed within 30 day by 51.4% despite a large increase in the number of requests of 2,318.4%[[44]](#footnote-44) (from 38 to 919). This report provides comparative statistics for the last three periods (2012-2015).

## Workload

INFC received 919 requests under the *Access to* *Information Act* (the Act), representing 1.4% of total requests across government in 2014-2015. In 2013-2014, INFC received 38 requests. The majority of requests received by INFC in 2014-2015 were from the media (87.7%).We note that the number of media requests increased from 12 in 2013-2014 to 806 in 2014-2015.

INFC completed 831 requests this reporting period. The completion rate[[45]](#footnote-45) was 89.2%, which is above the government-wide rate of 85.1%. In 2013-2014, INFC’s completion rate was 79.4%. INFC also received 19 informal requests in 2014-2015, all of which were completed within 30 days. The number of consultations received by INFC from other federal government institutions decreased from 82 to 27, representing a decrease of 67.1% compared to 2013-2014.

The total number of pages processed this reporting period was 326,696, a stark increase from the 15,430 pages processed in 2013-2014. The average number of pages processed per completed request increased from 417 in 2013-2014 to 4,083 in 2014-2015.

The information released by INFC was mostly in paper format: 50 in paper format and 23 in electronic format. In 2013-2014, 36 requests were released in paper format and no requests were released electronically.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **59** | **38** | **919** |
| Annual change (%) | - | -35.6% | 2,318.4% |
| Completed requests | **56** | **50** | **831** |
| Annual change | - | -10.7% | 1,562.0% |
| Number of consultations received (from other government institutions) | **26** | **82** | **27** |
| Annual change (%) | - | 215.4% | -67.1% |
| Average number of pages processed per request completed | **393** | **417** | **4,083** |
| % of requests for which more than 1,000 pages were processed | 6.4% | 10.8% | 32.5% |

## Requests completion time

#### Timeliness

Figure 1 reveals that 93.4% of requests were completed within 30 days or less, which is 51.4% higher than the results observed in 2013-2014. We note that in 2014-2015, 90.1% of completed requests had a “no record exists” response, which explains the high percentage of requests completed within 30 days or less.

### Figure 1: Request completion time

#### Extensions

INFC took a total of 43 extensions in 2014-2015 compared to 44 in 2013-2014. The most common reason for taking an extension was third-party notice (46.5%), followed by consultations (39.5%).

Figure 2 shows that all extensions taken in 2014-2015 were for more than 30 days: 27.9% of these extensions were taken between 31 and 60 days, which is 2.9% higher than the previous year; 32.6% were extended between 61 and 120 days, which is higher by 5.3% compared to 2013-2014.

### Figure 2: Length of extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline[[46]](#footnote-46) was 13, which accounts for 1.6% of completed requests. This rate represents an “A” grade.[[47]](#footnote-47) The reason for overdue requests was entirely attributed to workload.

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 2.4% of completed requests were entirely disclosed, which represents a decrease of 9.6% from 2013-2014 (see Figure 3). Figure 3 also shows that the rate for partially disclosed requests was 6.4% in 2014-2015 compared to 60.0% the previous period. This is due to the high proportion of requests for which no records existed (90.1%) in 2014-2015.

### Figure 3: Level of disclosure

#### Exemptions

The average number of exemptions used per completed request was 0.30 in 2014-2015 compared to 4.62 the previous year. However, it is worth noting that a large number of requests were without record, therefore the average number of exemptions in 2014-2015 may not be a strong indicator (see Table 2).

The most common exemptions in 2014-2015 were section 18 (Economic Interests of Canada) (25.3%), section 21 (Operations of Government) (20.9%), followed by section 20 (Third-Party Information) (12.0%) and section 13 (Information Obtained in Confidence) (11.2%). The number of exemptions applied under all these provisions increased from the previous year.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total Number | 70 | 231 | 249 |
| Total number of completed requests | 56 | 50 | 831 |
| Average number of exemptions per request | 1.25 | 4.62 | 0.30 |

## Complaints

In 2014-2015, the OIC received 8 complaints[[48]](#footnote-48) against INFC. 6 were administrative and 2 were refusals, 1 complaint was not well-founded, and 5 were discontinued.

Global Affairs Canada**[[49]](#footnote-49)**

## Overall Performance[[50]](#footnote-50)

In 2014-2015, Global Affairs Canada (GAC)**[[51]](#footnote-51)** experienced a decrease of 24.9% in the number of requests received. The percentage of requests completed within 30 days decreased by 0.1%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

GAC received 871 requests under the *Access to Information Act* (the Act), which represents 1.3% of total requests received across government in 2014-2015. The majority of requests received were from the media (54.8%) and the public (21.0%). The number of requests received from organizations dropped by 45.2% compared to the previous period.

GAC completed 984 requests this reporting period, which is more than the number of requests it received. The completion rate[[52]](#footnote-52) was 71.9%, which is lower than the government-wide rate of 85.1%. In 2013-2014, the completion rate for GAC was 54.7%. GAC also received 744 informal requests in 2014-2015 and 42.2% of these were completed within 30 days. The number of consultations received by GAC from other federal government institutions decreased from 898 to 645, representing a decrease of 28.2% compared to 2013-2014.

The total number of pages processed by GAC was 156,160. The average number of pages processed per completed request increased from 162 in 2013-2014 to 183 in 2014-2015.

The information released by GAC was mostly in paper format: 382 in paper format and 253 requests in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **1,148** | **1,159** | **871** |
| Annual change (%) | - | +1.0% | -24.8% |
| Completed requests | **1,033** | **1,290** | **984** |
| Annual change (%) | - | +24.9% | -23.7% |
| Number of consultations received (from other government institutions) | **1,057** | **898** | **645** |
| Annual change (%) | - | -15.0% | -28.2% |
| Average number of pages processed per request completed | **-** | **162** | **183** |
| % of requests for which more than 1,000 pages were processed | 2.0% | 3.5% | 3.6% |

## Requests completion time

#### Timeliness

Figure 1 demonstrates that 33.7% of GAC’s requests were completed within 30 days or less, which is similar to the results observed in 2013-2014 (33.8%). We note that the number of requests completed between 31 and 365 days decreased from the previous period, whereas the percentage of completed requests that took more than 365 days increased by 6.8%.

### Figure 1: Request Completion Time

#### Extensions

GAC took a total of 651 extensions in 2014-2015 compared to 843 in 2013-2014. The most common reason for taking an extension was consultations (69.6%), followed by interference with operations (21.8%).

Figure 2 shows that 24.6% of extensions were taken for 30 days or less. This measure is similar compared to 2013-2014. Figure 2 also shows that the number of requests extended between 31 and 60 days in 2014-2015 increased by 2.4% compared to the previous period.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 407, which accounts for 41.4% of completed requests. This rate represents an “F” grade.[[53]](#footnote-53) The most common reason for overdue requests was workload (58.2%), followed by consultations (23.1%) and other reasons (18.7%).

Figure 3 shows that 52.3% of overdue requests were more than 181 days late, while only 18.9% were late by 30 days or less.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 9.2% of completed requests were entirely disclosed which represents a slight decrease of 0.6% from the previous period (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 58.4% in 2014-2015, which is 3.3% lower than the results of the previous period.

### Figure 4: Level of Disclosure

## Exemptions

There was very little change with the average number of exemptions used per completed request, increasing slightly from 2.80 in 2013-2014 to 2.92 in 2014-2015 (see Table 2).

The most common exemptions used by GAC in 2014-2015 were section 21 (Operations of Government) (28.7%), followed by section 15 (International Affairs and Defence) (19.5%) and section 19 (Personal Information) (16.9%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 2,341 | 3,615 | 2,877 |
| Total number of completed requests | 1,033 | 1,290 | 984 |
| Average number of exemptions per request | 2.27 | 2.80 | 2.92 |

## Complaints at the OIC

The number of complaints received against GAC was 83[[54]](#footnote-54) in 2014-2015, which is a decrease from 120 complaints received the previous period. For the most part, this reduction is due to a decrease in refusal complaints (99 refusal and 21 administrative complaints in 2013-2014 compared to 63 refusal and 20 administrative complaints in 2014-2015).

In 2014-2015, 16 complaints were well-founded, 1 was not well-founded, 20 were discontinued and 36 were pending resolution.

# Library and Archives Canada

## Overall performance[[55]](#footnote-55)

In 2014-2015, despite receiving a similar number of requests, Library and Archives Canada (LAC) improved its proportion of requests completed within 30 day by 9.9% compared to the previous year. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

LAC received 829 requests under the *Access to* *Information Act* (the Act), representing 1.2% of total requests across government in 2014-2015. This similar to the last reporting period, during which 877 requests were received by LAC. The majority of requests received in 2014-2015 were from the public (85.3%), which is an increase of 12.4% from the previous period.

