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Acknowledgement is also due to the thousands of employees in the offices that process public records requests in governments across Canada. They have some of the most difficult positions in government, working between requesters on the one hand and other often senior government officials on the other.

Report prepared for: News Media Canada

Project leader: Fred Vallance-Jones, University of King's College, Halifax

Project assistant: Emily Kitagawa, freelance journalist and social worker, Montreal and Cornwall

Report authors: Fred Vallance-Jones, Emily Kitagawa

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PART I—INTRODUCTION

EXECUTIVE SUMMARY

From a request to the CBC for former *The National* anchor Peter Mansbridge's travel expenses, to requests for correspondence related to the integration of Syrian refugee students in provincial schools, to a wide range of topical requests filed to government bodies across Canada, the 2017 News Media Canada freedom of information audit provides a detailed snapshot of the level of dedication cross Canada to openness and transparency.

It is the seventh audit to be conducted using the same methods; the first was in 2008.

This year, the audit has a special focus on the performance of the federal government led by Prime Minister Justin Trudeau, and performance was even worse than in the latter years of the former Stephen Harper government. Just a quarter of requests sent to federal government departments, agencies and crown corporations were answered within the normal 30-day time limit. A third of the requests had not received a response by the end of the audit, which means those requests were outstanding for three months or more (most closer to four months). The federal government received an F for disclosure of information in the audit.

The 2017 audit found progress on the elimination of fees charged for information, but a continued reluctance to provide electronic data in machine-readable formats—particularly at the federal level. This is despite Trudeau's own commitments to making data available in such formats.

The federal audit reveals an access system that is bogged down to the point where, in many cases, it simply doesn't work. The system continues to be far slower and less responsive than provincial and municipal FOI regimes, and now the government seeks to introduce new measures that would allow it to reject requests for a variety of reasons.

While a bill now before Parliament would give the federal information commissioner long-sought power to order the disclosure of records the government would prefer stay secret, that proposed power is being tempered by an automatic right by federal government bodies to challenge any aspect of those orders before the Federal Court.

The audit also found trouble spots at the provincial, municipal and territorial levels, including instances of high fees, refusal to release data in machine-readable formats, and delays. But none is as thoroughly gummed up as the federal system.

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DARTS AND LAURELS

Over the past 12 years, the News Media Canada Freedom of Information audits have identified government institutions that demonstrate a strong commitment to transparency and those that are unwilling to pull their files from the shadows. Here are some of the most notable examples of both extremes from the 2017 audit:

Darts

- The Royal Canadian Mounted Police and the Department of National Defence for not answering a single request during the audit period.
- The federal government, more generally, for being by far the slowest government organization in the audit, for its F grade for disclosure of information, and for its watered-down reforms to the Access to Information Act.
- The City of Windsor for its \$1,872.60 fee estimate for the release of a list of received freedom of information requests. Most government bodies provided this information at no charge.
- Prince Edward Island for holding out as the only province or territory in Canada to exclude municipal government bodies from the application of its freedom of information law.
- The Ontario Ministry of Health and Long-Term Care for cashing a cheque for a request for data on long-term care facility inspections, providing no response of any kind for months, then when contacted, indicating that if the auditor was still interested in the information, she needed to phone the ministry.

Laurels

- The Nova Scotia government for developing a central portal for filing freedom of information requests that allows everything related to requests to provincial departments to be handled from one online account.
- Manitoba, Newfoundland and Labrador, PEI, and a host of municipalities for answering all of their audit requests within 30 days.

PART II—METHODS AND LIMITATIONS

Freedom of Information laws—sometimes called Access to information or Right to Information laws—give individuals a legal right to access any government record, usually defined as information stored in any format, subject to limited and specific exemptions designed to protect other legitimate interests (such as personal privacy of people mentioned in documents, or national security). Requesters must identify or describe the government records that contain the information they wish to obtain, and government agencies must then locate and retrieve the records, review them for possible exemptions, and make a decision on access. This decision is supposed to be conveyed to the requester within a set deadline, most often 30 calendar days, though these deadlines can be extended for varying lengths of time stipulated in the different statutes.

All of the acts, aside from that in New Brunswick, permit fees to be charged for the search for and, in most provinces, processing of records. Most acts provide some free search and processing time. Newfoundland and Labrador now gives the most, 15 hours free for requests to provincial agencies and 10 hours for local government bodies (it should be noted that in Newfoundland and Labrador, fees beyond the free hours can only be charged for the time it takes to locate records). Ontario is the only jurisdiction that does not provide any free time. Depending on the jurisdiction, fees may also be permitted for computer programing, photocopying, and miscellaneous items such as CDs. In May 2016, the federal Treasury Board issued an interim directive that all fees other than the \$5.00 application charge not be collected by federal government bodies, although the fee provisions remain in the act and regulations.

All jurisdictions have a system in place for the review or appeal of access decisions when requesters feel they have been improperly denied information or charged excessive fees.

The purpose of the acts is to make governments more accountable to the citizenry by opening the filing cabinets and computer banks of government. But what's ideal in theory doesn't always work so well in the real world, where there can be many reasons why governments wish to keep the filing cabinets locked— from avoiding embarrassment to hiding questionable practices. Laws may say one thing, but the real test is how they are administered. This is why a regular check-up is necessary.

The National Freedom of Information Audit is the largest and most comprehensive survey of its kind in Canada and the only regular, national test of a freedom-of-information system in the world. With its approach of sending identical requests to governments at all three levels, the study affords the chance to compare government bodies against one another, identify weak spots and encourage the kind of openness that the authors of FOI legislation sought.

By filing original requests and tracking the outcomes, rather than relying on official statistics, the audit is able to compare the performance of governments across Canada on an equal basis. The audit also examines the responses in depth, identifying patterns of openness, or secrecy, and pointing out when citizens in a particular jurisdiction have reason for concern.

This year's audit began in March 2017. Four hundred and thirty-two requests were sent to 24 federal departments, agencies and crown corporations, three departments/ministries in each province and territory, and 19 municipalities. The requests were tracked, with each event in the life of the request recorded in a database. Parameters that were recorded included the date the request was mailed or filed online, the date it was received (for mailed requests, if no date was indicated by the government body, a date corresponding to the Canada Post-delivery-time standards for mail sent from Halifax was used, the date an access decision was made by the government body, the nature of the decision, the length of any legal time extensions imposed by the government body, and any fee estimate.

The audit team consisted of the project leader, an assistant, and two auditors. Over the roughly four months of the audit, the team handled and recorded hundreds of letters, emails and phone calls from government agencies. All of the data recorded in the main tracking system was verified through a thorough second check of the source documents. All correspondence postmarked or emailed by July 19 was included in the results, meaning that no agency had less than three months to respond to any one request. Any remaining requests as of that date were recorded as outstanding and the report was completed.

The requests were designed to be clear, so that an experienced government employee would not have any trouble understanding what was being asked. Each government body was sent one request that was unique and specific to that government body. These requests were sometimes more complex than typical audit requests. If officials felt clarification or a reduced scope was needed, auditors were available to explain the request wording, usually by email.

The requests were for information that would be in the public interest to release.

This year, the audit has a special focus on the federal government, and the normal number of departments, agencies and crown corporations to which requests were sent was increased from 12 to 25. This wider pool allows for a more nuanced look at federal responsiveness in the wake of promises by the Trudeau government to be more transparent.

To maintain consistency of the data, the auditors did not consent to change the wording of requests to the extent that requests sent to different agencies would no longer be equivalent. For the topical/contentious requests that were unique and specific to each government body, there was some flexibility to negotiate and narrow the scope of requests to ease processing.

Requests were not explicitly identified as coming from the audit. However, this is the seventh time the audit has been conducted using these methods, so they are familiar to government bodies. Some may expedite the handling of requests when they are assumed to belong to the audit, but aside from that it is unlikely requests are handled much differently than they otherwise would be. This is because making different access decisions on the basis that the requests come from the audit could be potentially unlawful and could set precedents that agencies would have to sustain later.

A total of 428 requests are included in the analysis. Due to data quality concerns, five requests were not included in the tabulations for time. Two requests were removed for the audit altogether. These are identified in appendix A—the complete list of requests and outcomes, which is available to download from the News Media Canada website.

The main audit requests sent to each level are shown in Table 1. The wording here is the original wording used when the requests were filed and, in some cases, was modified as part of a clarification of a request specific to a government body.

Table 1: Main audit requests

Level	Details
Federal	An electronic dataset of all access to information requests received since January 1, 2015. Please include fields containing the following information: request number, request summary, type of requester (academic, media, etc.), whether sensitive or contentious request, date received, date request completed, disclosure decision, reason for time extension, extension duration in days, and exemptions applied. Please provide in an electronic format such as Excel, Access, or delimited text. No PDF or image files please. (FEDERAL REQUESTS)
Federal	All briefing notes, backgrounders, analyses, etc., prepared in 2017, related to the assumption of the U.S. Presidency by Donald Trump, including but not limited to notes about how to respond to possible policy changes under Mr. Trump. (FEDERAL TRUMP)
Federal	All public correspondence to the minister, excluding emails but including letters attached to emails, for the month of January 2017. (FEDERAL CORRESPONDENCE)
Federal	An electronic dataset of all contracts valued at \$10,000 or under, with the same fields as provided in the proactive disclosure of contracts in excess of \$10,000, for 2015 and 2016. Please provide in a machine-readable format such as csv. (FEDERAL CONTRACTS)
Federal	A question specific to federal institution. (FEDERAL SPECIFIC)
Provincial	An electronic file of all freedom of information requests received since January 1, 2014, whether completed or not. Please include fields containing the following information: request number, request summary, type of requester (academic, media, etc.), whether sensitive or contentious request, date received, date request completed, disclosure decision, reason for time extension, extension duration in days, and exemptions applied. Please provide in an electronic format such as Excel, Access, or delimited text. No PDF or image files please. (PROVINCIAL REQUESTS)

Provincial	All receipts, reimbursement records related to out of province trips by the minister in 2016. (PROVINCIAL TRIPS)
Provincial	Correspondence between school divisions and the department in 2016 and 2017 regarding the integration, absorption of Syrian refugees into school populations. These would include but not be limited to correspondence about costs, language issues, cultural considerations, and other such matters. (PROVINCIAL REFUGEE)
Provincial	Records indicating the number of inmates who have given birth while detained in a provincial correctional facility, as well as records indicating the number of transfers to hospital vs births within prisons. (PROVINCIAL JAIL BIRTHS)
Provincial	Records indicating the number of health cards (i.e. identification card for provincial health insurance) reported lost or stolen during 2016. (PROVINCIAL HEALTH CARDS)
Provincial	The number of maternity and paternity (parental) leaves taken by employees, and the total number of days of such leave, for each of 2014, 2015 and 2016. (PROVINCIAL LEAVE)
Provincial	A request specific to each government body. (PROVINCIAL SPECIFIC)
Municipal	All receipts, reimbursement records related to out of province trips by the mayor in 2016. (MUNICIPAL TRIPS)
Municipal	An electronic file of all freedom of information requests received since January 1, 2014, whether completed or not. Please include fields containing the following information: request number, request summary, type of requester (academic, media, etc.), whether sensitive or contentious request, date received, date request completed, disclosure decision, reason for time extension, extension duration in days, and exemptions applied. Please provide in an electronic format such as Excel, Access, or delimited text. No PDF or image files please. (PROVINCIAL REQUESTS)
Municipal	All public correspondence to the mayor, excluding emails but including letters attached to emails, for the month of January 2017. (MUNICIPAL CORRESPONDENCE)
Municipal	A list of marriages at city hall between Jan 1, 2015 and Dec 31, 2016, including the date of the marriage, the city portion of the betrothed's addresses, and the gender of each betrothed. (MUNICIPAL MARRIAGE)
Municipal	The number of maternity and paternity (parental) leaves taken by employees, and the total number of days of such leave, for each of 2014, 2015 and 2016. (MUNICIPAL LEAVE)
Municipal	A request specific to each government body. (MUNICIPAL SPECIFIC)

Note: The short-form name in brackets is used in charts and headings later in this report.

Note: The specific/topical/alternative requests for each government body covered by the audit at the federal, provincial and municipal level are listed in table 2.

Table 2: Topical/contentious requests unique to each government body

Level	Government body	Details
Fed	Agriculture and Agri-Food Canada	Records created in 2016 and 2017 on the impact of climate change on agricultural production in Canada.
Fed	Canada Border Services Agency	Briefing notes prepared for the president during 2017 on illegal entries into Canada, on foot or by other means, across the border from the United States, at locations other than ports of entry.
Fed	Canada Post Corporation	Any analyses prepared in 2016 or 2017 of the cost of restoring home delivery to addresses from which it was withdrawn in 2015 and/or of how the increased costs due to restoration could be recovered elsewhere in Canada Post's operations.
Fed	Canada Post Corporation	A list of all briefing notes and backgrounders prepared for the president of Canada Post from January 1, 2017 to March 31, 2017.
Fed	Canada Revenue Agency	Records indicating the number of individual taxpayers enrolled for direct deposit of tax refunds and other payments, as of the date of this request; additionally, the number of individual taxpayers still receiving such payments via paper cheques as of the date of this request
Fed	CBC	Any briefing notes or backgrounders prepared for the Government of Canada in 2016 or 2017 on possible changes to the Broadcasting Act, including possible changes to enshrine in law a mandate to provide digital services to Canadians.
Fed	CBC	All receipts and reimbursement records for travel outside of Ontario by CBC anchor/chief correspondent Peter Mansbridge in 2015, 2016 and 2017 up to and including the trip to France to commemorate the 100 th anniversary of the Battle of Vimy Ridge.
Fed	Canadian Security Intelligence Service	Reports or other similar materials created in 2015, 2016 or 2017 about computer attacks targeting CSIS.
Fed	Communications Security Establishment	Any assessments prepared for the Minister of Democratic Institutions in 2016 or 2017 on possible cyber threats to the Canadian electoral process.
Fed	Correctional Service Canada	An electronic dataset of all weapon seizures in federal penitentiaries, by penitentiary, from January 2012 until present, including the type of weapon and the date of seizure. Please provide in a csv or other machine-readable format.
Fed	Correctional Service Canada	A list of all briefing notes and backgrounders prepared for the commissioner from January 1, 2017 to March 31, 2017
Fed	Department of Finance Canada	Briefing notes prepared for the minister or deputy minister in 2017 on the implications of the election of Donald Trump as U.S. president for the federal budget.
Fed	Department of National Defence	Records indicating the costs to Canada, in 2017 to the date of this request, of deploying a NATO battalion to Latvia. Please break down into such categories as cost of personnel, support, equipment, fuel, etc.
Fed	Employment and Social Development Canada	Briefing notes prepared for the minister or deputy minister on the appointment of Miles Corak as economist in residence.
Fed	Environment and Climate Change Canada	All receipts and reimbursement records for specified trips by minister McKenna during the period Sept. 2, 2016 to December 1, 2016 as listed on the department's proactive disclosure site (a list was provided).