LAC completed 821 requests this reporting period. The completion rate[[56]](#footnote-56) was 86.9%, which is higher than the government-wide rate of 85.1%. In 2013-2014, LAC’s completion rate was 88.8%. LAC also received 6,671 informal requests and 39.6% of these were completed within 30 days. The number of consultations received by LAC from other federal government institutions increased from 28 in 2013-2014 to 33.

The total number of pages processed this reporting period was 276,887. Table 1 shows that the average number of pages processed per completed request decreased from 449 pages in 2013-2014 to 367 in 2014-2015.

Information released by LAC was almost equally distributed in paper and electronic format: 342 and 327 requests respectively.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **900** | **877** | **829** |
| Annual change (%) | - | -2.6% | -5.5% |
| Completed requests | **874** | **924** | **821** |
| Annual change | - | 5.7% | -11.1% |
| Number of consultations received (from other government institutions) | **41** | **28** | **33** |
| Annual change (%) | - | -31.7% | 17.9% |
| Average number of pages processed per request completed | **652** | **449** | **367** |
| % of requests for which more than 1,000 pages were processed | 18.0% | 11.8% | 9.7% |

## Request completion time

#### Timeliness

Figure 1 reveals that 77.3% of requests were completed within 30 days or less. This is 9.9% higher than the results observed in 2013-2014.

### Figure 1: Request Completion Time

#### Extensions

LAC took a total of 187 extensions in 2014-2015 compared to 356 in 2013-2014. The most common reason for taking an extension was consultations (84.5%).

Figure 2 shows that 8.6% of extensions were taken for less than 30 days, which is similar to the results in the previous year. We also observed that the number of extensions taken between 31 and 60 days in 2014-2015 decreased by 5.1% compared to 2013-2014. Extensions taken between 121 and 180 days increased by 10.3% in 2014-2015.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 36 which accounts for 4.4% of completed requests. This rate represents an “A” grade.[[57]](#footnote-57) The most common reason for overdue requests was external consultations (33.3%) and other reasons (44.4%). Figure 3 shows that 47.2% of overdue requests were late for 30 days or less.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 33.6% of completed requests were entirely disclosed, which is similar to the previous period (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 47.9% in 2014-2015, which represents a 3.1% decrease from the results of the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

In 2014-2015, LAC applied 530 exemptions compared to 591 in the previous year. The average number of exemptions used per completed request was similar to the one observed in the previous period (0.64 in 2013-2014 and 0.65 2014-2015) (see Table 2).

The most common exemptions used in 2014-2015 were section 19 (Personal Information) (63.4%), followed by section 13 (Information Obtained in Confidence) (12.5%). The number of exemptions applied for section 13 provisions decreased by 3.1%, whereas the number of exemptions under section 19 increased by 3.9% from the previous period.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 533 | 591 | 530 |
| Total number of completed requests | 874 | 924 | 821 |
| Average number of exemptions per request | 0.61 | 0.64 | 0.65 |

## Complaints at the OIC

In 2014-2015, the OIC received 9 complaints[[58]](#footnote-58) against LAC, which is a slight decline from 13 the previous period. There were 5 refusal and 4 administrative complaints. Three complaints were well-founded, while 2 were not well-founded, 1 was discontinued and 3 were pending resolution.

# Innovation, Science and Economic Development Canada[[59]](#footnote-59)

## Overall performance[[60]](#footnote-60)

Innovation, Science and Economic Development Canada (ISED) had fewer requests in 2014-2015 and also improved the percentage of requests completed within 30 days by 7.4% compared to 2013-2014. ISED also improved the percentage of requests fully disclosed by 32.3%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

ISED received 749 requests under the *Access to Information Act* (the Act), representing 1.1% of total requests received government-wide in 2014-2015. This represents a decreased of 12.6% compared to the 857 requests received in the previous period. The majority of requests were from the media (51.3%) followed by the business sector (17.6%). The number of requests from media decreased by 28.0% compared to 2013-2014, while requests from other sectors increased.

ISED completed 705 requests this reporting period. The completion rate[[61]](#footnote-61) was 83.7%, which is slightly lower that the government-wide rate of 85.1%. In 2013-2014, the completion rate for ISED was 90.3%. ISED also received 197 informal requests, all of which were completed within 30 days. The number of consultations received by ISED from other federal government institutions decreased from 252 to 172, representing a decrease of 31.7% compared to 2013-2014.

The total number of pages processed in this reporting period was 1,354,646. The average number of pages processed per completed request decreased substantially from 9,649 in 2013-2014 to 2,265 in 2014-2015.

The information released by ISED was mostly in paper format: 289 requests in paper and 219 requests in electronic format. Compared to the previous period, there is a significant increase in the number of requests released in electronic format (264 in paper and 119 in electronic format in 2013-2014).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **741** | **857** | **749** |
| Annual change (%) | - | 15.7% | -12.6% |
| Completed requests | **860** | **865** | **705** |
| Annual change (%) | - | 0.6% | -18.5% |
| Number of consultations received (from other government institutions) | **770** | **252** | **172** |
| Annual change (%) | - | -67.3% | -31.7% |
| Average number of pages processed per request completed | **5,050** | **9,649** | **2,265** |
| % of requests for which more than 1,000 pages were processed | 13.4% | 4.6% | 3.5% |

## Requests completion time

#### Timeliness

Figure 1 reveals that 67.4% of requests were completed within 30 days or less, which is 7.4% higher than the results observed in 2013-2014. We note a small decline in all other periods.

### Figure 1: Request Completion Time

#### Extensions

ISED took a total of 313 extensions in 2014-2015 compared to 466 in 2013-2014. The most common reason for taking an extension was consultations (61.7%), followed by third-party notice (20.4%).

Figure 2 shows that 19.5% of extensions were taken for less than 30 days, which represents a decrease of 17.4% from 2013-2014. Figure 2 also indicates that the number of extensions taken between 31 and 60 days increased by 15.1% compared to the previous period and that the number of extensions taken between 121 and 180 days decreased by 3.5%.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 37, which accounts for 5.2% of completed requests. This rate represents a “B” grade.[[62]](#footnote-62) The main reason for not meeting the statutory deadline was workload (81.1%), followed by other reasons (16.2%).

Figure 3 shows that 24.3% were late by 30 days or less and that 40.5% of overdue requests were late by more than 180 days. We note that 24.3% of overdue requests were late more than 365 days, despite the fact that no extensions were taken for more than that length of time.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 39.6% of completed requests were entirely disclosed which is significantly higher compared to 7.3% in 2013-2014. The proportion of partially disclosed requests decreased by 4.8% compared to 2013-2014 (37.0% in 2013-2014 and 32.2% in 2014-2015).

### Figure 4: Level of Disclosure

#### Exemptions

ISED applied 769 exemptions in 2014-2015 compared to 1,011 the previous year. We observed a decrease in the average number of exemptions used per completed request compared to the previous period (1.17 in 2013-2014 to 1.09 in 2014-2015) (see Table 2).

The most common exemptions used in 2014-2015 were section 21 (Operations of Government) (41.9%), followed by section 20 (Third-Party Information) (19.5%) and section 19 (Personal Information) (14.6%). We observed that exemptions applied according to the aforementioned provisions decreased from the previous period.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,367 | 1,011 | 769 |
| Total number of completed requests | 860 | 865 | 705 |
| Average number of exemptions per request | 1.59 | 1.17 | 1.09 |

## Complaints

The OIC received 11 complaints[[63]](#footnote-63) against ISED in 2014-2015, which is a substantial decrease compared to the 42 complaints received in the previous reporting period. Similar to the last period, most of the complaints were refusals.

In this reporting period, the OIC received 8 refusal and 3 administrative complaints, compared to 36 refusal and 6 administrative complaints in 2013-2014. Out of those 11 complaints, 2 were well-founded, 2 were not well-founded, 6 were discontinued and 1 was pending resolution.

# Public Services and Procurement Canada[[64]](#footnote-64)

## Overall performance[[65]](#footnote-65)

In 2014-2015, Public Services and Procurement Canada (PSPC) improved the percentage of requests completed within 30 days by 8.9% while experiencing a slight decrease in the number of requests received. PSPC also improved the percentage of fully disclosed records by 3.0%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

PSPC received 691 requests under the *Access to* *Information Act* (the Act), representing 1.0% of total requests received across government in 2014-2015. In comparison, PSPC received 718 requests in 2013-2014. The majority of requests received in 2014-2015 originated from the media (36.8%), followed by the public (25.2%) and the business sector (24.5%). We note a reduction in the volume of requests from nearly all sources, with the exception of the media which increased by 31.6% from 2013-2014.

PSPC completed 641 requests this reporting period. The completion rate[[66]](#footnote-66) was 74.4%, which is lower than the government-wide rate of 85.1%. In 2013-2014, the completion rate for PSPC was 83.0%. PSPC also received 182 informal requests in 2014-2015 and 79.7% were completed within 30 days. The number of consultations received by PSPC from other federal government institutions increased from 331 in 2013-2014 to 375.