Fed	Fisheries and Oceans Canada	An electronic dataset, in csv or other machine-readable format, of all oil spills in Halifax, Saint John and St. John's harbours from January 1, 2013 to present.
Fed	Global Affairs Canada	Briefing notes and background materials prepared for the minister related to U.S. President Donald Trump's executive order issued on or about January 27, 2017, regarding admission to the United States of nationals from a number of countries including Syria, as well as briefing notes and background materials related to the revised executive order on the same subject matter, dated on or about March 6, 2017.
Fed	Health Canada	List of briefing notes prepared for the minister since and including November 2016 with regard to various health accords reached with provinces and territories.
Fed	Immigration, Refugees and Citizenship Canada	Records indicating the number of refugee claims made from January 20, 2017 to the date of this request by individuals who entered Canada on foot from the United States at other than a port of entry. In addition, the number of individuals who presented themselves at a port of entry on the Canada-U.S. border, and sought to make a refugee claim, but were refused entry under the Canada-U.S. Safe Third Country Agreement, during the same time period.
Fed	Indigenous and Northern Affairs Canada	All briefing notes and background materials prepared for minister Bennett in 2017 on the so-called Sixties Scoop, the litigation thereon, as well as any question period notes prepared for the minister for her use in the House on or about February 1, 2017.
Fed	Parks Canada	Records created in 2016 or 2017 related to any plans and contingencies to manage increased visitation at national parks as a result of the Discovery Pass program of free park passes for 2017. As well, the estimated park revenue that will be foregone as a result of offering free park passes.
Fed	Privy Council Office	Briefing notes and background materials prepared for the prime minister in 2017 related to possible renegotiation of NAFTA.
Fed	Public Services and Procurement Canada	An electronic dataset of all items sold by GCSurplus during 2016, including the purchaser, the description of the item, the sale price, the sale date, and the location of the sale. Please provide in csv or other machine-readable format.
Fed	Royal Canadian Mounted Police	An electronic dataset of all records in the registry of restricted and prohibited firearms as of the date of this request, with the following fields included: Make, model, manufacturer, type (e.g. handgun, rifle), action (e.g. semi automatic), classification (e.g. restricted), aliber, shots, reg_date, province of reg, first two letters of postal code of registrant, registrant type (e.g. business, individual). Please provide in a machine readable format such as csv.
Fed	Shared Services Canada	All records in the custody of Shared Services Canada created from January 1, 2017 to the date this request is received related to any full or partial outages of the Statistics Canada statcan.gc.ca website, or periods when part or all of the website were unavailable to the public, during 2017, including but not limited to the outage that began or continued on or about Friday, March 10, 2017 when http requests to statcan.gc.ca returned a page indicating "We're sorry! The website is currently unavailable. We apologize for any inconvenience."
Fed	Transport Canada	All records created in 2016 and 2017 related to the maintenance and operation of the MV Holiday Island, one of the vessels used on the ferry service operated by Northumberland Ferries Ltd. Between Wood Islands, PEI and Caribou, NS., as well as any records in the same time frame related to the possible replacement of the Holiday Island.
Fed	Treasury Board of Canada Secretariat	A list of all briefing notes prepared for the president of the Treasury Board from Nov. 4, 2015 to March 27, 2017 on the subject of reform/changes to the Access to Information Act. As well as the subject and date, please include the docket or other reference number for each note.

Fed	Via Rail Canada	Briefing notes or backgrounders prepared for the president during 2016 or 2017 related to Via Rail's on-time performance .
Fed	Via Rail Canada	All receipts, reimbursement records and itineraries for transport of Via Rail President Yves Desjardins-Siciliano on Via Rail and/or other modes of transport from Oct. 1, 2017 to March 31, 2017.
AB	Alberta Education	All records related to the processing of the FOIP request made by the Metro newspaper and/or one or more of its employees, for the names of the individuals making up the curriculum expert working groups. For greater certainty, the attached news story available at http://www.metronews.ca/news/calgary/2017/02/15/ab-ed-using-foip-laws-to-prevent-disclosure-privacy-expert.html should help further identify the request.
AB	Alberta Health Services	Briefing notes for the minister, associate minister or deputy minister, and any speaking notes prepared for associate health minister Brandy Payne, in relation to the expansion of the naloxone program and the addition of treatment spaces, as announced on or about February 7, 2017.
AB	Alberta Justice and Solicitor General	All written reports of violent incidents involving injury, at the Calgary Remand Centre, from January 1, 2016 to the date of this request.
AB	City of Calgary	An electronic list of injury or fatal collisions involving bicycles, on Calgary streets, including the location of the collision, the date of the collision, and the cause as determined by police, as well as other fields that you keep, since January 1, 2013. Please provide in a machine-readable format such as CSV.
AB	City of Edmonton	All correspondence received from the public in 2016 or 2017, either emails or letters, regarding the cancellation and/or possible reinstatement of the community sandbox program.
BC	City of Vancouver	All analysis, memos, reports, etc, created in 2016 or 2017, pertaining to possible impacts of the expansion of the Kinder Morgan (Trans Mountain) pipeline effect on the city (e.g.: oil tanker traffic through the waterfront, possible spills).
BC	City of Victoria	A copy of all applications for a license to operate a cannabis dispensary, and if a decision has been rendered, the contents of that decision
BC	Ministry of Education	Briefing notes and backgrounders for Education Minister Mike Bernier relating to the increase in funding for education contained in the 2017 B.C. budget.
BC	Ministry of Health	List of briefing notes created in 2016, for Health Minister Terry Lake, related to the use of buprenorphine/naloxone to treat opioid addiction.
BC	Ministry of Justice	Any backgrounders, memos, assessments, etc, created from Jan. 1, 2016 to the present day, on the state of the legal aid system in B.C.
MB	City of Winnipeg	Any internal analyses, communications, reports, memos, etc, created in 2016 or 2017, relating to the safety of Winnipeg Transit drivers and possible measures to protect them from violence when on the job.
MB	Manitoba Education and Training	Records indicating the average number of students per classroom in each public school in the province, for each of the past five years, and current projections for the 2017/2018 school year.
MB	Manitoba Health, Seniors and Active Living	All internal correspondence, memos, assessments and similar records related to the report "Provincial clinical and preventative services planning for Manitoba," prepared by healthintelligenceinc and dated February 1, 2017.
MB	Manitoba Justice	Records indicating the number of requests for protection orders since changes to the Domestic Violence and Stalking Act took effect in May 2016. Please include the number of those requests that were granted and the number of granted requests that included firearm bans.

NB	City of Fredericton	All correspondence received from the public, either emails or letters, related to the Jan. 26, 2016 letter to the Prime Minister indicating council support for the Energy East pipeline project.
NB	City of Moncton	A list of all abandoned buildings, and addresses, currently being monitored by the city and/or the fire prevention task force because of ongoing hazard. Also, a list of all such buildings, and their addresses, torn down since the task force began its work in 2013.
NB	City of Saint John	All correspondence in 2016 and 2017 to date between the mayor and Port City Water Partners consortium or between the mayor and any of the members of the consortium, related to the public-private partnership for the new water treatment system.
NB	Justice and Public Safety	Briefing notes prepared for Justice and Public Safety Minister Denis Landry about the issue of unfounded cases of sexual assault, following the publication of the Globe and Mail series "Unfounded" on or about February 3, 2017.
NB	New Brunswick Education and Early Childhood Development	Records showing the results of all radon gas tests conducted at New Brunswick public schools from Jan. 1/2014 to the December 31, 2016.
NB	New Brunswick Health	Records indicating the total amounts paid out to physicians by New Brunswick Medicare, in 2016, for services performed in Canada but outside of the province of New Brunswick, broken down by type of service performed.
NL	City of St. John's	An electronic list of all Notices to Comply issued under the Minimum Property Standards By-Law in the past three completed calendar years. Please provide in csv or other machine-readable format.
NL	Department of Education and Early Childhood Development	Records indicating the number of incidents of violence against teachers, reported to the department, during 2014, 2015, and 2016, at public schools in Newfoundland. Please indicate the number of those incidents that occurred in classrooms where an instructional resource teacher was not on staff.
NL	Department of Health and Community Services	All briefing notes provided to the minister or deputy minister relating to the health funding agreement with the federal government reached at the end of 2016.
NL	Department of Justice and Public safety	Records indicating the number of motorists charged and convicted of impaired driving associated with cannabis use in the years 2014, 2015, and 2016.
NS	Halifax Regional Municipality	The total revenue collected from violators of the winter parking ban for each of the past three fiscal years.
NS	Nova Scotia Department of Education and Early Childhood Development	All briefing notes prepared for the minister or deputy minister on the recently ended labour dispute with Nova Scotia teachers.
NS	Nova Scotia Department of Justice	All briefing materials provided to the acting justice minister and attorney general following Minister Whalen's heart attack.
NS	Nova Scotia Health and Wellness and Seniors	All briefing notes provided to the minister or deputy minister relating to the health funding agreement with the federal government reached at the end of 2016.
NT	Education, Culture and Employment	Records indicating the retention rate of teachers for each of the past five years, including information on number of teachers hired from inside and outside of the territory each year.

NT	Health and Social Services	All materials developed by the Department of Health and Social Services, starting January 1, 2016, for health care facilities, on improving cultural competency.
NT	Justice	Records containing a detailed cost breakdown of running the “A New Day — Men’s healing program” since its inception and the projected cost of the project in the next fiscal year.
NU	Department of Education	Records indicating the retention rate of teachers for each of the past five years, including information on number of teachers hired from inside and outside of the territory each year.
NU	Department of Health	All records pertaining to the baby box program in Nunavut. E.g.: budgets, consultation reports, number of registrations, number of boxes delivered so far, correspondence, public response.
NU	Department of Justice	All records pertaining to the community consultations on a new Corrections Act that were held in August and September, 2016. Please also include the attendance numbers for each session.
ON	City of Hamilton	Internal analyses, memos, reports, etc on changes to areas where firearms discharges are prohibited.
ON	City of Ottawa	Detailed budget and timeline of phase 2 LRT, including plans for extensions announced in February 2017.
ON	City of Toronto	City policies on giving bonuses—incentive payments—to city contractors with contracts over \$500,000.
ON	City of Windsor	All correspondence received from the public related to the installation of outdoor fitness stations in city parks.
ON	Ontario Ministry of Education	Any internal analyses, assessments, etc, created in the past three years, of the relative graduation rates of students who choose academic vs. applied courses starting in grade 9 in Ontario secondary schools.
ON	Ontario Ministry of Health and Long-Term Care	An electronic copy of the data collected starting January 1, 2014 on inspections of long-term care homes in Ontario. Please provide in a machine-readable format such as csv.
ON	Ontario Ministry of the Attorney General	Amount of provincial spending on counselling for jurors (as ordered by a judge) in the five years before the introduction of the juror support program.
PE	City of Charlottetown	Records outlining the criteria used by city staff to rate streets to determine priority for resurfacing.
PE	Department of Justice and Public safety	Records indicating the number of requests for testimonial aids to assist vulnerable witnesses in the last two years. Please include number of requests filled as requested and number modified or unfulfilled.
PE	Education, Early Learning and Culture	Records indicating methods used to evaluate and compare student achievement in schools across the province in the past five years.
PE	Health PEI	Budgeted and actual costs of generic drug program in each of the the last five completed fiscal years, as well as the number of claims approved and the number of individuals assisted.
QC	Education et enseignement supérieur	Speaking notes prepared for Quebec’s education minister Sebastien Proulx for his announcement on or about December 16, 2016 on a new financial literacy course. Also, any briefing notes or backgrounders prepared for the minister related to the introduction of the new course. (Filed in French)
QC	Justice Québec	Any analyses, assessments, etc., prepared in 2014, 2015, or 2016, on the effect of delays in the court system on the administration of justice in Quebec. (filed in French)

QC	Santé et services sociaux Québec	Briefing notes prepared for Quebec Health Minister Gaétan Barrette in 2016 on the issue of auxiliary fees charged by practitioners for procedures covered by the provincial health plan. (Filed in French)
QC	Ville de Montréal	Assessments, feasibility studies, and other records related to the planned installation of heated sidewalks on Ste.-Catherine St.
QC	Ville de Québec	All correspondence received by the mayor related to the mass-shooting in January 2017 at the Islamic Cultural Centre of Quebec City, including correspondence on the topic of accommodation of or presence of religious minorities.
SK	City of Regina	Communications received from outside parties in 2016 and 2017 relating to low voter turnout in Regina civic elections and/or plans to improve turnout.
SK	City of Saskatoon	An electronic dataset of organic waste program subscribers including the street name, the date the subscription began, and all other information the city keeps that would not identify individuals or specific addresses. Please release in csv or other machine-readable format.
SK	Ministry of Education	A list of performance/bonus pay given, by ministry employee, for each of the years 2014, 2015, and 2016, with the names of the employee removed but other information such as position retained.
SK	Ministry of Health	All correspondence received from the public in 2017 regarding the planned move to a single provincial health authority.
SK	Ministry of Justice	Reports of escapes from youth and adult custody in provincial institutions during the years 2015 and 2016.
YK	Department of Justice	A list of parcels of First Nations settlement land eligible for registration under the new Land Titles Act.
YK	Education	List and description of active education agreements between the territory and First Nations Communities.
YK	Health and Social Services	All records relating to the decision to distribute naloxone kits in an effort to reduce fentanyl overdose deaths.