In total, PSPC processed 194,435 pages which represents a significant reduction compared to the 255,377 pages processed in 2013-2014. We note that the average number of pages processed per completed request decreased by 7 pages (360 pages in 2013-2014 to 352 in 2014-2015).

The information released by PSPC in 2014-2015 was mostly in paper format: 315 requests in paper format and 168 requests in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **810** | **718** | **691** |
| Annual change (%) | - | -11.4% | -3.8% |
| Completed requests | **813** | **828** | **641** |
| Annual change | - | 1.8% | -22.6% |
| Number of consultations received (from other government institutions) | **316** | **331** | **375** |
| Annual change (%) | - | 4.7% | 13.3% |
| Average number of pages processed per request completed | **514** | **360** | **352** |
| % of requests for which more than 1,000 pages were processed | 11.9% | 7.7% | 6.3% |

## Requests completion time

#### Timeliness

Figure 1 reveals that 50.5% of requests were completed within 30 days or less, which is 8.9% higher than the results observed in 2013-2014.

### Figure 1: Request Completion Time

#### Extensions

PSPC took 372 extensions in 2014-2015 compared to 673 in 2013-2014. The most common reason for taking an extension was to consult (47.0%), followed by third-party notice (34.1%) and interference with operations (18.8%).

Figure 2 shows that 15.3% of extensions were taken for 30 days or less, which represents an increase of 4.3% compared to 2013-2014. Figure 2 demonstrates that the number of extensions taken between 31 and 60 days increased by 2.3% in 2014-2015.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 31, which accounts for 4.8% of completed requests. This rate represents an “A” grade.[[67]](#footnote-67) This is a significant improvement in comparison to the “C” obtained in 2013-2014.

Figure 3 shows that 45.2% of the overdue requests were late for more than 365 days which represents a large part of the overdue requests. Two requests were late by 30 days and less compared to the last period where there were 18. The main reasons for the delay were workload (67.7%) and external consultations (22.6%).

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 20.9% of completed requests were entirely disclosed, which is the highest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was similar year over year.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request decreased from 1.83 in 2013-2014 to 1.52 in 2014-2015 (see Table 2).

The most frequent exemptions in 2014-2015 were section 20 (Third-Party information) (30.4%), followed by section 19 (Personal Information) (26.8%), and section 21 (Operations of Government) (13.9%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,468 | 1,514 | 974 |
| Total number of completed requests | 813 | 828 | 641 |
| Average number of exemptions per request | 1.81 | 1.83 | 1.52 |

## Complaints

In 2014-2015, 26 complaints[[68]](#footnote-68) were received against PSPC compared to 28 in 2013-2014. 16 complaints were refusals and 10 complaints were administrative. The number of well-founded complaints dropped from 12 to 6 in 2014-2015.

In 2014-2015, discontinued and pending complaints were 6 and 7 respectively.

# Natural Resources Canada

## Overall performance[[69]](#footnote-69)

Natural Resources Canada (NRCan) a slight reduction of 2.8% in the number of requests received and observed a decrease of 5.5% in the percentage of requests completed within 30 days. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

NRCan received 670 requests under the *Access to* *Information Act* (the Act) which represents 1.0% of the requests received across government 2014-2015. This is a decrease of 2.8% compared to the number of requests received in 2013-2014. The majority of requests received originated from the public (38.2%). In fact, the public inventory of requests almost tripled compared to the previous period. We further observed a large decline of 85.5% in the number of requests from the media compared to 2013-2014.

NRCan completed 657 requests this reporting period. The completion rate[[70]](#footnote-70) was 76.0%, which is below the government-wide rate of 85.1%. In 2013-2014, the completion rate for NRCan was 77.9%. NRCan also received 70 informal requests in 2014-2015 and 25.7% of these were completed within 30 days. The number of consultations received by NRCan from other federal government institutions decreased from 194 to 157, representing a decrease of 19.1% compared to 2013-2014.

The total number of pages processed this reporting period was 124,823 pages. This is two times higher than the previous period. The average number of pages processed per completed request increased from 109 pages in 2013-2014 to 217 in 2014-2015.

The information released by NRCan was mostly in paper format: 457 requests in paper format compared to 53 requests in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **769** | **689** | **670** |
| Annual change (%) | - | -10.4% | -2.8% |
| Completed requests | **687** | **685** | **657** |
| Annual change | - | -0.3% | -4.1% |
| Number of consultations received (from other government institutions) | **269** | **194** | **157** |
| Annual change (%) | - | -27.9% | -19.2% |
| Average number of pages processed per request completed | **160** | **109** | **217** |
| % of requests for which more than 1,000 pages were processed | 3.9% | 2.2% | 5.4% |

## Request completion time

#### Timeliness

Figure 1 reveals that 44.3% of requests were completed within 30 days or less, which is 5.5% lower than the results observed in 2013-2014.

### Figure 1: Request Completion Time

#### Extensions

NRCan took a total of 422 extensions in 2014-2015 compared to 356 in 2013-2014. The most common reason for taking an extension was consultations (70.9%).

Figure 2 shows that 17.1% of extensions were taken for 30 days or less, which is 4.7% higher than the previous year. Figure 2 also shows that the number of extensions taken between 31 and 60 days in 2014-2015 increased by 4.7% while the number of extensions taken between 181-365 days decreased by 16.1% compared to 2013-2014.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 59, which accounts for 9.0% of completed requests. This rate represents a “B” grade.[[71]](#footnote-71) The most common reason for overdue requests was workload (78.0%).

Figure 3 shows that 35.6% of overdue requests were late for 30 days or less, while 32.2% were late by more than 180 days. In the previous period, 14 requests were overdue of which 50.0% were late by 30 days or less.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 23.3% of completed requests were entirely disclosed which represents an increase of 2.4% in comparison to the previous period (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 54.3% in 2014-2015, which is an increase of 5.4% from the results of the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request was 1.79 in 2014-2015 compared to 1.32 in 2013-2014 (see Table 2). The most common exemptions in 2014-2015 were section 21 (Operations of Government) (41.0%), section 19 (Personal Information) (13.2%) and section 20 (Third-Party Information) (12.1%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,246 | 904 | 1,178 |
| Total number of completed request | 687 | 685 | 657 |
| Average number of exemptions per request | 1.81 | 1.32 | 1.79 |

## Complaints at the OIC

In 2014-2015, the OIC received 35 complaints[[72]](#footnote-72) against NRCan compared to 38 complaints in 2013-2014. In the previous period, the number of administrative and refusal complaints were equal, while in this reporting period the number of refusal complaints increased by 18.7%.

From those received in 2014-2015, 28% were well-founded, which is a decrease of 19.3% compared to the previous period. Complaints discontinued and pending resolution were 4 and 18 respectively.

# Privy Council Office

## Overall performance[[73]](#footnote-73)

The Privy Council Office (PCO) observed a 28.8% decrease in the number of requests received in 2014-2015. The percentage of requests completed within 30 days decreased by 11.4%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

PCO received 646 requests under the *Access to* *Information Act* (the Act), representing slightly less than 1.0% of total requests received across government in 2014-2015. In 2013-2014, PCO received 907 requests which represents a decrease of 28.8% in the number of requests received compared to this reporting period. The majority of requests received in 2014-2015 were from the media (71.2%), followed by the public (17.3%).

PCO completed 677 requests in 2014-2015, which corresponds to a completion rate[[74]](#footnote-74) of 73.0%, the same as in the previous period. However, PCO’s completion rate is below the government-wide rate of 85.1% for 2014-2015. PCO also received 427 informal requests in 2014-2015 and 33.3% of these were completed within 30 days. The number of consultations received by PCO from other federal government institutions decreased from 431 to 381, representing a decrease of 12.1% compared to 2013-2014.

In 2014-2015, 76,372 pages were processed compared to 58,409 in 2013-2014. The average number of pages processed per completed request also increased from 101 in 2013-2014 to 141 this reporting period.

The information released by PCO was mostly in paper format: 420 in paper format and 1 in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **780** | **907** | **646** |
| Annual change (%) | - | 16.3% | -28.8% |
| Completed requests | **725** | **772** | **677** |
| Annual change | - | 6.5% | -12.3% |
| Number of consultations received (from other government institutions) | **511** | **422** | **371** |
| Annual change (%) | - | -17.4% | -12.1% |
| Average number of pages processed per request completed | **78** | **101** | **141** |
| % of requests for which more than 1,000 pages were processed | 1.1% | 1.6% | 2.0% |

## Requests completion time

#### Timeliness

Figure 1 reveals that 39.1% of requests were completed within 30 days or less, which is a decrease of 11.4% compared to 2013-2014. There was also a percentage increase for requests completed in all other categories.

### Figure 1: Request Completion Time

#### Extensions

PCO took a total of 459 extensions in 2014-2015 compared to 432 in 2013-2014. The most common reason for taking an extension was interference with operations (66.9%), followed by consultations (26.4%).

Figure 2 shows that 18.3% of extensions were taken for less than 30 days, which is a slight increase of 3.7% compared to the previous period. The figure also reveals that the number of extensions taken between 31 and 60 days decreased by 11.2% from 2013-2014. Further, 52.7% of extensions were taken between 61 and 120 days, representing a 13.1% increase compared to the previous period.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 32, which accounts for 4.7% of completed requests. This rate represents an “A” grade.[[75]](#footnote-75) However, the number of overdue requests doubled compared to the previous period. The most common reason for overdue requests in 2014-2015 was internal consultations (46.9%) and workload (43.8%).

Figure 3 shows that 25.0% of overdue requests were late for 30 days or less corresponding to 8 requests (the same as in the last period). However, most of the overdue requests in 2014-2015 were late between 61 and 120 days (12 requests).

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 4.6% of completed requests were entirely disclosed which is almost twice the amount as the previous period (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests in 2014-2015 was 58.5%, which represents an increase of 5.1% from 2013-2014.

### Figure 4: Level of Disclosure

#### Exemptions

In total, PCO applied 1,502 exemptions in 2014-2015 compared to 1,226 the previous year. The number of exemptions used per completed request increased from the previous period, increasing from 1.59 in 2013-2014 to 2.22 in 2014-2015 (see Table 2).

The most common exemptions in 2014-2015 were section 21 (Operations of Government) (35.9%) and section 19 (Personal Information) (22.8%), followed by section 15 (International Affairs and Defence) (9.7%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 835 | 1,226 | 1,502 |
| Total number of completed requests | 725 | 772 | 677 |
| Average number of exemptions per request | 1.15 | 1.59 | 2.22 |

## Complaints at the OIC

The number of complaints received against PCO was 35[[76]](#footnote-76) which is similar to the previous period where they received 33. The proportion of administrative complaints was 35.1% in this reporting period, which is a slight increase compared to the previous period of 31.2%.

Around 31% of complaints were well-founded and resolved which is slightly lower than the 39.5% observed in 2013-2014. In addition, 29.6% of complaints were discontinued and 37% were pending.

# Correctional Service Canada

## Overall performance[[77]](#footnote-77)

Correctional Service Canada (CSC) saw a decrease of 11.9% in the number of requests received and a 7.3% decrease in the percentage of requests completed within 30 days. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

CSC received 555 requests under the *Access to Information Act* (the Act), representing 0.8% of total requests received government-wide in 2014-2015. In 2013-2014, CSC received 630 requests, which is 11.9% more requests than this year. The majority of requests received by CSC were from the public (67.2%), followed by the media (24.7%). Requests from the public decreased by 19.4% compared to 2013-2014, while requests from the media increased by 15.1%.

CSC completed 517 requests this reporting period. The completion rate[[78]](#footnote-78) was 70.1%, which is lower than the government-wide rate of 85.1%. In 2013-2014, the completion rate for CSC was 77.3%. CSC also received 117 informal requests in 2014-2015 and 47.9% of these were completed within 30 days. The number of consultations received by CSC from other federal government institutions decreased from 119 to 88, representing a decrease of 26.1% compared to 2013-2014.

In 2014-2015, CSC processed 71,805 pages compared to 51,632 in 2013-2014. The average number of pages processed per completed request increased from 104 in 2013-2014 to 153 in 2014-2015.

The information released by CSC was mostly in paper format: 288 in paper format compared to 11 requests in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **785** | **630** | **555** |
| Annual change (%) | - | -19.7% | -11.9% |
| Completed requests | **712** | **618** | **517** |
| Annual change (%) | - | -13.2% | -16.3% |
| Number of consultations received (from other government institutions) | **135** | **119** | **88** |
| Annual change (%) | - | -11.9% | -26.1% |
| Average number of pages processed per request completed | **79** | **104** | **153** |
| % of requests for which more than 1,000 pages were processed | 1.2% | 1.4% | 2.4% |

## Request completion time

#### Timeliness

Figure 1 reveals that 59.4% of requests were completed within 30 days or less, which is 7.3% lower than the result observed in 2013-2014. The number of requests completed between 31 and 60 days increased by 16% compared to the previous reporting period.

### Figure 1: Request Completion Time

#### Extensions

CSC took a total of 172 extensions in 2014-2015 compared to 194 in 2013-2014. The most common reason for taking an extension was interference with operations (76.7%), followed by consultations (18.6%), and third-party notice (4.7%).

Figure 2 shows that 55.8% of the extensions taken in 2014-2015 were for 30 days or less, which is a 22.8% increase compared to the previous year. Figure 2 also shows that the number of extensions taken for more than 30 days in 2014-2015 was reduced compared to 2013-2014.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 117, which accounts for 22.6% of all completed requests. This rate represents an “F” grade.[[79]](#footnote-79) This is a significant difference compared to the previous year where CSC received a “B.” The main reason for not meeting the statutory deadline in 2014-2015 was workload (91.4%).

Figure 3 shows that 47.0% of the overdue requests were late by 30 days or less, 15.4% of requests were late between 31 and 60 days, and all remaining requests were late by more than 60 days.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 23.8% of completed requests were entirely disclosed. This rate of disclosure is a slight improvement from the previous reporting period (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 34.2% in 2014-2015, which is a small decrease of 2.2% from the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request decreased for 1.14 in 2013-2014 to 0.82 in 2014-2015 (see Table 2). The most frequently used exemptions in 2014-2015 were section 19 (Personal Information) (25.1%), section 16 (Law Enforcement and Investigations) (19.7%) and section 21 (Operations of Government) (19.5%). In general, we have observed a reduction of exemptions in the above mentioned provisions since 2012.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 815 | 704 | 426 |
| Total number of completed requests | 712 | 618 | 517 |
| Average number of exemptions per request | 1.14 | 1.14 | 0.82 |

## Complaints at the OIC

In 2014-2015, the OIC received 33 complaints[[80]](#footnote-80) against CSC, which is a reduction from the 56 received in 2013-2014. Similar to the previous period, most of the complaints were refusals. However, the proportion of refusals decreased from 57.1% in 2013-2014 to 45.5% in 2014-2015. In this reporting period, 12 complaints were well-founded, 3 were not well-founded, 11 were discontinued, 2 were settled and 5 were pending resolution.

# Department of Justice Canada

Overall performance**[[81]](#footnote-81)**

The Department of Justice Canada (JUS) experienced a decrease in the number of requests of 5.1% and increased the number of requests completed within 30 days by 2.4%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

JUS received 520 requests under the *Access to Information Act* (the Act), representing 0.1% of total requests received across government in 2014-2015. The number of requests received this reporting period shows a decreased by 5.1% compared to the previous year.

The majority of requests received by JUS were from the public (40.0%), followed by the media (27.5%) and the business sector (16.5%). The number of requests from the public and the business sector increased by 10.1% and 16.2% respectively from the previous year, while requests from the media dropped by 41.6%.

JUS completed 551 requests this reporting period. The completion rate[[82]](#footnote-82) was 87.0%, which is higher than the government-wide rate of 85.1%. In 2013-2014, the completion rate for JUS was 82.4%. JUS also received 148 informal requests in 2014-2015 and 139 of these were completed within 30 days. The number of consultations received by JUS from other federal government institutions decreased from 917 to 584, representing a decrease of 36.3% compared to 2013-2014. The number of consultations received by JUS was higher than the number of requests it received.

In 2014-2015, JUS processed 156,091 pages. The average number of pages processed per completed request was similar to the previous year.

The information released by JUS was mostly in paper format: 164 in paper format compared to 79 in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **343** | **548** | **520** |
| Annual change (%) | - | 59.8% | -5.1% |
| Completed requests | **323** | **528** | **551** |
| Annual change (%) | - | 63.5% | 4.4% |
| Number of consultations received (from other government institutions) | **1,339** | **917** | **584** |
| Annual change (%) | - | -31.5% | -36.3% |
| Average number of pages processed per request completed | **472** | **498** | **496** |
| % of requests for which more than 1,000 pages were processed | 8.6% | 7.9% | 8.6% |

## Request completion time

#### Timeliness

Figure 1 reveals that 74.4% of requests were completed in 30 days or less, which is slightly higher than the results observed in 2013-2014 and well above the government-wide average. The number of requests completed in more than 30 days was relatively similar.

Figure 1: Request Completion Time

#### Extensions

JUS took a total of 172 extensions in 2014-2015 compared to 141 in 2013-2014. The most common reason for taking an extension was interference with operations (49.4%), followed by consultations (47.7%), and third-party notice (2.9%).

Figure 2 shows that 38.4% of extensions were taken for 30 days or less, which is higher by 4.8% compared to 2013-2014. Figure 2 also reveals that the proportion of extensions taken between 31 and 60 days in 2014-2015 increased by 3.1% compared to 2013-2014. We note that the extensions taken between 121 and 180 days decreased by 11.2%.