As with previous audits, there was a significant focus on electronic data, as discussed in the results. The data requests specified machine-readable formats, with the intention that they could be imported into database or spreadsheet software for further analysis. Too often, government agencies release “data” in non-machine-readable formats, such as the popular PDF type used for publishing or image formats that are actually just static pictures of the data, or on paper. PDF and image formats cannot be imported into data analysis software such as Microsoft Excel without often difficult and unreliable conversion. Paper is even worse as the only way to convert it to the original data format would be to scan tens, hundreds or even thousands of pages and attempt to use optical character recognition software to recreate the data. This is an error-prone, complex process that many would not even attempt and which often yields poor results. For these reasons, the audit requests for data specified its release in machine-readable formats. Several formats were suggested to give government bodies the greatest flexibility in choosing a format.

How performance is measured

The News Media Canada audit assesses the health of the freedom of information system from the perspective of the requester. It asks three simple questions: how fast are requests completed; how much information is released; and what does it cost? On timeliness, what is of interest is how long a request takes to be completed, from the day it is received by the institution to the day the government body sends the decision to the requester. This period is calculated by comparing the date the request was received with the decision date. If the decision is mailed to the requester more than one day after the date on the decision letter then the postmarked date is used as the decision date. For decisions sent by email, the date of the email is used. This is done because from the perspective of the requester, what matters is when the information is sent, and therefore received. It also guards against government bodies backdating letters to appear to have responded more quickly than they really did.

The audit does not take into consideration internal government protocols that may officially “stop the clock” on a request’s processing. The only time the audit stops the clock is when a government agency requests a clarification in the wording of a request and an answer is not given to the agency on the same day. Auditors endeavour to answer as quickly as possible.

Delays have long been a complaint about the access system. Their causes are complex and often multi-layered. They may relate to the culture of the workplace, such as a lack of commitment to the principles of openness. They may be structural, related to shortages of qualified personnel, or overloads of requests. They may even be the result of overt political interference. But for the end user, all of this is immaterial. All that the journalist, member of the public or other user will be concerned about is that the request took a long time to fulfill, or that access was limited or restricted in some way.

As most governments in Canada have established 30 calendar days as the deadline for completing processing of requests, it is the standard used in the audit for timeliness. Three provincial governments use a different standard. British Columbia allows 30 business days, which works out to about 42 calendar days, and Quebec and Newfoundland and Labrador (the latter as of June 1, 2015) allow 20 business days, which is roughly 28 calendar days.

For disclosure, the audit measures how much information is released. This can vary from everything that was requested, to none of it. In between the two extremes, some requests have information blacked out, and others are subject to estimates of fees that must be paid before access is given. For the purposes of the audit, a decision is deemed to have been made once the government body makes a decision to release all, some or none of the information requested, when it issues a formal estimate of fees to process the request, or when it requires fees be paid

before release. If no decision is made by the end of the audit period, the request is recorded as not having a decision by the audit end date.

For requests transferred from the original government body to another, the start date is reset as the earlier of the date the new body received the request, or seven days after the original received date. Seven days was chosen as a maximum transfer time because this ensures at least five business days for an experienced employee to determine that another government holds the records or has a greater interest in the records.

The audit also assigns grades to government bodies for the percentage of requests disclosed in full, denied in part or subject to fee estimates, using a points system. Three points are awarded for full disclosure (including requests for which the only exemption applied was to withhold personal, private information), two for partial denial or for a nominal fee of \$25 or less, one point for a fee estimate greater than \$25 and none for a request denied in full or not completed by the end of audit date. The sliding points scale reflects this decline in access and convenience as less and less information is provided and/or the cost of access escalates.

When an institution says it had no records, the request is not included in the disclosure grade because no record-disclosure decision has been made. It should be noted that “no records” responses are often the fastest, so a large number of such responses could make an institution’s performance on the timeliness measure look better than it might otherwise be. You can see each government body’s complete record of responses in Appendix A.

The disclosure grade is based on the percentage of total possible points received. The familiar 50-per-cent pass threshold is used. Anything from 50 to 62.5 per cent results in a D, from 62.5 to 75 a C, from 75 to 87.5 a B and from 87.5 to 100 per cent an A. There are no + or – letter grades. Grades are provided to facilitate comparison between institutions and not to rate the overall performance of any one access regime.

Timeliness is reported in the numeric tables.

In this report, the term “government body” refers to a single department, ministry, crown corporation, or municipality. The term “government organization” refers to a municipality, a provincial or territorial government as a whole, or to the federal government. At the municipal level, government bodies are synonymous with government organizations.

Limitations

The results provide a measure of the degree to which institutions have cultures of openness and prioritize freedom of information as an institutional function, but the reader should exercise caution in drawing conclusions about any individual institution's overall record solely from the results. The purpose of this survey is to compare institutions against each other on the specific requests filed; the various numeric tables and the disclosure grades are provided to facilitate this comparison. Like a test in school, the audit provides a snapshot of performance on specific questions asked in a specific period of time. It allows for an easy comparison of those tested and gives some sense of overall performance with the caveat that, just as students will have good and bad days, so will government bodies.

For those who wish to explore statistics in detail, Ottawa, and many provinces and municipalities, provide regular statistical summaries of ATIP, FOI and RTI request responses. The reader should be aware that these have their own limitations, in that comparison between jurisdictions is extremely difficult as each access system is a little different from the next, with different mixes of request topics and requester types, different assumptions that go into calculating response times, different rules and case law, and differing quality standards in calculating the statistics. The best approach for those who wish to develop a deep understanding is probably to consult many sources, including official statistics, this audit and the annual reports of the various information commissioners, review officers and ombudsmen who oversee the country's access regimes.

There are certain limitations to the methods used. Because of the expense that would be involved in using date-tracked means to deliver requests to government bodies, the audit relies on the dates government bodies say they receive requests. The term "received" is usually undefined in access legislation and may be understood differently by various government bodies. The received data could be defined as the day a request arrives in a mailroom or is filed online, the first business day thereafter, or the date it is assigned to an analyst for processing. There is evidence in the data that such variances do indeed exist. Unusually long delays between filing or mailing dates and "received" dates are highlighted in this report.

It is also not possible to know if an institution has withheld some records—or failed to do a thorough search—when indicating it has provided full disclosure or that no records exist.

Every effort is taken to ensure there are no errors in the results as presented. However, errors may still occur.

PART III—RESULTS

1. THE BASIC NUMBERS

The most fundamental measures in the audit are speed of responses and completeness of disclosure.

Table 3 shows the most basic metric: the proportion of requests completed within 30 days, by each government body in the audit, broken down into request-time bands. Sixty-two per cent of all requests in the audit were completed within 30 days.

When examined by level, 89 per cent of all municipal requests were completed within 30 days compared to 80 per cent in the 2015 audit. Sixty-six per cent of provincial/territorial requests were completed within 30 days, compared to 68 per cent in 2015. Twenty-seven per cent of federal requests were completed within 30 days, compared to 41 per cent in 2015.

When only federal departments and agencies audited in previous years are included, performance at the federal level in 2017 drops slightly to 25 per cent.

Table 3: Time taken to respond to requests, by government organization

Government organization	Total requests filed	Total requests tabulated	10 days or fewer	11 to 20 days	21 to 30 days	31 to 45 days	46 to 60 days	More than 60 days	No decision by audit close	Not tabulated	Within 30 days	More than 30 days/ no decision at audit end
City of Charlottetown	6	6	6								100%	0%
City of Edmonton	6	6		1	5						100%	0%
City of Fredericton	6	6	1	3	2						100%	0%
City of Moncton	6	6	3	2	1						100%	0%
City of Regina	6	6	3	3							100%	0%
City of Saint John	6	6	6								100%	0%
City of St. John's	6	6	4	2							100%	0%

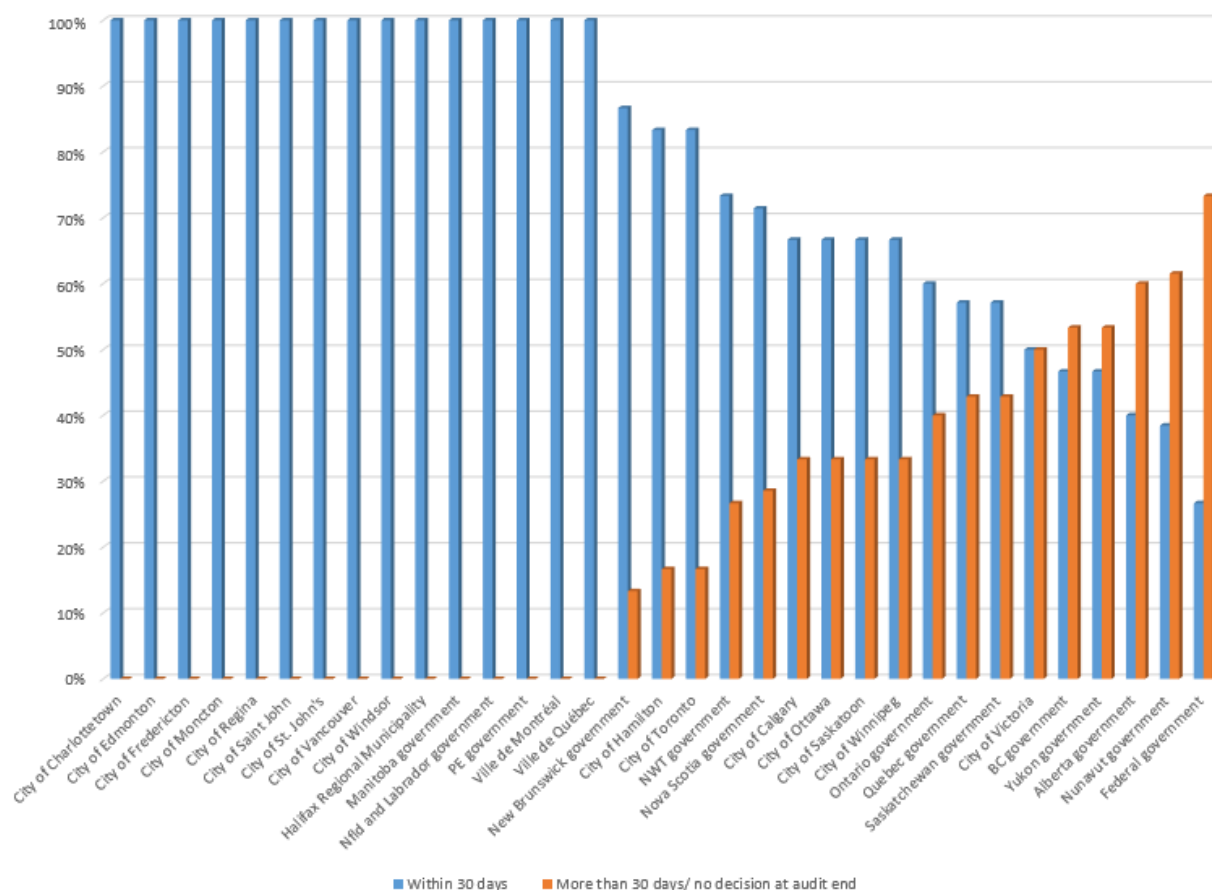
City of Vancouver	6	6	5	1							100%	0%
City of Windsor	6	6	5		1						100%	0%
Halifax Regional Municipality	6	6	4	2							100%	0%
Manitoba government	15	15		6	9						100%	0%
Nfld and Labrador government	15	15	3	4	8						100%	0%
PEI government	15	15	6	7	2						100%	0%
Ville de Montréal	6	6	2	2	2						100%	0%
Ville de Québec	6	6	3	3							100%	0%
New Brunswick government	15	15	3	5	5	1	1				87%	13%
City of Hamilton	6	6	1		4		1				83%	17%
City of Toronto	6	6	4		1	1					83%	17%
NWT government	15	15		2	9	3		1			73%	27%
Nova Scotia government	16	14	1	1	8	3	1			2	71%	29%
City of Calgary	6	6	1	1	2			2			67%	33%
City of Ottawa	6	6		2	2	2					67%	33%
City of Saskatoon	6	6	1		3	1	1				67%	33%
City of Winnipeg	6	6			4		1	1			67%	33%
Ontario government	15	15	1	2	6	4			2		60%	40%
Quebec government	15	14		3	5	2	1	2	1	1	57%	43%
Saskatchewan government	14	14	2	1	5	2	1	3			57%	43%
City of Victoria	6	6	2		1	2	1				50%	50%
BC government	15	15	7			5		2	1		47%	53%
Yukon government	15	15	1	3	3		1	7			47%	53%
Alberta government	15	15	2	2	2	6	1		2		40%	60%

Nunavut government	15	13			5	4	1	3		2	38%	62%
Federal government	120	119	3	6	23	12	6	30	39		27%	73%

Source: News Media Canada FOI audit. Represents performance on audit requests only. Record on all requests may differ. Time is recorded in calendar days from date received to final decision date, excluding the number of days between a request for clarification and the date clarification was provided. B.C. legislation permits 30 business days for a response, and Quebec and Newfoundland and Labrador 20 business days. Percentages may not add up to 100 percent due to rounding. If processing time could not be accurately determined, request was not included in timeliness calculations. Territories are included in provincial category. Caution should be exercised in comparing percentages from different levels of government due to differences in numbers of requests filed.

****The following chart shows the same information in visual format. Tall blue bars mean a government organization was faster in responding, while tall orange lines indicate slower responses.****

Chart 1: Timeliness by government organization



Getting decisions out the door quickly doesn't necessarily mean a requester is getting a lot of information. In fact, "no records" responses were processed most quickly in this audit, as in previous years. Table 4 shows how much information was released by province and level. Overall, 46 per cent of all requests were released in full.