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 42, which accounts for 7.6% of all completed request. This rate represents a “B” grade.[[83]](#footnote-83) 28.6% of these requests were late for 30 days or less while 40.5% were late by more than 365 days (see Figure 3). The most common reasons for not meeting statutory deadlines were workload (59.5%) and consultations (23.8%).

Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 8.7% of completed requests were all disclosed, which is lower compared to 2013-2014 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 35.4% in 2014-2015, which is a decrease of 8.6% from the previous period.

Figure 4: Level of Disclosure

#### Exemptions

The number of exemptions used per completed requests decreased slightly from 1.24 in 2013-2014 to 1.13 in 2014-2015 (see Table 2). The most used exemptions for this reporting period were section 21 (Operations of Government) (30.0%), section 19 (Personal Information) (22.4%) and section 23 (solicitor-client privilege) (18.1%) in 2014-2015.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 395 | 655 | 624 |
| Total number of completed requests | 323 | 528 | 551 |
| Average number of exemptions per request | 1.22 | 1.24 | 1.13 |

## Complaints at the OIC

The number of complaints received[[84]](#footnote-84) against JUS decreased from 51 in 2013-2014 to 44 this reporting period. We observed a large increase in the proportion of administrative complaints compared to the previous period (11.7% in 2013-2014 and 56.8% in 2014-2015). 17 complaints were well-founded, 9 discontinued, 4 settled and 14 were pending resolution.

# Department of Finance Canada

## Overall performance[[85]](#footnote-85)

The Department of Finance Canada’s (FIN) saw a decrease of 5.1% in the number of requests received. Its overall performance in 2014-2015 was similar compared to the previous period. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

FIN received 519 requests under the *Access to Information Act* (the Act), representing 0.7% of total requests received across government in 2014-2015. The majority of requests received by FIN were from the media (36.4%), followed by the business sector (23.9%). Requests from the media decreased by 42.6% this reporting period compared to 2013-2014, whereas requests from the business sector increased by 27.8%.

FIN completed 482 requests this reporting period. The completion rate[[86]](#footnote-86) was 80.1%, which is lower than the government-wide rate of 85.1% and a decrease of 7.5% compared to FIN’s completion rate in the previous period. FIN also received 292 informal requests in 2014-2015, and 80.8% were completed within 30 days. The number of consultations received by FIN from other federal government institutions decreased from 189 to 159, representing a decrease of 15.9% compared to 2013-2014.

In 2014-2015, FIN processed 48,699 pages. The average number of pages processed per completed request increased from 130 in 2013-2014 to 136 in 2014-2015.

The information released by FIN was mostly in paper format: 222 requests in paper format compared to 118 in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **495** | **547** | **519** |
| Annual change (%) | - | 10.5% | -5.1% |
| Completed requests | **458** | **573** | **482** |
| Annual change (%) | - | 25.1% | -15.9% |
| Number of consultations received (from other government institutions) | **261** | **189** | **159** |
| Annual change (%) | - | -27.6% | -15.9% |
| Average number of pages processed per request completed | **135** | **130** | **136** |
| % of requests for which more than 1,000 pages were processed | 2.2% | 2.7% | 1.7% |

## Request completion time

#### Timeliness

Figure 1 shows that 53.1% of requests were completed in 30 days or less, which is slightly lower than the results observed in 2013-2014 (56.7%). The proportion of requests completed between 31 and 60 days increased slightly by 1.4%. We also saw a marginal reduction in the percentage of requests completed in more than 365 days.

### Figure 1: Request Completion Time

#### Extensions

FIN took a total of 255 extensions in 2014-2015 compared to 299 in 2013-2014. Most extensions were for consultations (61.2%), followed by interference with operations (20.0%), and third-party notice (18.8%).

Figure 2 shows that 30.2% of extensions were taken for 30 days or less, which is an increase of 7.1% from the previous period. Figure 2 also shows that the proportion of extensions taken between 31 and 60 days in 2014-2015 decreased significantly by 23.9% since 2012-2013. No extensions were taken for more than 180 days in 2014-2015.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 37, which accounts for 7.7% of completed request. This rate represents a “B” grade.[[87]](#footnote-87) The most common reasons for overdue requests were external consultations (24.3%), internal consultations (18.9%), others (43.2%) and workload (13.5%).

Figure 3 shows that 48.7% of the overdue requests were late by 15 days or less and 13.5% of were late between 16 and 30 days. In total, 62.2% of overdue requests were late by 30 days or less.

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 42 of completed requests were entirely disclosed, representing 8.7% of all completed requests. This is the lowest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 61.8% in 2014-2015, which is similar to the previous two periods.

### Figure 4: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request decreased from 3.22 in 2013-2014 to 2.97 in 2014-2015 (see Table 2).

The most used exemptions in 2014-2015 were for section 21 (Operations of Government) (39.9%), section 20 (Third-Party Information) (10.6%) and section 14 (Federal-Provincial Affairs) (10.8%). In general, we observed an increase in the use of exemptions compared to previous period.

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,289 | 1,846 | 1,430 |
| Total number of completed requests | 458 | 573 | 482 |
| Average number of exemptions per request | 2.81 | 3.22 | 2.97 |

## Complaints at the OIC

In 2014-2015, the OIC received 12 complaints[[88]](#footnote-88) against FIN, which is less compared to 19 complaints received in 2013-2014. The majority of complaints were refusal (10), while the minority were administrative (2). This is similar to last year’s complaints statistics (14 refusal and 5 administrative complaints).

Half of the complaints received in 2014-2015 were well-founded and resolved and half were discontinued this reporting period.

# Fisheries and Oceans Canada

## Overall performance[[89]](#footnote-89)

Fisheries and Oceans Canada (DFO) experienced an increase of 22.8% in the number of requests received and improved the percentage of requests completed within 30 days by 1.8%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

DFO received 512 requests under the *Access to Information Act* (the Act), representing 0.8% of total requests received government-wide in 2014-2015. In 2013-2014, DFO received 417 requests, which accounts for 22.8% fewer requests than those received this reporting period. The majority of requests in 2014-2015 were from the business sector (33.6%) and the public (32.0%) followed by the media (21.7%). Requests from business, public and media increased by 44.5%, 5.8% and 35.4% respectively.

DFO completed 503 requests this reporting period. The completion rate[[90]](#footnote-90) was 72.1%, which is below the government-wide rate of 85.1% for 2014-2015 and 4.0% less than the completion rate in the previous period. DFO also received 118 informal requests and 67.8% of these were completed within 30 days. The number of consultations received by DFO from other federal government institutions increased from 170 to 226, representing a increase of 32.9% compared to 2013-2014.

The total number of pages processed increased from 183,315 pages in 2013-2014 to 307,313 pages in 2014-2015 representing an increase of 67.6%. Table 1 shows that the average number of pages processed per completed request increased from 538 in 2013-2014 to 770 in 2014-2015.

The information released by DFO was mostly in paper format: 224 requests in paper format compared to 120 requests in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **547** | **417** | **512** |
| Annual change (%) | - | -23.8% | 22.8% |
| Completed requests | **453** | **397** | **503** |
| Annual change (%) | - | -12.4% | 26.7% |
| Number of consultations received (from other government institutions) | **288** | **170** | **226** |
| Annual change (%) | - | -41.0% | 32.9% |
| Average number of pages processed per request completed | **378** | **538** | **770** |
| % of requests for which more than 1,000 pages were processed | 8.2% | 13.5% | 15.0% |

## Request completion time

#### Timeliness

Figure 1 reveals that 44.5% of requests were completed within 30 days or less, which is slightly lower than the result observed in 2013-2014. There is also a slight increase of 1.6% in the completion of requests for more than 365 days.

### Figure 1: Request Completion Time

#### Extensions

DFO took 365 extensions in 2014-2015 compared to 273 in 2013-2014. The most common reason for taking an extension was consultations (44.1%), followed by interference with operations (32.6%) and third-party notice (23.2%).

We note that extensions taken for consultations with other departments increased to 139 in 2014-2015 compared to 94 in 2013-2014. Extensions for third party notice doubled this reporting period from 2013-2014.

Figure 2 shows that 29.0% of extensions taken in 2014-2015 were for 30 days or less. This measure is lower by 4.4% compared to 2013-2014. Figure 2 also shows that the number of requests extended between 31 and 60 days in 2014-2015 increased by 3.8% compared to the previous period.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline was 91, which accounts for 18.1% of completed requests, which is similar to results of the last period. This rate represents a “D” grade.[[91]](#footnote-91) The most common reason for overdue requests was workload (79.1%), followed by external consultations (20.9%).

Figure 3 shows 13.2% were late by 30 days or less. The percentage of requests overdue for more than 365 days increased from 12% in 2013-2014 to 38.5% in this reporting period. DFO’s annual report on the administration of the Act attributes delay to the substantial increase in the volume of requests received (see workload section).

### Figure 3: Lateness of Overdue Requests

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 12.9% of completed requests were entirely disclosed, which is the lowest disclosure rate since 2012 (see Figure 4). Figure 4 also shows that the rate for partially disclosed requests was 55.5% in 2014-2015, which is an increase of 4.9% from the previous period.

### Figure 4: Level of Disclosure

#### Exemptions

DFO applied 967 exemptions in 2014-2015 compared to 747 in the previous period. There is almost no change in the average number of exemptions used per completed request (1.92 in 2014-2015 and 1.88 in 2013-2014) (see Table 2). The most common exemptions in 2014-2015 were section 21 (Government Operations) (32.8%), followed by section 19 (Personal Information) (24.9%) and section 20 (Third-Party Information) (16.5%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 643 | 747 | 967 |
| Total number of completed requests | 453 | 397 | 503 |
| Average number of exemptions per request | 1.42 | 1.88 | 1.92 |

## Complaints at the OIC

The number of complaints received by the OIC against DFO decreased from 21 in 2013-2014 to 18 in 2014-2015.[[92]](#footnote-92) The number of administrative complaints increased compared to the previous period (13 administrative and 8 refusal complaints in 2013-2014 to 17 administrative and 1 refusal complaints in 2014-2015).

Of the ones received in 2014-2015, 13 were well founded and resolved. Discontinued and pending complaints accounted for 3 and 2 complaints, respectively.

# Canadian Broadcasting Corporation

## Overall performance[[93]](#footnote-93)

In 2014-2015, the Canadian Broadcasting Corporation (CBC) experienced a decrease of 20.1% in the number of requests received and improved the percentage of requests completed within 30 days by 15.4%. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

CBC received 127 requests this reporting period, representing 0.2% percent of the total requests received government-wide under the *Access to Information Act* (the Act). It is a 20.1% decrease compared to 2013-2014. The majority of requests were from the public (59.1%), followed by the media (29.1%).

CBC completed 149 requests in 2014-2015.CBC had a completion rate[[94]](#footnote-94) of 92.0% in 2014-2015, which is higher than the government-wide completion rate of 85.1% and a 10.5% improvement from the last period. The CBC also received 11 informal requests, all of which were completed in 15 days or less. The number of consultations received by CBC from other federal government institutions increased from 12 in 2013-2014 to 45.

The average number of pages processed per completed request was 108, compared to 336 in 2013-2014. The proportion of requests for which more than 1,000 pages were processed also decreased by 4.7%.

The information released by CBC was mostly in electronic format (61) compared to requests in paper format (35).

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **154** | **159** | **127** |
| Annual change (%) | - | 3.25% | -20.13% |
| Completed requests | **152** | **154** | **149** |
| Annual change (%) | - | 1.32% | -3.25% |
| Number of consultations received (from other government institutions) | **29** | **12** | **45** |
| Annual change (%) | - | -58.62% | 275.00% |
| Average number of pages processed per request completed | **154** | **336** | **108** |
| % of requests for which more than 1,000 pages were processed | 5.2% | 6.4% | 1.7% |

## Request completion time

#### Timeliness

Figure 1 reveals that 72.5% of requests were completed within 30 days or less, which is an increase of 15.3% compared to 2013-2014. The number of requests completed between 31 and 60 days decreased by 5.3% compared to the previous period. Another decline is observed in the completion of requests between 61 and 120 days (17.8% in 2013-2014 and 10.7% in 2014-2015).

In the previous and current reporting periods, no request required more than 365 days for completion.

### Figure 1: Request Completion Time

#### Extensions

CBC took a total of 52 extensions in 2014-2015 compared to 55 in 2013-2014. Figure 2 shows that 40.4% of extensions were taken for 30 days or less. The number of extensions taken between 31 and 60 days in 2014-2015 decreased to 36.5% from 60.0% in 2013-2014. A decrease was also observed in extensions taken between 61 and 120 days: there were 2 extensions in 2013-2014 and none in 2014-2015. However, there was an increase of 23.1% in extensions of 365 days or more.

The most common reason for taking an extension was interference with operations, which accounted for 50.0% of extensions in 2014-2015. Almost 19.2% of extensions were taken for consultations, and 30.8% of extensions were taken for the third-party notice.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, CBC had no request that was closed past the statutory deadline.[[95]](#footnote-95) This result rate represents an “A” grade.[[96]](#footnote-96)

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 12.8% of completed requests were entirely disclosed, which is similar compared to previous years (see Figure 3). Figure 3 also shows that the rate for partially disclosed requests was 51.7% in 2014-2015, which is a decrease of 4.6% from the previous period.

### Figure 3: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request decreased from 1.97 in 2013-2014 to 1.46 in 2014-2015 (see Table 2).

The most commonly used exemptions in 2014-2015 were section 18 (Economic Interests of Canada) (28.9%) and section 19 (Personal Information) (27.5%), followed by section 20 (Third Party Information) (16.5%) and section 21 (Operations of Government) (16.1%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 246 | 304 | 218 |
| Total number of completed requests | 152 | 154 | 149 |
| Average number of exemptions per request | 1.62 | 1.97 | 1.46 |

## Complaints at the OIC

In 2014-2015, the OIC received 37 complaints[[97]](#footnote-97) against CBC whereas 61 were received in 2013-2014. In contrast to the previous period, the majority of complaints received were administrative (26 administrative and 11 refusal complaints in 2014-2015, whereas the OIC received 6 administrative and 55 refusal complaints in 2013-2014).

From the complaints received in 2014-2015, 14 were well-founded and resolved, 13 were not well-founded, 3 complaints were discontinued, 1 was settled by agreement of the parties and 6 were pending resolution.

# Canada Post Corporation

## Overall performance[[98]](#footnote-98)

While Canada Post Corporation (CPC) received a similar number requests in 2014-2015, its overall performance showed a decrease compared to the previous reporting period.

In 2014-2015, the total number of requests received by CPC represented 0.2% percent of the total requests received government-wide under the *Access to Information Act* (the Act). 27.8% of those requests to the CPC resulted in a complaint to the Office of the Information Commissioner. This gives CPC the second highest number of complaints per request received. This report provides comparative statistics for the last three periods (2012-2015).

## Workload

CPC received 108 requests under the Act, compared to 109 the previous period. Requests received by CPC were from members of the public (37.0%), followed by the media (26.9%), organizations (18.5%), and the business sector (17.6%).

CPC completed 95 requests in 2014-2015. The completion rate[[99]](#footnote-99) was 76.6%, which is lower than the government-wide rate for 2014-2015 of 85.1%. In 2013-2014, the completion rate for CPC was 87.3%. CPC also received 14 informal requests[[100]](#footnote-100) and 8 of them were released in 30 days or less. The number of consultations received by CPC from other federal government institutions decreased from 24 to 16, representing a decrease of 33.3% compared to 2013-2014.

CPC processed 7,813 pages this reporting period. Table 1 shows that the average number of pages processed per completed request decreased significantly, from 217 in 2013-2014 to 96 in 2014-2015. As in the previous period, all information released by CPC was in paper format.

### Table 1: Workload

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Measures | 2012-2013 | | 2013-2014 | 2014-2015 |
| Number of Requests received | | **105** | **109** | **108** |
| Annual change (%) | | - | 3.8% | -0.9% |
| Completed requests | | **135** | **110** | **95** |
| Annual change (%) | | **-** | **-18.5%** | **-13.6%** |
| Number of consultations received (from other government institutions) | | **44** | **24** | **16** |
| Annual change (%) | | - | -45.5% | -33.3% |
| Average number of pages processed per request completed | | **161** | **217** | **96** |
| % of requests for which more than 1,000 pages were processed | | 5.6% | 7.3% | 1.2% |

## Request Completion time

#### Timeliness

Figure 1 reveals that 53.7% of requests were completed within 30 days or less, which is 13.6% lower compared to 2013-2014. The requests completed between 61 and 120 days increased from 11.8% in 2013-2014 to 16.8% in 2014-2015. Also, the number of requests that required between 121 and 180 days completion time increased from 2.7% in 2013-2014 to 5.3% this reporting period. No requests were completed beyond 365 days.

### Figure 1: Requests Completion time

#### Extensions

CPC took a total of 30 extensions in 2014-2015 compared to 18 in 2013-2014. The most common reasons for taking an extension was for interference with operations (46.6%), consultations (30.0%) and third-party notice (23.3%).

Figure 2 shows that 30.0% of the extensions taken in 2014-2015 were for 30 days or less. The proportion of extensions taken between 31 and 60 days in 2014-2015 was 40.0% which is a decrease from 55.6% in 2013-2014. There was a 6.7% increase in the proportion of extensions for 61 and 120 days compared to the last period, and no extensions were taken for more than 181 days.

### Figure 2: Length of Extensions

#### Deemed Refusals

In 2014-2015, three requests were closed past the statutory deadline,[[101]](#footnote-101) which is 3.2% of the completed requests. This rate represents an “A” grade.[[102]](#footnote-102) CPC’s justification for not meeting the statutory deadline in these cases was workload (100%). Two requests were late by 15 days or less, and 1 request was late by 181 to 365 days.