Table 4: Extent of disclosure by government organization

Government organization	Total requests filed	1 Released in Full/Publicly available	2 Denied in Part	3 Denied in Full	5 Fee Estimate	6 No Records	No decision by audit close	Percentage disclosed in full	Denied in whole or in part (includes no decision by audit end)	Percentage with fees	Percentage no records
City of Charlottetown	6	5				1		83%	0%	0%	17%
City of Edmonton	6	5				1		83%	0%	0%	17%
City of Moncton	6	5				1		83%	0%	0%	17%
City of Victoria	6	5	1					83%	17%	0%	0%
City of Winnipeg	6	5	1					83%	17%	0%	0%
Nfld and Labrador government	15	12	1			2		80%	7%	0%	13%
BC government	15	11	3				1	73%	27%	0%	0%
Manitoba government	15	11	2		1	1		73%	13%	7%	7%
PE government	15	11	2		1	1		73%	13%	7%	7%
City of Calgary	6	4	1			1		67%	17%	0%	17%
City of Fredericton	6	4	1			1		67%	17%	0%	17%
City of Regina	6	4			1	1		67%	0%	17%	17%
City of Saskatoon	6	4			1	1		67%	0%	17%	17%
City of St. John's	6	4	1		1			67%	17%	17%	0%
Halifax Regional Municipality	6	4	1			1		67%	17%	0%	17%
Nunavut government	15	10	1	2		2		67%	20%	0%	13%
NWT government	15	10	1	1		3		67%	13%	0%	20%
New Brunswick government	15	8	6			1		53%	40%	0%	7%
Yukon government	15	8		3		4		53%	20%	0%	27%
City of Ottawa	6	3			3			50%	0%	50%	0%

City of Saint John	6	3	1			2		50%	17%	0%	33%
City of Vancouver	6	3	1		1	1		50%	17%	17%	17%
Saskatchewan government	14	7	4	1	2			50%	36%	14%	0%
Ville de Montréal	6	3	1	1		1		50%	33%	0%	17%
Quebec government	15	6	1	5		2	1	40%	47%	0%	13%
Nova Scotia government	16	6	6		1	3		38%	38%	6%	19%
Alberta government	15	5	2	3	2	1	2	33%	47%	13%	7%
City of Toronto	6	2	1	1		2		33%	33%	0%	33%
Ontario government	15	5	1		5	2	2	33%	20%	33%	13%
Ville de Québec	6	2	3		1			33%	50%	17%	0%
City of Windsor	6	1		2	3			17%	33%	50%	0%
Federal government	119	20	46	6		8	39	17%	77%	0%	7%
City of Hamilton	6		1		3	2		0%	17%	50%	33%
Totals	428	196	90	25	26	46	45	46%	37%	6%	11%

Table 4

A request is considered released in full if it is released without exemptions (other than personal privacy), at no cost, and, in the case of requests for data, in a machine-readable format. Data released in PDF or image formats, or printed out on paper, recorded as denied in part. A request not answered by the end of the audit period is included in the denied in whole or in part column even though at a later date it could be released in full.

Performance also varied by individual request, with some mostly released in full, others denied in part or in whole, subject to fee estimates, or overdue. Timeliness also varied by request. Table 5 shows disclosure decisions by request, and table 5A shows timeliness:

Table 5: Extent of disclosure, individual request topics

Level and request	1 Released in Full/Publicly available*	2 Denied in Part	3 Denied in Full	5 Fee Estimate	6 No Records	No decision by audit close	Total tabulated	Percentage released in full or publicly available	Denied in whole or in part (including no decision by audit close)	Other
PROVINCIAL LEAVE	36	1	2				39	92%	8%	0%
MUNICIPAL LEAVE	17	1		1			19	89%	5%	5%
MUNICIPAL TRIPS	17			2			19	89%	0%	11%
MUNICIPAL REQUESTS	13	4		2			19	68%	21%	11%
PROVINCIAL TRIPS	25	4	6	2	2		39	64%	26%	10%
PROVINCIAL HEALTH CARDS	8				5		13	62%	0%	38%
PROVINCIAL JAIL BIRTHS	7	1			5		13	54%	8%	38%
MUNICIPAL SPECIFIC	10	1		4	4		19	53%	5%	42%
PROVINCIAL REQUESTS	17	15	2	3		2	39	44%	49%	8%
MUNICIPAL CORRESPONDENCE	7	5	3	4			19	37%	42%	21%
PROVINCIAL SPECIFIC	13	6	5	3	9	3	39	33%	36%	31%
PROVINCIAL REFUGEES	4	3		4	1	1	13	31%	31%	38%
ALTERNATIVE FEDERAL	1	2			1		4	25%	50%	25%
FEDERAL CONTRACTS	6	13	1			4	23	26%	74%	0%

FEDERAL CORRESPONDENCE	5	7	2			10	24	21%	79%	0%
FEDERAL SPECIFIC	5	7	1		2	9	24	21%	71%	8%
FEDERAL REQUESTS	3	14				7	24	13%	88%	0%
MUNICIPAL MARRIAGE	2	3	1	1	12		19	11%	21%	68%
FEDERAL TRUMP		3	2		5	10	20	0%	75%	25%
Totals	196	90	25	26	46	46	429	46%	38%	17%

Table 5

*Publicly available means the government body referred the auditors to the same information in a publicly available venue, usually online.
 Denied in part includes data requests released as PDF or image files.

Table 5A: Time taken to respond to requests, individual requests

Level and request	10 days or fewer	11 to 20 days	21 to 30 days	31 to 45 days	46 to 60 days	More than 60 days	No decision by audit close	Total tabulated	Not tabulated	Within 30 days	More than 30 days/ no decision at audit end
MUNICIPAL MARRIAGE	14	3	2					19		100%	0%
PROVINCIAL JAIL BIRTHS	3	5	5					13		100%	0%
MUNICIPAL LEAVE	8	5	5	1				19		95%	5%
MUNICIPAL REQUESTS	8	4	6			1		19		95%	5%
MUNICIPAL SPECIFIC	6	4	7	1		1		19		89%	11%
MUNICIPAL TRIPS	7	4	5	3				19		84%	16%
PROVINCIAL HEALTH CARDS	1	3	6	2		1		13		77%	23%
PROVINCIAL TRIPS	10	3	15	4	2	5		39		72%	28%
MUNICIPAL CORRESPONDENCE	8	2	3	1	4	1		19		68%	32%
PROVINCIAL SPECIFIC	5	7	14	6	2	1	3	38	1	68%	32%
PROVINCIAL LEAVE	3	5	17	7	1	4		37	2	68%	32%
PROVINCIAL REQUESTS	3	12	7	9		5	2	38	1	58%	42%
ALTERNATIVE FEDERAL			2			2		4		50%	50%
PROVINCIAL REFUGEES	1	1	3	2	2	2	1	12	1	42%	58%
FEDERAL REQUESTS	1	1	6	1	3	5	7	24		33%	67%
FEDERAL CONTRACTS		1	6	8	1	4	3	23		30%	70%
FEDERAL TRUMP	2	1	2	1		4	10	20		25%	75%
FEDERAL CORRESPONDENCE		3	2	1		8	10	24		21%	79%
FEDERAL SPECIFIC			5	1	2	7	9	24		21%	79%
Totals	80	64	118	48	17	51	46	424	5	62%	38%

Table 5A

Source: News Media Canada FOI Audit

*Alternative federal request filed to certain federal government bodies in place of the Federal Trump request.

The type of decision is also correlated with the time a request takes to complete. Government bodies turn requests around most quickly when they find no records or issue fee estimates. Decisions to disclose all, part of none of the records requested take longer, with partially denied requests taking the longest of all. This table shows results for all government bodies at all levels.

Table 6: Timeliness by final decision type

Decision type	Average days to decision	Requests
Denied in Part	43.6	89
Denied in Full	29.8	25
Released in Full/Publicly available	26.1	192
Fee Estimate	21.5	26
No Records	16	46

Table 6

Excludes requests not responded to by the end of the audit period.

The pattern is much the same when the results are broken down by government level, though provincial “no records” responses took longer in this audit than those at the municipal and federal levels.

Table 7: Average decision time by type of decision

Level	Decision type	Average days to decision	Requests
Federal	Denied in Part	56.4	46
Federal	Denied in Full	48.8	6
Federal	Released in Full/Publicly available	42.3	20
Provincial	Denied in Part	34.9	29
Provincial	Denied in Full	29.1	15
Provincial	Released in Full/Publicly available	27.7	106
Provincial	No Records	23.0	22
Municipal	Fee Estimate	21.8	14
Provincial	Fee Estimate	21.1	12
Municipal	Denied in Part	19.3	14
Municipal	Released in Full/Publicly available	18.7	66
Federal	No Records	17.1	8
Municipal	No Records	5.9	16
Municipal	Denied in Full	4	4

Table 6A

Excludes requests not responded to by the end of the audit period.

Appendix A provides complete details on disclosure decisions by various government bodies.

2. PROMISES, PROMISES – A FEDERAL ACCESS SYSTEM IN CONTINUED CRISIS

In its 2015 platform on Open and Transparent Government, now Prime Minister Justin Trudeau's Liberal Party stated that "transparent government is good government." It's a sentiment shared by just about every opposition party that seeks power, but often falls out of favour once power is achieved. The 2017 FOI audit set out to test the Trudeau government's willingness to back its commitment with action. Instead of auditing 12 federal departments and agencies, this year's audit was expanded to 24.

The results are not encouraging and show a system that seems as broken as ever.

Policy context

Like the Conservatives, who ultimately abandoned most of their promises, the Liberals came into office pledging to major reforms to access legislation. The Liberal promise that got the most attention was one to expand the act to cover cabinet ministers' offices, currently a huge black hole in the access rights of Canadians at the federal level. Commitments were also made to give the federal information commissioner the power to make binding orders requiring government bodies to release information, to eliminate all fees save for the \$5.00 application charge, and to make "all government data and information ... open by default in machine-readable, digital formats." In "rare instances" where information could not be released, a written explanation within 30 days would be required.

The party also promised to implement all proposals that had been included in bills and motions proposed by Liberal members of Parliament. These included a bill introduced by the then future prime minister, Justin Trudeau, which promised, among other things, to amend the Access to Information Act to set the maximum application fee at \$5.00 rather than the \$25 allowable in the act now, to require refund of the application fee if the request is not responded to within 30 days, and to add to the purposes of the act that information in machine-readable formats must be available.

So far, the only of the Liberals' 2015 promises to be implemented is the removal of the fees, and that has been done half-heartedly by way of a 2016 interim policy directive from the Treasury Board. This directive could be reversed at any time because the fee provisions in the regulations and the act have not been repealed.

The 2016 policy directive did contain a provision on release of data, directing that records be released "in the format requested by the requester, including machine-readable and reusable formats" but with the caveat that this only applied when "privacy, confidentiality and security

considerations would not be compromised and it would not be unreasonable or impracticable to do so.”

Beyond those actions, the government said it needed to know more and it embarked on a consultation process with Canadians in which it laid out its broad proposals for reform (<http://open.canada.ca/en/consultation/government-proposals-to-revitalize-access-to-information>) and accepted suggestions and input.

Bill C-58

As this audit is released, the House of Commons is seized with Bill C-58, introduced in June 2017. C-58 contains a number of measures to reform the Access to Information Act.

Most notably, it would fulfill the Liberals’ promise to give the commissioner power to order governments to release information, something the current commissioner, Suzanne Legault, and many others, have called for. Government bodies could seek review of orders by the Federal Court, but otherwise they would be binding.

Bill C-58 would also enshrine in law the existing practice of proactively disclosing travel and hospitality expenses of ministers and senior government officials and contracts greater than \$10,000, would extend this disclosure to senior court officials and judges and to court administration offices, and would require disclosure of several other commonly requested records, including lists of ministerial briefing notes. For the most part, these are simply specific codifications of access rights already included under the general right of access to records under the act, and there is no guarantee that records released this way would be as extensive in their disclosure as requesters might wish.

The bill would also require government bodies to publish online, in the fall, their annual reports to Parliament on performance under the act. These reports have always been public, but the bill will ensure they are accessible.

But where the bill gives, it also takes away.

C-58 quietly removes the statutory requirement in Section 5 that the government make available an annual publication explaining the internal organization and detailing the classes of records held by government bodies. If this information were no longer available, it could make it more difficult for requesters unfamiliar with government records and nomenclature to precisely identify what they wish to request and could result in more imprecisely worded and vague requests.

The bill also introduces a provision that would permit government institutions to reject requests for a range of reasons. These would include:

- if a request didn't indicate the specific subject matter;
- if a request didn't indicate the type of record;
- if a request didn't indicate the time period for the record;
- if the record may be accessed "by other means,"
- if the request were "vexatious ... made in bad faith or otherwise an abuse of the right to make a request for access to records," or
- if the request either was "for such a large number of records" or would require "a search through such a large number of records that acting on the request would unreasonably interfere with the operations of the government institution," even with an extension in the time limit.

Some of these will likely help ensure requests are worded with sufficient clarity and not excessively broad, but others seem vague. For example, it is unclear what it would mean for a record to be accessible "by other means." The act already contains a provision allowing a government body to refuse a request if "the material in the record or part thereof" is to be published within 90 days, or even longer if translation or printing are required. The new power is broader, and would be in addition to the existing provision, which would remain. A requester could conceivably be told under this provision that a record was available informally, then be tied up in an informal process that provided none of the protections of the act, such as the right to complain to the commissioner about denied access.

The provisions requiring the "subject matter" be stated and that a time period be provided seem on their surface sensible, but there are times when excluding one or both could make sense. A request may seek a class of records, such as all emails between two officials in a certain period, where the purpose is to learn the subject matter of the communications. Clarification of the meaning of "subject matter" would help. Similarly, a precise date range may be difficult to provide if a requester doesn't know when particular records would have been created. This provision could lead to requesters being cautious, and proposing wide date ranges, rather than relying on officials, who know the records better, to identify the appropriate timeframe.

It's important to note that the act already requires that a request be defined sufficiently well that "an experienced employee of the institution" could identify it "with a reasonable effort," so it is unclear why these new requirements are necessary.

Proposed power to refuse large requests

One of the most worrisome of the new provisions is one allowing requests to be rejected simply because of their size or scope.

The Access to Information Act contains wording allowing for a “reasonable” extension of the response time-limit if:

the request is for a large number of records or necessitates a search through a large number of records and meeting the original time limit would unreasonably interfere with the operations of the government institution.

Bill C-58 would extend that power by allowing a government body to disregard a request altogether if:

the request is for *such* a large number of records or necessitates a search through *such* a large number of records that acting on the request would unreasonably interfere with the operations of the government institution, *even with a reasonable extension of the time limit...* (emphasis ours)

So, with this small adjustment to the wording, what is now grounds to delay responding would become grounds to refuse to respond altogether. One cannot rule out that this power might be exercised to the disadvantage of requesters.

In the 2017 audit, almost a quarter of the requests to federal government bodies had imposed extensions under the existing provision in section 9(1)(a), which means government bodies were saying that processing the requests within the usual 30 days would unreasonably interfere with their operations. That was 29 out of 119 requests. Overall, across government, section 9 (1)(a) was used 5,664 times on requests closed in 2015–2016, the most recent fiscal year for which the federal government has released statistics

(<https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/statistics-atip/access-information-privacy-statistical-report-2015-16.html#toc2-5>).

It’s impossible to know how many of the requests extended for volume in this audit, or more generally among all requests, would have been rejected outright if the new power to bounce requests for large volume were passed into law. But there seems no doubt some would be.

The danger is in having such an imprecisely worded provision. One department’s unreasonably large volume of records could be another’s perfectly reasonable one.

Such inconsistency was already on display in the 2017 audit results in which some federal government bodies were far more likely to use the existing 9(1)(a) power. Fifteen of the 24 federal government bodies included in the audit imposed an extension under the existing section 9(1)(a), but just three were responsible for a third of all the volume extensions. These were the Privy Council Office, which imposed such an extension on four of five requests, Canada Post which did so on three of five, and Agriculture and Agrifood Canada, which also imposed such an extension on three of its five requests.

The Trudeau government, in its fact sheet, provides a brief rationale for this provision, which includes the example of “individuals making hundreds of requests in a year to the same operational area of a government institution, or requesting all emails of a certain government employee for a number of years.” However, it offers little more explanation on why such an extensive provision might be required.

The proposed power to refuse requests as frivolous or vexatious does exist in some provincial laws, but often can’t be exercised without the permission of the province’s oversight officer. Bill C-58 provides no such safeguard.

The proposed right of refusal could have the effect of incentivizing requesters to narrow imprecise and expansive requests to make them more manageable. The government argues the ability to walk away from “duplicative and overbroad requests” would free the time of those processing requests to deal with “requests from other requesters.” But the benefit is potentially counteracted by the potential overuse of such a provision. In effect, the government seeks to go from being held accountable by requesters through their requests, to holding requesters accountable for their requests. In its fact sheet, the government says, “The intention of the new authorities is to help focus limited Government resources on requests and complaints that are consistent with the spirit of the ATIA.”

The government already holds most of the cards. Overly wide exemptions such as protecting advice by government officials, the total exclusion of cabinet records, the ability to extend request timelines for months and months, and the continuing exclusion of records in ministers’ offices already tilt the playing field heavily in favour of secrecy.

The bill does provide that these new powers to refuse requests would be subject to review by and orders from the information commissioner, which should help contain any misuse, but that process will take time to play out.

Fees

Despite the Liberal promise to eliminate fees, Bill C-58 leaves intact the language in the act and regulations permitting their collection. This includes fees for producing a record from a machine-readable record, as well as fees for search and preparation time.

A 2015 Federal Court decision (<http://www.canlii.org/en/ca/fct/doc/2015/2015fc405/2015fc405.html>) prohibited the collection of search and preparation fees for records already existing in a computerized form— including such forms as Word documents—based on the wording of the existing Access to Information Regulations. This had, effectively, eliminated many fees before the May 2016 directive to cease collecting them.

By leaving the fee provisions of the act intact, Bill C-58 leaves open the option to reintroduce fees at some point in the future if this or a future government desired to do so, simply by changing the 2016 directive and/or amending the fee regulations to meet the court's concerns. As the government fact sheet on Bill C-58 puts it, "This would provide the flexibility to monitor trends in requests and make adjustments if appropriate in the future."

No changes to exemptions or exceptions

One thing Bill C-58 does not do is change any of the numerous exemptions and exceptions in the Access to Information Act, meaning that the government will retain all of the existing ways it can say no to releasing certain information. There have been numerous calls to reform these provisions, especially some of the most commonly used—some say abused—sections such as Section 21 on policy advice and the Section 69 exclusion for cabinet records.

And as noted by many observers, the signature Liberal promise to expand the act to cover cabinet ministers' offices is entirely absent from C-58.

The government has indicated there will be another stage of FOI reform, but for now this is the context in which this year's FOI audit measures current government performance.

The 2017 special federal audit

There are almost 150 federal government departments and agencies that are subject to the Access to Information Act, as well as many crown corporations. Together, they received 75,387 requests in 2015–16, the most recent year for which the Treasury Board has published statistics. Of those, 41,660, about 55 per cent, were received by one department, Immigration, Refugees and Citizenship Canada, the vast majority for information about individual files. That leaves about 34,000 requests received by all of the other government bodies at the federal level.

The following table, taken from the 2015–16 statistical report, shows the top ten departments by numbers of requests.

Immigration, Refugees and Citizenship Canada	41,660
Canada Border Services Agency	5,532
Royal Canadian Mounted Police	3,854
Canada Revenue Agency	3,139
National Defence	2,189
Employment and Social Development Canada	1,572
Environment and Climate Change Canada	1,558
Health Canada	1,222
Global Affairs Canada	1,086
Transport Canada	1,032

Source: Treasury Board Secretariat

Traditionally, the News Media Canada FOI audit has sent requests to a sample of departments and crown corporations that has remained the same from audit to audit. This year, the traditional bodies were retained, and joined by another 13.

In all, the 2017 sample includes the top 10 government federal departments and agencies by the number of employees, the top 10 by the number of access requests they receive (many of the first two groups overlap), plus additional agencies, departments and crown corporations chosen for their size and/or prominence. This is the complete list that received requests in 2017.

- Agriculture and Agri-Food Canada
- Canada Border Services Agency
- Canada Post
- Canada Revenue Agency
- CBC
- Communications Security Establishment Canada (CSEC)
- Correctional Service Canada
- Canadian Security Intelligence Service (CSIS)
- Department of Finance Canada
- Employment and Social Development Canada
- Environment and Climate Change Canada
- Fisheries and Oceans Canada
- Global Affairs Canada
- Health Canada
- Immigration, Refugees and Citizenship Canada
- Indigenous and Northern Affairs Canada
- National Defence
- Parks Canada
- Privy Council Office
- Public Services and Procurement Canada
- Public Service Commission (1 request only)
- Royal Canadian Mounted Police
- Shared Services Canada
- Transport Canada
- Via Rail Canada

Between them, these departments, agencies and crown corporations account for close to 80 per cent of federal employees and more than 80 per cent of all access requests. While it would have been ideal to send requests to every government body subject to the act, this would not have been practical in terms of the size and complexity of the overall audit project.

Making Comparisons

As in previous audits, some requests permit comparisons to other levels, and to previous audits, on responding to the same question.

One of the 2017 requests, for a log of all received access to information requests, mirrors the request made to the provinces and municipalities for the same information, allowing a direct comparison of federal performance to that at other levels. This request was chosen for the comparison because the records are likely to be close at hand, often in the same office that processes the request, and are likely to be similar in difficulty to provide, as most government bodies keep the request logs in electronic files. This request was also included in the federal audit in previous years, allowing a comparison to performance in the past.

A second request for one month of public correspondence to the minister (or other head of an agency) was also filed at the municipal level, where correspondence to the mayor was requested.

The 2017 audit contains a request that is repeated from previous audits at the federal level, and that is the request for contracts valued at \$10,000 or less.

The remaining federal requests are new for 2017, including a request for briefing notes related to the assumption of the U.S. presidency by Donald Trump, and a request unique to each government body.

The top line

Delays have long plagued the federal access system; in the 2017 audit, performance is the worst overall it has been since the audit began to be conducted using these methods, in 2008.

The Access to Information Act promises a response to a request for records within 30 days, unless extended under section 9.

Only twenty-seven per cent of requests filed in 2017 were completed within that time—by far the lowest proportion in the entire audit. In fact, 39 of 119 requests to federal government bodies had not received a response by the audit close date of July 18 (120 were originally filed but one was removed from the audit due to data quality issues).

Because requests were not all filed or received on the same date and the clock was stopped on some while clarification requests were answered, the number of days since requests were received varies, but it was never less than 90 and some requests had been in progress for nearer to four months when the audit closed.

Only four of the 39 uncompleted requests were under a legal time extension on the audit close date. Twenty had never been extended at all, and yet were still outstanding three or more months after they were filed.

By comparison, only six of 196 provincial/territorial requests were outstanding as of the audit end date (two each from Ontario and Alberta, and one each from B.C. and Quebec). And, none of the 114 municipal requests was outstanding at the audit close date.

The federal system is uniquely slow.

Performance by government body

Five requests were filed to each government body at the federal level. Some government bodies were much faster responding than others. Table F1 is sorted first by the number of requests that resulted in records being released within 30 days, then by those that took more than 30 days, then by those that took more than 60 days, and finally by the number having no decision at all by the end of the audit. The table is not a strict ranking, but generally sorts the best performance toward the top and the worst toward the bottom. The Department of National Defence and the RCMP had not responded to any of the audit requests by the audit close date of July 18.

Table F1: Time to final decision for each federal government body audited

Institution	Total requests filed	Within 30 days with records	Within 30 days/no records	More than 30 days	More than 60 days	No decision by audit close
Communications Security Establishment	5	3		1	1	0
Fisheries and Oceans Canada	5	3		1	1	0
Parks Canada	5	3	1	0	1	0
Public Services and Procurement Canada	4	3	1	0	0	0
Shared Services Canada	5	3	1	0	0	1
Canadian Broadcasting Corporation	5	2	1	1	1	0
Department of Finance Canada	5	2	2	0	1	0
Canada Revenue Agency	5	1		2	2	0
Agriculture and Agri-Food Canada	5	1		1	2	1
Immigration, Refugees and Citizenship Canada	5	1		0	2	2
Indigenous and Northern Affairs Canada	5	1	1	0	1	2
Canadian Security Intelligence Service	5	0		4	1	0
Via Rail Canada	5	0		2	3	0

Employment and Social Development Canada	5	0		2	1	2
Transport Canada	5	0		2	0	3
Canada Post Corporation	5	0	1	1	3	0
Public Service Commission	1	0		1	0	0
Canada Border Services Agency	5	0		1	0	4
Global Affairs Canada	5	0		0	3	2
Privy Council Office	5	0		0	3	2
Environment and Climate Change Canada	5	0		0	2	3
Correctional Service Canada	4*	0		0	1	3
Health Canada	5	0		0	1	4
Department of National Defence	5	0		0	0	5
Royal Canadian Mounted Police	5	0		0	0	5
Totals	119	23	8	19	30	39

Source: News Media Canada FOI audit. Numbers are provided to allow comparison between government bodies in this audit, and may differ from the government body's overall performance processing requests. Time to decision excludes days between a request for clarification and the date clarification provided. Audit close date was July 18, 2017. *One CSC request was removed from the audit calculations due to data quality concerns.

As noted elsewhere in this report, speed is only one measure. It also matters how much information is released.

The following table shows the same government bodies, sorted by how much information they actually disclosed. Those near the top released the most information in full, followed by those who disclosed at least some information, those that either denied information in full, and finally those that had not responded by the audit close date. Again, it is not a strict ranking. It's also important to note that the denied in part category can include records with intermittent passages redacted to those almost entirely redacted. Some of these more nuanced issues are discussed below.

Table F2: Extent of disclosure for each federal government department audited.

Government body	Released in Full/ Publicly available	Denied in Part	Denied in Full	No Records	No decision by audit close
Fisheries and Oceans Canada	4		1		
Parks Canada	2	2		1	
Public Services and Procurement Canada	2	1		1	
Transport Canada	2				3
Via Rail Canada	1	4			
Canada Revenue Agency	1	4			
Agriculture and Agri-Food Canada	1	3			1
Canadian Broadcasting Corporation	1	3		1	
Shared Services Canada	1	2		1	1
Employment and Social Development Canada	1	2			2

Department of Finance Canada	1	2		2	
Environment and Climate Change Canada	1	1			3
Health Canada	1				4
Public Service Commission	1				
Communications Security Establishment		5			
Canadian Security Intelligence Service		3	2		
Privy Council Office		3			2
Immigration, Refugees and Citizenship Canada		3			2
Global Affairs Canada		3			2
Indigenous and Northern Affairs Canada		2		1	2
Canada Post Corporation		1	3	1	
Correctional Service Canada		1			3
Canada Border Services Agency		1			4
Royal Canadian Mounted Police					5
Department of National Defence					5
Totals	20	46	6	8	39

Source: News Media Canada FOI audit. Numbers are provided to allow comparison between government bodies in this audit, and may differ from the government body's overall performance processing requests. Audit close date was July 18, 2017.

The Department of Fisheries and Oceans disclosed more information than any other federal government body, partly because it was one of only two federal departments to release both the ATIP requests and contracts requests, in full, as machine-readable data.

The Royal Canadian Mounted Police and the Department of National Defence hadn't answered a single one of their requests by the end of the audit, while the Canada Border Services agency had four unanswered requests.

Overall, federal government bodies had the worst disclosure performance of any government organization audited in 2017 (see grades section).

In some cases, requests shown as denied in part could easily have been classified as being denied in full.

As an example, the Communications Security Establishment, naturally secretive due to its critical intelligence-gathering mission and its close relationships with electronic spying agencies in allied countries, released something in response to all of its requests, but sometimes that amounted to little. For two of the five requests, correspondence to the Chief, and assessments of cyber threats to the Canadian electoral process, CSEC released only the headers on a few pages and no substantive information at all. The rest was redacted under a variety of exemptions or exclusions, including as advice to the minister, as information, the release of which might facilitate the commission of an offence, and as cabinet confidences. A shade more information was released in response to the request for records related to the assumption of the U.S. presidency by Donald Trump. The remaining two requests, for contacts under \$10,000 and ATIP requests, were subject to less extensive redaction by CSEC; contract vendors were not released, nor contract values.

Similarly, the Privy Council Office redacted almost all of the information in records it located in response to the request for briefing materials related to the renegotiation of NAFTA. And, even though the private members bill on ATIP that was sponsored by Justin Trudeau in 2014 proposed a broad right of access to records in electronic format, the PCO—which is in effect the PM's own department—released data on access to information requests in a PDF image file, which is not-machine readable and is intended to be viewed only. This is the same response the PCO gave in the 2015 audit, but an improvement from 2014 when the PCO refused to even process the same request unless the auditor agreed to receive paper records.

The responses to individual requests by all government bodies in the audit can be found in Appendix A.

Comparing federal performance to other levels of government

As mentioned earlier, performance by federal government bodies was far worse than that of government bodies at other levels. Only 27 per cent of requests filed to federal bodies were completed within 30 days, compared to 66 per cent for provincial government bodies and 89 per cent for municipal governments.