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 11.6% of all completed requests were entirely disclosed, which is 9.3% lower than the previous period (see Figure 3). Requests that were partly disclosed represented 41.1% of all completed requests, which is a slight decrease from the previous year.

### Figure 3: Level of Disclosure

#### Exemptions

On average, the number of exemptions used per completed request decreased from 1.49 in 2013-2014 to 1.42 in 2014-201 (see Table 2). The most used exemptions for this reporting period were section 18 (Economic Interests of Canada) (37.0%), section 19 (Personal Information) (21.5%) and section 21 (Operations of Government) (17.8%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 273 | 164 | 135 |
| Total number of completed requests | 135 | 110 | 95 |
| Average number of exemptions per request | 2.02 | 1.49 | 1.42 |

## Complaints at the OIC

In 2014-2015, the OIC received 30 complaints[[103]](#footnote-103) against CPC of which 24 were refusals and 6 were administrative. 6 complaints were well-founded and resolved, 1 complaint was not well-founded, 5 complaints were discontinued and 18 were pending resolution. In the previous period, there were ten complaints, all of which were refusals.

# Canadian Security Intelligence Service

## Overall performance[[104]](#footnote-104)

The Canadian Security Intelligence Service (CSIS) completed 75.8% of their requests in inventory in 2014-2015. While the overall performance of CSIS appears to have decreased, it can be explained in part by the statistical changes made by TBS in how they require institutions to capture the data. [[105]](#footnote-105)

## Workload

In 2014-2015, CSIS received 366 formal requests and 298 informal requests, for a combined total of 664 requests. In comparison, it received 903 requests in 2013-2014.[[106]](#footnote-106)

The majority of formal requests received in 2014-2015 were from the media (48.1%), followed by the public (38.3%).

CSIS completed 314 requests this reporting period. The completion rate was 75.8%,[[107]](#footnote-107) which is below the government-wide rate of 85.1%. In 2013-2014, the completion rate for CSIS was 95.0%. Also, the 298 informal requests received in 2014-2015 were all completed within 15 days.

The number of consultations received by CSIS from other federal government institutions decreased from 317 to 234, representing a decrease of 26.2% compared to 2013-2014.

In total, CSIS processed 40,300 pages in 2014-2015. The average number of pages processed per completed request decreased from 173 in 2013-2014 to 147 in 2014-2015.

The information released by the CSIS was mostly in paper format: 115 in paper format compared to 18 in electronic format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **488** | **903** | **366** |
| Annual change (%) | - | 85% | -59.5% |
| Completed requests | **473** | **916** | **314** |
| Annual change | - | 93.7% | -65.7% |
| Number of consultations received (from other government institutions) | **290** | **317** | **234** |
| Annual change (%) | - | 9.3% | -26.2% |
| Average number of pages processed per request completed | **133** | **173** | **147** |
| % of requests for which more than 1,000 pages were processed | 1.9% | 4.9% | 3.6% |

## Request completion time

#### Timeliness

Figure 1 reveals that 66.2% of requests were completed within 30 days or less, which is a decrease of 18.0% from 2013-2014. The proportion of requests completed between 31 and 60 days increased by 2.1% from 2013-2014 and a 9.9% increase is observed in the proportion of requests completed between 61 and 120 days.

### Figure 1: Request Completion Time

#### Extensions

CSIS took a total of 101 extensions in 2014-2015 compared to 106 in 2013-2014. The most common reason for taking an extension was consultations (76.2%), followed by interference with operations (23.8%).

Figure 2 shows that 10.9% of the extensions taken in 2014-2015 were for 30 days or less, which is 5.2% higher than in 2013-2014. The proportion of extensions taken between 31 and 60 days in 2014-2015 was 12.9%, which is a marginal increase over the previous period. In 2014-2015, we also observed a 5.0% increase in extensions that required more than 365 days compared to the previous period where there were zero.

### Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, there was only one request closed past the statutory deadline[[108]](#footnote-108) which was delayed between 31 and 60 days. This rate represents an “A” grade.[[109]](#footnote-109) CSIS cited “other” as the reason for not meeting the statutory deadline of this request.

## Disclosure

#### Percentage of requests for which all information was disclosed

In 2014-2015, 3 completed requests were entirely disclosed while the number of partially disclosed requests was 130 in 2014-2015. This represents an increase of 13.2% in 2013-2014 in the number of partially disclosed requests (see Figure 3). Almost 25.5% of requests were “neither confirmed nor denied.” This is the highest category of disclosure statistic reported for the 24 institutions.

### Figure 3: Level of Disclosure

#### Exemptions

The average number of exemptions used per completed request completed increased from 0.87 in 2013-2014 to 2.62 in 2014-2015 (see Table 2). The most used exemptions in 2014-2015 were section 16 (Law Enforcement and Investigations) (29.2%) and section 15 (International Affairs and Defence) (26.0%), followed by section 19 (Personal Information) (12.2%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 584 | 796 | 822 |
| Total number of completed requests | 473 | 916 | 314 |
| Average number of exemptions per request | 1.23 | 0.87 | 2.62 |

## Complaints at the OIC

In 2014-2015, the OIC received 27 complaints[[110]](#footnote-110) against CSIS. The majority of complaints were refusals (24 refusals and 3 administrative complaints).

There were 2 well-founded and resolved complaints, 3 not well-founded, 2 discontinued and 20 complaints were pending resolution.

# Public Safety Canada

## Overall performance[[111]](#footnote-111)

Public Safety Canada (PS) completed 85.1% of their requests in inventory in 2014-2015. While the overall performance of PS appears to have decreased significantly, it can be explained in part by the statistical changes made by TBS in how they require institutions to capture the data. [[112]](#footnote-112)

## Workload

In 2014-2015, PS received 310 formal requests under the *Access to* *Information Act* (the Act), representing 0.5% of requests received across government. They also received 118 informal requests, for a combined total of 428. In comparison, PS received a total of 465 requests in 2013-2014.

The majority of formal requests received in 2014-2015 were from the media (66.1%), followed by the public (22.3%).

PS completed 292 formal requests this reporting period. The overall completion rate[[113]](#footnote-113) was 85.1%, which is the same as the government-wide rate. In 2013-2014, the completion rate for PS was 94.1%. The number of consultations received by PS from other federal government institutions decreased from 255 to 238, representing a decrease of 6.7% compared to 2013-2014.

The total number of pages processed for formal requests by PS this reporting period was 80,193 pages, representing a decrease compared to the 110,041 pages processed in the previous period. The average number of pages processed per completed requests also a decreased from 348 pages in 2013-2014 to 341 pages in 2014-2015.

In 2014-2015, the information released within a formal request by PS was mostly in electronic format: 148 requests in electronic format compared to 47 in paper format.

### Table 1: Workload

|  |  |  |  |
| --- | --- | --- | --- |
| Measures | 2012-2013 | 2013-2014 | 2014-2015 |
| Number of requests received | **494** | **465** | **310** |
| Annual change (%) | - | -5.9% | -33.3% |
| Completed requests | **478** | **527** | **292** |
| Annual change | - | 10.3% | -44.6% |
| Number of consultations received (from other government institutions) | **244** | **255** | **238** |
| Annual change (%) | - | 4.5% | -6.7% |
| Average number of pages processed per request completed | **329** | **348** | **341** |
| % of requests for which more than 1,000 pages were processed | 9.9% | 10.8% | 6.8% |

## Requests completion time

#### Timeliness

Figure 1 shows that 63.4% of requests were completed within 30 days or less, which is 5.1% lower than the results observed in 2013-2014 (68.5%).[[114]](#footnote-114) We observe an increase in the proportion of requests completed between 31 and 120 days.

### Figure 1: Request Completion Time

#### Extensions

PS took a total of 143 extensions in 2014-2015 compared to 224 in 2013-2014. The most common reason for taking an extension was consultations (67.8%), followed by interference with operations (28.0%). 6 extensions were taken for third-party notice.

Figure 2 shows that 18.9% of extensions were taken for 30 days of less, which represents a 2.4% increase from 2013-2014. Figure 2 shows that the proportion of extensions taken between 31 and 60 days in 2014-2015 increased by 10%, from 29.9% in 2013-2014 to 39.9% in 2014-2015.

Figure 2: Length of Extensions

#### Deemed refusals

In 2014-2015, the number of requests closed past the statutory deadline[[115]](#footnote-115) was 4, which accounts for 1.3% of completed requests. This rate represents an “A” grade.[[116]](#footnote-116) Compared to the last period, the number of requests in deemed refusal decreased (from 22 to 4).

## Disclosure

#### Percentage of requests for which information was disclosed

In 2014-2015, 10.6% of completed requests were entirely disclosed, which is PS’s highest disclosure rate since 2012 (see Figure 3). Figure 3 also shows that the rate for partially disclosed requests was 56.2% in 2014-2015, which is an increase of 9.7% compared to 2013-2014.