One of the audit requests was filed to all government bodies in the audit, at all three levels of government, and that was the request for a log of received freedom of information/access to information/right to information requests. This is information that needs to be maintained by all government bodies that are responding to access requests from the public, and the records should be easily accessible to those processing requests as it is a record of their work. These factors make it an ideal request to use to compare performance across all three levels of government.

Even on this most straightforward request, federal government bodies lagged far behind their municipal and provincial/territorial counterparts in completing it, with 33 per cent completed within 30 days at the federal level compared to 58 per cent at the provincial/territorial level and 95 per cent at the municipal level.

Table F3: Time to final decision for FOI list request, by government level

Days to final decision	Federal	Municipal	Provincial
10 days or fewer	4%	37%	8%
11 to 20 days	4%	26%	32%
21 to 30 days	25%	32%	18%
31 to 45 days	4%	0%	24%
46 to 60 days	13%	0%	0%
More than 60 days	21%	5%	13%
No decision by audit close	29%	0%	5%
Totals	100%	100%	100%

The audit also contained a request for public correspondence to the minister or other head of a federal government body or to the mayor of a municipality, for January 2017. Both requests posed similar challenges to the government bodies in that decisions would need to be made about what would have to be redacted from the letters to preserve the personal privacy of the letter writers, as well as about the application of other exemptions. While the challenges were similar, the performance was drastically different.

Table F4: Correspondence request response speed by level, and by number of requests and percentage

Days to decision groups	Federal	Municipal	Federal	Municipal
10 days or fewer		8	0%	42%
11 to 20 days	3	2	13%	11%
21 to 30 days	2	3	8%	16%
31 to 45 days	1	1	4%	5%
46 to 60 days		4	0%	21%
More than 60 days	8	1	33%	5%
No decision by audit close	10		42%	0%
Totals	24	19	100%	100%

The same proportion of municipal requests, 42 per cent, was completed within 10 days or fewer as federal government bodies hadn't answered at all after at least three months.

Of course, some federal government bodies have much larger volumes of correspondence, which may account for some of the difference. Some federal government departments also chose to embark on time-consuming third-party consultations on release of private information, rather than simply redacting information, leading to more delays.

Comparisons with the 2015 audit

The requests and contracts requests were previously included in the 2015 and 2013–14 audits, respectively, both conducted in the latter years of the Harper government.

The results in 2017 have shown no real measureable improvement in access, despite the Liberal promises of increased transparency.

The federal performance on the request for a log of FOI requests was little changed from 2015. About the same percentage each year took 60 days or more. When only those government bodies included in both the 2015 and 2017 audits were considered, the average time to process the requests request dropped marginally from about 45 to about 44 days.

The audit also contained one request that was essentially identical to one in the 2013–14 audit, for an electronic list of contracts under \$10,000. The previous request sought one year of data and the current request two years, but otherwise the wording was identical. The request took about the same amount of time, on average, to process in both audits: 41 days. When only departments audited in both years were considered, however, the average in 2017 worsened to 45 days.

See table 5 for a complete comparison of performance on all audit requests.

Topical requests also took longer to process (for those that had a decision by the audit close date) than requests for generic information.

Conclusion

The results of the 2017 FOI audit show that even as the federal government backs off on some of its promises to reform the Access to Information Act, while fulfilling a major promise to give the information commissioner order making power, performance of federal government bodies is worsening—at least on the mix of requests filed in the audit. This raises the intriguing question as to whether the government is expanding its powers to reject requests outright partly as a way to solve some of the problems of poor performance.

The government acknowledges that one of its goals is to “focus limited Government resources” on requests *it* considers within the spirit of the law. Rather than fix the problems at the root of poor performance, including under-resourcing of the offices that process requests and overly restrictive and cautious policies and procedures that elongate processing time, the government may be seeking ways to simply remove more troublesome requests from the processing pipeline altogether. The Liberal government has a long way to go if it is to deliver on its promises of transparent government.

3. OUT WITH THE OLD, IN WITH THE NEW

Access to information in Canada is undergoing something of a technological revolution, as old processes are slowly replaced by the kind of modern, online ones common for years in other fields such as retail sales.

Traditionally, access requests were filed and handled on paper. Requesters mailed letters or forms to government bodies, which retrieved the records, severed them by hand, if necessary, and sent back the responses by mail. Communications between the application and decision were conducted by mail or telephone.

Email has taken over much of the intermediary discussion, and internally, government bodies, especially larger ones, use specialized software to prepare records for disclosure. But until recently, requests were still, by and large, filed by mail, with responses coming back by mail. Application fees were paid by cheque or money order, even when many other government services had moved online, leading to delays due to lost or misdirected cheques, or errors in filling out the cheque.

Previous audits have commented on these issues and urged government bodies to adopt today's technology.

Progress has been slow, but the old ways are starting to give way.

Nova Scotia made strides in the past year. Not only are requests to provincial government departments now filed online, but the entire request process is conducted within an online portal. Requesters sign up for an account, much as they might with an online retailer. Once the account is set up, requests can be filed and the application fees paid, from within the account. Correspondence from departments is posted in the account as soon as it is ready, as is the final release package, if any. Fees for search and preparation can also be paid from within the account. It's the Amazon of access to information.

During the 2017 audit, the system worked as advertised, except in one instance where a department posted the final decision letter but failed to post the actual documents until the auditor pointed out they were missing. This demonstrates that such systems still require careful attention to detail.

Nova Scotia's system is among the most user-friendly in the country, but it is not the only jurisdiction to allow online filing of requests. The number of federal departments and agencies accepting requests through the government's online portal has increased, though some such as the Privy Council Office (the prime minister's department) still require requests to be mailed in. In one instance, this resulted in a request being delayed because the auditor made a small error

in the payee line on a \$5.00 cheque for the application fee, and the PCO refused to start processing the request until a new cheque with exactly the correct payee was provided. This, once again, shows how the traditional paper-based systems can be a barrier to access, not to mention that they waste time.

Others accepting requests online include the Governments of Newfoundland and Labrador, Prince Edward Island, Alberta, B.C. and Yukon, and the cities of Fredericton, Moncton and Toronto. As with the federal government, subsequent communications are by email, telephone or mail. Vancouver and Victoria accept requests by email.

4. ISSUES RAISED IN PREVIOUS AUDITS: DATA REQUESTS AND FEES

Data requests

Requests for machine-readable data take longer and less is released. It's a pattern that has been seen in previous audits, and continued in this one. Release of information requested in electronic form in unreadable PDF or image files continues to be an issue, especially at the federal level, and is one of the reasons why the audit results show data requests are less likely to be released in full than requests for conventional documents.

At the federal level, many departments and other bodies disregarded the wording in the ATIP requests and contracts requests that the data be released in a machine-readable format. In fact, listing the ones that did respond as requested still results in a far shorter list than listing those that did not.

Environment and Climate Change, Fisheries and Oceans, Global Affairs, Parks Canada, the Public Service Commission, and Shared Services Canada were the only federal government bodies to provide the data on contracts under \$10,000 in the requested format. Eleven provided the data in a PDF, image file, or as a paper printout. The CBC, whose news arm is pursuing data journalism aggressively, was among those who provided the "data" on paper.

Environment and Climate Change, Fisheries and Oceans, Public Service and Procurement Canada, Shared Services Canada and Transport Canada provided a dataset of Access to Information Act requests in machine-readable, electronic format. Again, 11 provided the "data" in PDF or image format, or as a paper printout. Once again, the CBC provided in paper form what had been requested to be in a machine-readable format.

The remainder of federal bodies had not provided a response to these requests by the end of the audit period.

Performance was broadly better at the provincial and municipal level. The request for logs of FOI requests was filed at all levels. Only one municipality, Hamilton, released the information in a non-machine-readable format. The city referred the auditor to online records of FOI requests that were in PDF.

The City of Toronto was able to refer the auditor to online records on its open data site that contained data for completed requests but not ones that were still open. It later issued a small fee estimate for the rest of the information, but the request was recorded in the audit as denied in part because, while a modest fee has the same weight in the audit as denied in part,

by recording the request as denied in part, it was recorded as being released much more quickly than otherwise would have been the case.

The City of Windsor was the outlier in this group, issuing the largest fee estimate in the audit (see fee section below) to provide the FOI request records.

Twelve of 39 provincial of the provincial requests for electronic data released were in PDF.

All three of the requests filed to Saskatchewan ministries for datasets of FOI requests were released as PDFs, and two departments—health and justice—argued this was necessary to “ensure that security and integrity of the original electronic document remains intact.”

New Brunswick government bodies also released the FOI request data as PDF files.

The PEI department of Justice and Public Safety said the records were being released in Excel and PDF, but actually only mailed paper printouts. Northwest Territories Education, Culture and Employment also promised to follow up with emailed records, but only mailed printouts.

B.C. had all of the requested information available online.

Alberta Justice (\$311.50) and the Ontario Ministry of the Attorney General (\$125) also issued substantial fee estimates to release the information, though both a fraction of the amount demanded by Windsor.

Table 8 shows that data requests take longer than requests for documents. “Various” indicates specific request topics that could be data or documents.

Table 8: Time to final decision by requested document format

Days to decision groups	DATA	DOCS	VARIOUS
10 days or fewer	11%	25%	14%
11 to 20 days	18%	15%	14%
21 to 30 days	22%	28%	33%
31 to 45 days	17%	10%	8%
46 to 60 days	4%	3%	5%
More than 60 days	15%	10%	11%
No decision by audit close	13%	9%	15%

Table 9 shows that data requests are also less likely to be released in full.

Table 9: Extent of disclosure by requested document format

Final decision	DATA	DOCS	VARIOUS
Released in Full/Publicly available	37%	53%	33%
Denied in Part	44%	13%	18%
Denied in Full	2%	7%	6%
Fee Estimate	5%	6%	9%
No Records	0%	13%	19%
No decision by audit close	13%	9%	15%

Data requests are deemed to be denied in part if released as a PDF or image file—formats not suitable for data analysis

Fees

Fees have long been a barrier to access, and the 2017 FOI audit shows continued progress toward a time when fees may be eliminated in Canadian access legislation.

The federal government, at least for the time being, has stopped collecting any fees other than the \$5.00 application fee, a move that followed severe curtailing of fees in Newfoundland and Labrador and elimination of fees in New Brunswick's right to information regime.

The total amount of fees estimated or assessed in the audit was \$7,877.11, far below the \$74,000 in the 2015 audit.

The largest estimate issued was by the City of Windsor, and entailed nearly \$2,000 to release an electronic file of received freedom of information requests.

Table 10 shows all fees greater than \$50.

Table 10: Fee estimates greater than \$50 by government body and request topic

Level	Province	Government body	Request	Fee
Municipal	ON	City of Windsor	MUNICIPAL REQUESTS	1,872.60
Provincial	SK	Ministry of Health	PROVINCIAL SPECIFIC	1,360.00
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL SPECIFIC	804.00
Provincial	MB	Manitoba Education and Training	PROVINCIAL REFUGEES	645.00
Provincial	PE	Education, Early Learning and Culture	PROVINCIAL REFUGEES	554.00
Municipal	NL	City of St. John's	MUNICIPAL SPECIFIC	500.00
Municipal	SK	City of Regina	MUNICIPAL CORRESPONDENCE	338.00
Provincial	ON	Ontario Ministry of Education	PROVINCIAL REFUGEES	330.00
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL REQUESTS	311.50
Provincial	NS	Nova Scotia Department of Justice	PROVINCIAL SPECIFIC	210.00
Municipal	QC	Ville de Québec	MUNICIPAL SPECIFIC	189.36
Provincial	SK	Ministry of Education	PROVINCIAL REFUGEES	127.50
Provincial	ON	Ontario Ministry of the Attorney General	PROVINCIAL REQUESTS	125.00
Municipal	ON	City of Windsor	MUNICIPAL SPECIFIC	106.19
Municipal	ON	City of Hamilton	MUNICIPAL CORRESPONDENCE	87.00
Provincial	ON	Ontario Ministry of Health and Long-Term Care	PROVINCIAL TRIPS	60.00
Municipal	BC	City of Vancouver	MUNICIPAL CORRESPONDENCE	60.00
Municipal	SK	City of Saskatoon	MUNICIPAL SPECIFIC	53.16

Nine additional fees of under \$50 were assessed, all by government bodies in Ontario. Small fees, while less difficult for requesters to pay, slow down access while raising little revenue for government. In fact, the cost of assessing and collecting the fees likely meets or exceeds the revenue collected in many cases.

5. RESULTS BY GOVERNMENT BODY

In this section, detailed results are provided for each government body in the audit.

Federal government

One hundred and twenty requests were filed to the federal government. Twenty were released in full as requested, forty-six were denied in part, six were denied in full, eight generated a response of “no records” and 39 had no decision at the end of the audit. One was removed from the audit due to data quality concerns. Completed requests took an average of 48.4 days to be processed.

Highlights of responses:

A longstanding issue with the federal act is the number and length of time extensions. It is one of only three acts that don't limit the length of extensions, or make them subject to approval by an oversight body. The others are Ontario's provincial and municipal acts.

In the 2017 audit, 42 per cent of requests were subject to time extensions ranging from 15 to 180 days. There were 16 extensions of 90 days or longer. All these numbers are up from 2015, when 30 per cent of requests had extensions, and there were six of 90 days or longer. There were twice as many requests filed at the federal level in 2017, but the proportion of requests with long extensions was greater.

As an example, Environment and Climate Change Canada is tackling the rapid rate of climate change, but it could not keep pace with the five audit requests and imposed a time extension on each one. The department said it required an extra 60 days to complete the first four requests and an additional 120 days was needed for the request for records relating to the assumption of the U.S. presidency by Donald Trump.

The Trump request was the source of considerable delay for several federal departments. Agriculture and AgriFood Canada indicated 150 additional days would be needed, and Health Canada and Immigration, Refugees and Citizenship Canada required 120 days, to process the same request.

The only other 120-day extensions were for Indigenous and Northern Affairs to retrieve briefing notes and backgrounds pertaining to the “Sixties Scoop,” and for Shared Services Canada to respond to the request for records relating to outages of the statcan.gc.ca website, both matters of some sensitivity.

The CBC released records on travel expenses for the former anchor of the *The National*, Peter Mansbridge, although some of the information was withheld under the exclusion that allows the CBC to withhold information related to programming. While some dollar amounts were released, the amounts for the trip to the Vimy Ridge memorial for the 100th anniversary of the battle in April 2017 were not included. The records did reveal that Mansbridge was booked to and from France in business class.

The national broadcaster released information on contracts under \$10,000 and access to information requests as paper printouts of spreadsheets, rather than in the requested electronic format, which is richly ironic in light of the CBC’s aggressive adoption of data journalism techniques and its journalists’ frequent access requests for electronic data. The corporate side of the CBC does not display the same openness that the journalistic side routinely seeks from other government bodies.

The date received indicated by the CBC for the request for access requests was 16 days after it was mailed. The same occurred with the request for briefing materials on changes to the Broadcast Act. The request for Peter Mansbridge’s travel expenses was sent by registered mail, and signed for at the CBC on Thursday April 13. The CBC indicated in correspondence that it was received April 18. April 13 was the day before the Easter long weekend and April 18 the first working day afterward, which may explain the designation of the latter date as the date received.

Canada Post refused access to an electronic file of contracts under \$10,000 on the grounds that they contained confidential business information. The post office also refused the entire contents of letters from the public to the CEO, saying these constituted trade secrets or the personal information of third parties, and denied all access to records on the costs to restore cancelled home mail delivery.

Via Rail, on the other hand, released a number of its letters, and removed personal information from them while leaving the remainder intact. Global Affairs also redacted information, including entire pages, and Shared Services Canada withheld all of the content of letters it had received. Environment and Climate Change chose to notify third parties, presumably the letter writers, about the potential release of the information, as did Health Canada. The Canada Revenue Agency withheld almost all letters as they were about personal tax matters. Obviously, the contents of letters would vary—letters to CRA could contain extremely sensitive, private

details that would be difficult to anonymize because of unique circumstances—but the request shows how different government bodies can take completely different approaches to the same request.

Global Affairs Canada adopted an unusual procedure in asking auditors if they could put processing of two requests “on hold” in order that the department meet time limits in the act. In the first case, it said it was taking time to provide an electronic format for the request for an list of received access to information requests, and asked if it could put the request on “administrative hold.” The auditor replied that the department had recourse to the act’s extension provisions, and the department proceeded to apply a 60-day extension for consultations. The extended timeframe expired and the request was outstanding at the end of the audit period. In the second case, the department wrote to say it had not taken a long enough extension on the request for briefing materials related to the assumption of the U.S. presidency by Donald Trump and asked if the auditor would consent to putting the request on hold. Again, the auditor declined.

As discussed in the section of the report on data requests, many federal government bodies stuck stubbornly to the practice of releasing data in unreadable PDF or image files, despite the Trudeau government’s commitment to release in open formats. The great irony is that the government publishes data on completed access to information requests, meaning the ability to export machine-readable data on this subject exists in every department and agency subject to that proactive disclosure, and yet when a request is made for more detailed data from the same sources, government department routinely default to providing data in unreadable formats. This is not in the spirit of the government’s prominent open data initiative.

Provinces and municipalities (municipalities included with each province)

Alberta

Fifteen requests were filed to the Alberta government. Five were released in full as requested, two were denied in part, three were denied in full, two were subject to a fee estimate before release, one generated a response of “no records” and two had no decision at the end of the audit. Completed requests took an average of 28.6 days to be processed.

Alberta Education insisted it could not release a machine-readable file of freedom of information requests, arguing that such formats are not among the “standard format[s] generated by our system.” It further argued that if exemptions had to be applied, then records would have to be released in PDF. “Alberta Education does not have the capability to enable provision of severed records in alternate formats.” The department ultimately released a 173-page PDF, which was formatted as a report intended to be read by a human user. Not only was the file format not machine-readable, but using data out of the report would require error-

prone processing or manual extraction of the data. In the 2015 audit, the department issued a \$1,206.50 fee estimate for the same request.

Alberta Education already discloses travel expense information online, including scans of receipts, and provided a swift response to that request. However, the department did not provide a response by the audit close date to the request regarding the integration of Syrian refugees into the school system.

Alberta Justice refused to provide information on parental leave, saying it held no existing records and “creating such a record would be considered beyond a government body’s duty to assist.” Alberta Education took the same position, but the health department released the requested information in full, as did all but one provincial or territorial government body across Canada.

Fees were an issue with two Alberta Justice responses. The department wanted \$804 to release written incident reports involving injury at the Calgary Remand Centre, and \$311.50 to release a dataset of FOI requests.

In response to a request for receipts and reimbursement records of expenses incurred on the minister’s out-of-province trips, Alberta Justice pointed to online information—except what was available at the URL was simple summaries, not the detailed records requested.

Edmonton

Six requests were filed to the City of Edmonton. Five were released in full as requested, one generated a response of “no records” and completed requests took an average of 24 days to be processed.

Highlights of responses: The City of Edmonton showed a strong commitment to transparency, reasonable speed of disclosure, and user-friendly file formats. All records were released in full, except for the request relating to marriages at City Hall, for which it had no records because weddings are not conducted there. The request for an electronic file of freedom of information requests was released in full in a spreadsheet.

Calgary

Six requests were filed to the City of Calgary. Four were released in full as requested, one was denied in part, one generated a response of “no records” and completed requests took an average of 33.5 days to be processed.

Highlights of responses: The City of Calgary indicated it would need a 30-day time extension to respond to requests for correspondence from the public to the mayor and for an electronic file of FOI requests. Some pages information identified in response to the request for letters from

the public to the mayor were deemed “non-responsive” and removed, and, like Edmonton, the city had no records on marriages at City Hall as the municipal complex is not used for weddings. All other requests were released in full.

British Columbia

Fifteen requests were filed to the B.C. government. Eleven were released in full as requested, three were denied in part and one had no decision at the end of the audit. Completed requests took an average of 26.4 days to be processed.

Highlights of responses: British Columbia posts information on both active and completed FOI requests online, which satisfied the three requests for FOI request datasets to the ministries of Justice, Education, and Health. Information satisfying the request sent to the same ministries for travel expense records and receipts was also already available online. The requests for information on parental leaves that were sent to those same three ministries were combined into one and sent to the British Columbia Public Service Agency, which released the information in full. The request for records on the state of the legal aid system was not complete by the audit end date. The Ministry of Justice said consultations with third parties were required before a disclosure decision could be made.

Vancouver

Six requests were filed to the City of Vancouver. Three were released in full as requested, one was denied in part, one was subject to a fee estimate before release, one generated a response of “no records” and completed requests took an average of 6.5 days to be processed.

Highlights of responses: The City of Vancouver delivered relatively prompt responses on all of its requests. The longest turnaround was just under three weeks.

The city issued one fee estimate for \$60 for the request for public correspondence to the mayor. The City provided a file of FOI requests in a machine-readable format as requested, but gave little information on the nature of the requests. Instead of a summary of the wording, the city provided a “request record type,” which included examples such as “street/traffic,” “fire & rescue” and “other.” Requests for travel reimbursement records and receipts and for parental leave information were released in full.

Victoria

Six requests were filed to the City of Victoria. Five were released in full as requested, one was denied in part and completed requests took an average of 26.8 days to be processed.

Highlights of responses: The City of Victoria responded to two audit requests within just a few days, but took its time with the remainder of requests. In response to the request regarding

parental leaves, the city went above and beyond by providing an itemized Excel spreadsheet that included the names and departments of the people taking various types of leaves. However, the city stated that, “The number of days for each leave cannot be provided. ‘We would literally have to pull the 37 files and confirm if they took the standard one year,’ an official explained, and doing so would unreasonably interfere with normal duties.

While the city does not keep information on the gender of couples marrying at city hall, there were only three such marriages in the requested timeframe and staff remembered the couples and were able to provide the information.

The city projected a \$260 fee estimate to provide records on cannabis dispensary applications, and the auditor agreed to narrow the request to just include the two-page application forms. This was an excellent example of a government body providing assistance to provide the information a requester needed. The only wrinkle was the city proposed to charge both a per-copy fee for photocopies and for the time it took to make the photocopies, which seems on the surface like charging twice.

Manitoba

Fifteen requests were filed to the Manitoba government. Eleven were released in full as requested, two were denied in part, one was subject to a fee estimate before release, one generated a response of “no records” and completed requests took an average of 21.3 days to be processed.

Highlights of responses: Manitoba Education and Training wanted \$645 to provide information on correspondence with school divisions on the integration of Syrian refugees into schools, one of the larger fees in the audit.

Manitoba Justice released reimbursement reports and scans of receipts relating to the minister’s out-of-province trips but explained that some of the information was illegible because some receipts were “lightly inked” and didn’t copy well. It also explained that three receipts were not included “as they are missing from our original files.”

Manitoba Justice also indicated its records management system doesn’t keep track of information responsive to the request for records regarding requests for protection orders under the Domestic Violence and Stalking Act. However, it did provide the number of applications that were made under the Act and the number that were granted. It said further information, on individual files, could be obtained from the Court of Queen’s Bench.

Manitoba Health, Seniors and Active Living proposed that the request for all internal correspondence, memos, assessments and similar records related to the report “Provincial

clinical and preventative services planning for Manitoba” be narrowed to the report’s “environmental scan,” which it was able to release in full.

Winnipeg

Six requests were filed to the City of Winnipeg. Five were released in full as requested, one was denied in part and completed requests took an average of 38.3 days to be processed.

Highlights of responses: The City of Winnipeg provided a good example of explaining a government body’s actions to requesters, being something that falls generally within what is called the duty to assist. For example, it released an Excel spreadsheet of FOI requests and explained that: “... the information you requested was in a variety of original formats and as you have requested it in a useable, electronic format, we have created a record in the form you have requested ...”. In its response letter to the request for information on marriages at City Hall it indicated, “As the information you request was not compiled in a list, we have created a displayable record.” The City also provided a helpful breakdown of how to interpret the tables it released relating to parental leaves, and not it had undertaken a “large manual effort” to provide an accurate count for each year.

The city imposed a 30-day time extension on a request for records relating to the safety of Winnipeg Transit drivers, and eventually released four operational bulletins in full.

New Brunswick

Fifteen requests were filed to the New Brunswick government. Eight were released in full as requested, six were denied in part, one generated a response of “no records” and completed requests took an average of 21.8 days to be processed.

Highlights of responses: New Brunswick Education and Early Childhood Development “unfortunately” released its dataset of right-to-information requests in PDF because “the department uses the program Adobe Pro to process right to information requests.” New Brunswick Health also released its dataset for the same request as a PDF. The department of Justice and Public Safety released its dataset of RTI requests in PDF and mailed a printed copy. It explained, “the documents will be in pdf format as the program used for requests is in PDF.”

Fredericton

Six requests were filed to the City of Fredericton. Four were released in full as requested, one was denied in part, one generated a response of “no records” and completed requests took an average of 16.8 days to be processed.

Highlights of responses: In the 2015 audit, the City of Fredericton initially refused to reply to all but one request because it had correctly determined that the requests it had received were

part of the FOI audit and was asking for permission from the province's information commissioner to deem the requests "frivolous and vexatious." The commissioner refused to grant this permission, but by the time the city responded to several, the audit had closed. This year, the city replied to all audit requests in a timely manner. All saw records released in full, except the request for records on marriages at city hall, to which the city responded that it had no responsive records. The two requests for correspondence were fulfilled, but constituency matters were withheld as not covered by the Right to Information and Protection of Privacy Act.

Moncton

Six requests were filed to the City of Moncton. Five were released in full as requested, one generated a response of "no records" and completed requests took an average of 11.5 days to be processed.

Highlights of responses: The City of Moncton released all information in a timely manner, and all of it was released in full. As with many other municipalities, it had no records on marriages at City Hall. In the 2015 audit, Moncton released some data on paper instead of in a machine-readable format, but there were no such issues this year and all records were released electronically.

Saint John

Six requests were filed to the City of Saint John. Three were released in full as requested, one was denied in part, two generated a response of "no records" and completed requests took an average of 5 days to be processed.

Highlights of Responses: The City of Saint John said that despite an "exhaustive search" no records were found responsive to the request for correspondence between the mayor and members of the Port City Waters Consortium relating to the public-private partnership. In another request for correspondence, this time from the public, the city withheld two pieces of correspondence because "they relate to constituency matters." It had no records on marriages at city hall.

Saint John uses a secure file transfer system to transfer some records. While the idea of providing a secure pickup point is admirable, the fact that access expires after a month is a source of possible inconvenience. It means if a requester neglects to go to the file transfer site, the records are effectively withdrawn and he or she has to ask that the files be transferred again. The city may want to consider simply emailing records.

Newfoundland and Labrador

Fifteen requests were filed to the Newfoundland and Labrador government. Twelve were released in full as requested, one was denied in part, two generated a response of “no records” and completed requests took an average of 18.8 days to be processed.

Highlights of Responses: Newfoundland and Labrador Health said that it had no records on the number of lost or stolen health cards as, “The Department does not presently quantify this information.” There was a bit of a bumpy road getting to that answer. At first, the department indicated that it could provide the information, but it would require “a manual check of every card replacement document submitted for 2016 to locate the information you are seeking.” It indicated a fee might be required, but said information for January 2017 onward might possibly be provided at no charge. The auditor, following audit rules not to change requests, indicated she would like the fee estimate. Eventually, the department sent a final response indicating it had no records.

The Department of Justice and Public Safety made a concerted effort to retrieve records from the provincial court indicating the number of motorists charged and convicted of impaired driving associated with cannabis use. In the end, the information was not available but it did release information on the number of charges relating to “broadly impaired driving without a blood alcohol level.”

The Department of Education provided full responses to all requests, except the request for information on the number of incidents of violence against teachers because, it said, that information would be held by the school districts. “There is no reporting requirement for school districts to indicate incidents of violence against teachers,” it said.

St. John’s

Six requests were filed to the City of St. John’s. Four were released in full as requested, one was denied in part, one was subject to a fee estimate before release and completed requests took an average of 7.0 days to be processed.

Highlights of Responses: The City of St. John’s responded quickly to all requests. Originally, the request for a dataset of Notices to Comply issued under the Minimum Property Standards By-Law was considered “far too broad.” After receiving clarification and after some back-and-forth, the city provided a \$500 fee estimate because, “The City does not currently hold a database for the information you have requested and your request will result in the creation of one.”

In response to the request for information on marriages at City Hall, a list was provided but the city of each betrothed was not provided. Instead, the list specified the total number of weddings, the number with people from St. John’s and the number for people from outside of

Newfoundland.” The genders of the betrothed were not provided but the city indicated that one of the 144 couples married was “same-sex.”