Figure 3: Level of Disclosure

#### Exemptions

In 2014-2015, PS’s use of exemptions decreased from 1,295 in 2013-2014 to 810. Still, the average number of exemptions used per completed requests increased slightly from 2.46 in 2013-2014 to 2.77 in 2014-2015 (see Table 2).

The most frequent used exemptions were section 16 (Law Enforcement and Investigations) (19.5%), section 21 (Operations of Government) (19.4%) and section 19 (Personal Information) (15.9%).

### Table 2: Exemptions

|  |  |  |  |
| --- | --- | --- | --- |
| Exemptions | **2012-2013** | **2013-2014** | **2014-2015** |
| Total number of exemptions | 1,009 | 1,295 | 810 |
| Total number of completed requests | 478 | 527 | 292 |
| Average number of exemptions per request | 2.11 | 2.46 | 2.77 |

## Complaints at the OIC

Since 2012, the OIC received a gradual increase in the number of complaints, increasing (5 in 2012-2013 to 14 in 2013-2014, and then to 25 in 2014-2015).

In 2014-2015, all 25 complaints were refusals, with 7 well-founded and resolved, 7 not well founded, 2 discontinued, and 9 pending resolution.

1. Overall performance is based on two primary indicators: % of requests completed within 30 days and % of requests that were fully disclosed. [↑](#footnote-ref-1)
2. The name of Citizenship and Immigration Canada was changed to Immigration, Refugee and Citizenship Canada. [↑](#footnote-ref-2)
3. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-3)
4. The 2007-2008 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=20% and more. [↑](#footnote-ref-4)
5. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-5)
6. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-6)
7. According to CSBA’s annual report on the administration of the Act, 60.4% of all requests came from individuals seeking their Traveller History Report. [↑](#footnote-ref-7)
8. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. The completion rate differs from the one reported by CBSA as they used the number of requests received in 2014-2015 only. [↑](#footnote-ref-8)
9. The Annual Report on the Administration of the Act states that, although the electronic delivery of records represents only 17.5% of release packages, they account for 86.3% of all pages disclosed. [↑](#footnote-ref-9)
10. The 2007-2008 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=20% and more. [↑](#footnote-ref-10)
11. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-11)
12. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-12)
13. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-13)
14. The 2007-2008 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=20% and more. [↑](#footnote-ref-14)
15. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-15)
16. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-16)
17. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-17)
18. The 2007-2008 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=20% and more. [↑](#footnote-ref-18)
19. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-19)
20. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-20)
21. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-21)
22. The 2007-2008 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=20% and more. [↑](#footnote-ref-22)
23. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-23)
24. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-24)
25. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-25)
26. The 2007-2008 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=20% and more. [↑](#footnote-ref-26)
27. In its annual report on the administration of the Act, HC explained that a significant number of requests require several complex third party consultations to identify confidential business information requiring protection. These records often involve large volumes of technical and scientific information, which can take additional time to review. [↑](#footnote-ref-27)
28. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-28)
29. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-29)
30. The name of Environment Canada was changed to Environment and Climate Change Canada. [↑](#footnote-ref-30)
31. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-31)
32. According to ECCC’s annual report, a total of 74 informal requests were received in 2014-2015. [↑](#footnote-ref-32)
33. The 2007-2008 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=20% and more. [↑](#footnote-ref-33)
34. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-34)
35. Overall performance is based on the 2 primary indicators: Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-35)
36. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-36)
37. The 2007-2008 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=20% and more. [↑](#footnote-ref-37)
38. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-38)
39. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-39)
40. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-40)
41. The 2007-2008 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=20% and more. [↑](#footnote-ref-41)
42. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-42)
43. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-43)
44. A review of completed ATI requests available online shows that a large amount of requests were related to events and circumstances surrounding the construction of the new Champlain Bridge. [↑](#footnote-ref-44)
45. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-45)
46. The indicator “Lateness of Overdue Requests” is not being measured for institutions with less than 15 late requests. [↑](#footnote-ref-46)
47. The 2007-2008 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=20% and more. [↑](#footnote-ref-47)
48. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-48)
49. This report amalgamates the data for the Canadian International Development Agency, the Department of Foreign Affairs and International Trade, and the Department of Foreign Affairs, Trade and Development for 2013-2014. [↑](#footnote-ref-49)
50. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-50)
51. The title of Foreign Affairs, Trade and Development Canada was changed to Global Affairs Canada [↑](#footnote-ref-51)
52. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-52)
53. The 2007-2008 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=20% and more. [↑](#footnote-ref-53)
54. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-54)
55. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-55)
56. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-56)
57. The 2007-2008 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=20% and more. [↑](#footnote-ref-57)
58. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-58)
59. Industry Canada was changed to Innovation, Science and Economic Development. [↑](#footnote-ref-59)
60. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-60)
61. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-61)
62. The 2007-2008 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=20% and more. [↑](#footnote-ref-62)
63. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-63)
64. PWGSC was changed to Public Services and Procurement Canada [↑](#footnote-ref-64)
65. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-65)
66. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-66)
67. The 2007-2008 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=20% and more. [↑](#footnote-ref-67)
68. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-68)
69. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-69)
70. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-70)
71. The 2007-2008 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=20% and more. [↑](#footnote-ref-71)
72. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-72)
73. Overall performance is based on two primary indicators: % of requests completed within 30 days and % of requests that were fully disclosed. [↑](#footnote-ref-73)
74. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-74)
75. The 2007-2008 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=20% and more. [↑](#footnote-ref-75)
76. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-76)
77. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-77)
78. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-78)
79. The 2007-2008 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=20% and more. [↑](#footnote-ref-79)
80. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-80)
81. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-81)
82. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-82)
83. The 2007-2008 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=20% and more. [↑](#footnote-ref-83)
84. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-84)
85. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-85)
86. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-86)
87. The 2007-2008 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=20% and more. [↑](#footnote-ref-87)
88. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-88)
89. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-89)
90. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-90)
91. The 2007-2008 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=20% and more. [↑](#footnote-ref-91)
92. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-92)
93. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-93)
94. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-94)
95. The indicator “Lateness of Overdue Requests” is not being measured for institutions with less than 15 late requests. [↑](#footnote-ref-95)
96. The 2007-2008 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=20% and more. [↑](#footnote-ref-96)
97. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-97)
98. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-98)
99. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. [↑](#footnote-ref-99)
100. In its report on the *Access to Information Act*, CPC wrote 19 informal requests. Its infosource statistical statistics mentions 14. [↑](#footnote-ref-100)
101. The indicator “Lateness of Overdue Requests” is not being measured for institutions with less than 15 late requests. [↑](#footnote-ref-101)
102. The 2007-2008 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=20% and more. [↑](#footnote-ref-102)
103. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-103)
104. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-104)
105. In 2014-2015, the TBS introduced “informal requests” as a separate category for reporting. Before 2014-2015, informal requests received and completed by CSIS were included in the statistical reporting. With the new changes, the informal requests are now separated from the formal request, which makes the comparison with previous years difficult. Therefore, the following analysis should be used with precaution. [↑](#footnote-ref-105)
106. The last reporting period’s spike in requests was attributed to a large volume of informal requests for previously released ATI requests that were included in the requests treated formally. [↑](#footnote-ref-106)
107. The completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. The completion rate differs from the one reported by CSIS due to difference in the methodology. [↑](#footnote-ref-107)
108. The indicator “Lateness of Overdue Requests” is not being measured for institutions with less than 15 late requests. [↑](#footnote-ref-108)
109. The 2007-2008 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=20% and more. [↑](#footnote-ref-109)
110. The numbers reported in this section are based on the OIC’s statistics. The information may not reflect the statistics reported by institutions due to the discrepancies in the methodology used. [↑](#footnote-ref-110)
111. Overall performance is based on two primary indicators: % of requests completed within 30 days, % of requests that were fully disclosed. [↑](#footnote-ref-111)
112. In 2014-2015, the TBS introduced “informal requests” as a separate category for reporting. Before 2014-2015, informal requests received and completed by PS were included in the statistical reporting. With the new changes, the informal requests are now separated from the formal request, which makes the comparison with previous years difficult. Therefore, the following analysis should be used with precaution. [↑](#footnote-ref-112)
113. The overall completion rate was calculated using the number of received requests during the reporting period as well as outstanding requests from the previous period. This number does not include informal requests. [↑](#footnote-ref-113)
114. When including the informal requests, the proportion of requests completed within 30 days in 2014-2015 is 73.9%, which represents an increase of 5.4% compared to the proportion in 2013-2014. [↑](#footnote-ref-114)
115. The indicator “Lateness of Overdue Requests” is not being measured for institutions with less than 15 late requests. [↑](#footnote-ref-115)
116. The 2007-2008 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=20% and more. [↑](#footnote-ref-116)