The request for an electronic file of access to information requests was mailed on March 27, but the city said it received it April 10. While the policy of the audit is to use the received date a government body provides, this seemed a long time for a letter to get from Halifax to St. John’s. Canada Post’s delivery standard is four business days, which means it should have physically arrived by about March 31. A received date in the early days of April might have been expected. All that said, the final decision came three days after the date the city indicated it was received.

Nova Scotia

Sixteen requests were filed to the Nova Scotia government. Six were released in full as requested, six were denied in part, one was subject to a fee estimate before release, three generated a response of “no records” and completed requests took an average of 27 days to be processed.

Highlights of Responses: Nova Scotia has a centralized FOI portal where requesters can log in and access all correspondence and uploaded records relating to their requests. This was inaugurated in early 2017. While that system is a significant advancement for the FOI process, officials used the change in systems as justification for not providing records on FOI requests beyond March 31, 2016, the date the new system came into use, saying routines for extracting data wouldn’t be available until later in the year.

The auditor agreed to alter the timeframe for the three requests to end on March 31, 2016, but also asked if the remaining information could be released when it was ready. She was told she had a choice to either receive the information to the end of March 2016, or put the request on hold.

We cannot process only part of a request, we are required to process the whole request. This is part of the process that is outlined in the legislation. We can only process information that we can access and the information from April 1 [2016] to March 27 is not currently accessible.

It is not clear if this is a Nova Scotia-specific practice, as it is not unheard of for requests to be staged this way if it will take longer for some information to be released.

Because of the email acceptance of the new timeframe, and in a spirit of fairness to the government body, the request was recorded in the audit as released in full, but the handling of this request raises important questions about the obligations of government bodies with respect to electronically stored records. In this case, the government body argued that as the necessary data extraction routines were not yet complete, the information was not accessible,

even though the requested record was in the custody or control of the government body, to use the language of the legislation. There was no discussion with the requester about writing a custom routine to provide the data at the time of the request rather than sometime later when the pre-written routines might be ready.

An arguably similar situation might arise if a request were for paper records, some of which were stored in a difficult-to-access location, and the requester was told that the latter records could not be included in the request because it would take too long to access them. The parallel is not perfect, because separate provisions exist in the Nova Scotia act about the production of records from machine-readable records and these do allow government bodies to refuse to produce the record if it can't do so "using its normal computer hardware and software and technical expertise."

The question is whether writing a custom query routine would be considered outside of the normal software and technical expertise available to the office that processes FOI requests.

The government body did explain the technical issue with respect to the most recent data, but might have gone further to fulfill the right of access to all of the requested records at the time of the request.

Responsive records for two requests that were forwarded to the Public Service Commission were not uploaded to the request portal on the intended release date. When the error was noted by the auditor some weeks later, the audit team reached out to the department who then uploaded the records. It appeared to be an honest error, however those requests were removed from any calculations of timeliness as a final decision date could not be reasonably assessed.

Two Nova Scotia responses seemed surprising.

A request to the Department of Education and Early Childhood Development for briefing notes on the recently ended labour dispute with Nova Scotia teachers led to a response of "no records," as did the request to the health department for "all briefing notes provided to the minister or deputy minister relating to the health funding agreement with the federal government reached at the end of 2016."

That briefing materials would not exist on such contentious issues seemed unusual and raises the question as to whether no materials existed, if the wording of the request was being read narrowly, or if the search was not sufficient.

Another Nova Scotia request that used the term "briefing materials" instead of "briefing notes" was met with a \$210 fee estimate.

To explore further, the request for materials related to the strike was refiled and the wording changed to “all records providing information, analysis, speaking notes, house notes, or background to the minister or deputy minister of education in 2016 or 2017 related to contract negotiations with Nova Scotia teachers, the work to rule campaign by teachers, or the Teachers’ Professional Agreement and Classroom Improvements (2017) Act.”

The department suggested narrowing that request to speaking notes and house notes, which the team agreed to do, and that information was released. The request was recorded as denied in part as some of the information in the records was deemed “unresponsive” to the request. This was done even though Nova Scotia’s information commissioner concluded in a non-binding 2016 review report that the Nova Scotia act does not allow for information to be removed from records for this reason.

Halifax

Six requests were filed to the Halifax Regional Municipality. Four were released in full as requested, one was denied in part, one generated a response of “no records” and completed requests took an average of 8.5 days to be processed.

Highlights of Responses: Halifax Regional Municipality responded in a timely fashion to all requests. There were no responsive records for marriages at City Hall as “the mayor does not preside over marriages,” but the city stated the mayor did preside over a group vow renewal in 2015, which was a symbolic event. The city indicated that parental leaves are already publically available on the its municipal website and also enclosed the information as a “courtesy” and returned the application fee.

Ontario

Fifteen requests were filed to the Ontario government. Five were released in full as requested, one was denied in part, three were subject to a fee estimate before release, two were subject to a nominal fee estimate of \$25 or less, two generated a response of “no records” and two had no decision at the end of the audit. Completed requests took an average of 27.2 days to be processed.

Highlights of Responses: The Ministry of Education asked to narrow the scope of the request for correspondence relating to the integration of Syrian Refugees into the school system, which, given the number of school boards, seemed reasonable. However, that request still resulted in a \$330 fee estimate, \$90 for search time and \$240 for photocopies.

The Ministry of Education also provided a helpful response to the request for internal analyses, assessments, etc., created in the past three years, of the relative graduation rates of students who choose academic vs. applied courses starting in grade 9 in Ontario secondary schools. The

department stated it did not have any responsive records but “you may be interested to know that the Ministry has internal analysis of student graduation by specific grade nine courses, which are math, language and science. The internal analysis includes the number of diplomas earned based on the course (math, language or science) and course type (academic or applied) which student select when entering grade nine.” The department indicated that a separate request would have to be filed to receive this information but the attempt to assist a requester in identifying available information is an example of best practices.

The Ministry of Health and Long-Term Care failed to respond to two requests before the audit closed, one for an electronic file of freedom of information requests and the other for an electronic copy of data on inspections of long-term care facilities. In the latter case, the ministry had cashed the application fee, but had sent no response. The auditor contacted the ministry by telephone to enquire as to the status of the request. In late August, the ministry left a voicemail message with the auditor saying if she was “still interested in the information” to contact the ministry by phone. No further explanation was provided in the voicemail as to why no information had been provided so far. The same ministry wanted \$60 to complete the request for reimbursement records and receipts for out-of-province trips, a request that many other government bodies responded to without charge.

The ministries of Education and of Health and Long-Term Care indicated that information relating to parental leaves of its employees is excluded under the Ontario act as “labour relations and employment related matters,” but both ministries said they would release the information in the interests of transparency. The Ministry of the Attorney General did not cite the labour relations exclusion and simply released the information.

Ottawa

Six requests were filed to the City of Ottawa. Three were released in full as requested, three were subject to a nominal fee estimate of \$25 or less and completed requests took an average of 27.5 days to be processed.

Highlights of Responses: The City of Ottawa issued nominal fee estimates for three of the requests. Such tiny fees are an annoyance that slows access. It’s likely that the cost of producing those fee estimates, mailing them, and processing the received cheques would add up to more than the revenue earned. As an example, the city said it would charge \$9.60 for photocopying to release correspondence to the mayor. The letter containing the fee estimate cost \$1.19 to mail. Add to that the cost to clear a cheque, and the staff time to generate the fee estimate, and Ottawa would almost certainly lose money on the transaction, while unnecessarily hindering access.

Ottawa also indicated received dates for requests that were so long after the requests were mailed that it raised questions about why. The transit times were well beyond normal delivery times experienced in the audit and Canada Post's standards. For example, of four requests that were mailed on March 21, one was indicated as being received on March 31, two on April 3, and one on April 4. Received dates are used to mark the beginning of the legislated 30-day response time for FOI requests and are therefore critical in determining a government body's timeliness.

Canada Post's delivery standard is four business days and other audit mail arrived at its destinations in Ontario much more quickly. For example, requests mailed to the City of Windsor on March 20 or 21 all were indicated as received on March 28, seven to eight calendar days after mailing. Even one request sent to Ottawa arrived in three days.

It's not possible to know why the requests sent to Ottawa took so long to be received, but the fact that so many requests to Ottawa, all mailed separately, took this long suggests something specific to that government body.

Auditors also noticed that several of the city's final response letters were dated long before the letters were postmarked. For example, one was dated May 8 but postmarked May 17, a nine-day delay. Another letter was postmarked 13 days after the date on the letter. Yet another letter had a postmarked date of May 18, 16 days after the date on the letter. The date on the latter letter is the date when the request would have taken 29 days to be completed, just under the legislated time limit.

All of this suggests the City of Ottawa needs to review its procedures around the timely handling of freedom of information requests.

Toronto

Six requests were filed to the City of Toronto. Two were released in full as requested, one was denied in part, one was denied in full, two generated a response of "no records" and completed requests took an average of 12 days to be processed.

Highlights of Responses: The City of Toronto has one of Canada's most expansive open data sites and a policy of proactively disclosing travel expenses. As a result, in the case of two audit requests, for travel by the mayor and an electronic file of freedom of information requests, the city was able to point auditors to the online information. This is an ideal outcome in the audit; instant access to important accountability information. In the case of the FOI requests request, some of the information requested is not disclosed online, and the city was prepared to release the remaining information by CD for a fee of \$10. This is another example of the sort of

nuisance fee, particularly common in Ontario's "user-pay" system, which raises little revenue but complicates and slows access.

The City of Toronto refused to release correspondence from the public to the mayor because "any correspondence that the public sent to the Mayor as an elected official are regarded as constituent related matters which are not covered by the Act. We will not proceed with your request unless there is another specific topic that you wish to pursue in this request." These two statements appear contradictory—identifying a specific topic would not change the fact that the city considers all correspondence from the public as constituency matters.

Windsor

Six requests were filed to the City of Windsor. One was released in full as requested, two were denied in full, two were subject to a fee estimate before release, one was subject to a nominal fee estimate of \$25 or less and completed requests took an average of 10.7 days to be processed.

Highlights of Responses: The City of Windsor imposed the largest fee of the 2017 freedom of information audit, \$1,872.60 for the release of a dataset of FOI requests. This is the same information that most government bodies that had responded to the request by the audit deadline provided at no cost at all. Windsor also wanted \$106.19 to search, prepare, and photocopy correspondence from the public related to the installation of outdoor fitness stations. And finally, it issued a nominal fee estimate for \$19.20 to search and photocopy reimbursement records and receipts for the mayor's out-of-province trips.

The city refused to release records relating to marriages at City Hall because, the city stated, "Responsive records were located in the Office of the City Clerk however our decision is non-disclosure of the records since the vital statistics records are property of the Province of Ontario Office of the Registrar General and therefor are not under the custody or control of the City of Windsor."

Whether the number of weddings and the genders of the betrothed constitute vital statistics is unclear, but the response is not a sterling example of the kind of transparency FOI legislation is intended to foster. Windsor has the distinction of being the only government organization, apart from the federal government, to receive an F for disclosure in the audit.

Hamilton

Six requests were filed to the City of Hamilton. One was denied in part, two were subject to a fee estimate before release, one was subject to a nominal fee estimate of \$25 or less, two generated a response of "no records" and completed requests took an average of 27.7 days to be processed.

Highlights of Responses: The City of Hamilton did not shy away from issuing fee estimates. The request for receipts and reimbursement records for out-of-province trips attracted a fee of \$30.10, which included the photocopying of 43 pages that could have been scanned and sent electronically instead. Hamilton requested \$22.90 for the request for information relating to parental leaves. It estimated it would cost \$87 for the request for public correspondence to the mayor.

The city also pointed auditors to online records already available, and some soon to be available, in response to the request for a dataset of FOI requests. The online information did not contain all requested fields.

Prince Edward Island

Fifteen requests were filed to the PEI government. Eleven were released in full as requested, two were denied in part, one was subject to a fee estimate before release, one generated a response of “no records” and completed requests took an average of 12.3 days to be processed

Highlights of Responses: The Department of Justice and Public Safety indicated it purchased software in June 2016 that allows it to release a dataset of its FOI requests in Excel. However, records from before that time could only be released as PDFs, it said. As it was, the department released all of the information as paper printouts, so the file format was a moot point. The Department of Education, Early Learning and Culture and the Department of Health and Wellness also had the same issue with software prior to 2016 but released the information in electronic form.

The department of Education, Early Learning and Culture indicated there are roughly 800 responsive emails to the request for information on the integration of Syrian refugees into the school system. It wanted \$540 to provide the records but released a summary document entitled "Syrian refugees into the Public School System, January, 2016 – March, 2017" that provided a summary of what the department did (its process) and how many refugee children were admitted to various schools.

The same department created a record to respond to the request regarding methods used to evaluate and compare student achievement in schools.

PEI's Health department and Justice and Public Safety responded to the request for information on parental leaves in one day, among the fastest responses in the audit.

Charlottetown

Six requests were filed to the City of Charlottetown. Five were released in full as requested, one generated a response of “no records” and completed requests took an average of 2.7 days to be processed. Charlottetown is not formally subject to access legislation.

Highlights of Responses: Municipalities in Prince Edward Island are not formally subject to freedom of information legislation, so when the FOI audit requests arrive periodically, it’s likely they are identified easily.

This fact was underlined by the city’s response to the request for a dataset of FOI requests from 2014 onward. It received one request in 2014 from Canadian Heritage, its eight requests in 2015 were all from News Media Canada FOI auditors, no requests were received in 2016, and the only 2017 requests were from FOI auditors. The city didn’t redact any “personal information” (i.e. the names of requestors).

Once again, the city provided swift responses to all requests. The city received all requests promptly after the date mailed. In 2015, the city earned a D for completeness of disclosure, but this year all requests were released in full, with the exception of one request that yielded no responsive records.

While the performance is impressive, it is probably easy to respond quickly when almost nobody is making requests.

Charlottetown, Summerside, Montague and other PEI municipalities, as well as municipal police, need to be brought under the aegis of the province’s FOI law, so they are accountable to their citizens and others in the same way as other municipalities across Canada. The City of Charlottetown must know that the requests it receives now will result in publicity as part of the national audit, and this must give the city an incentive to respond, even when it doesn’t have to do so in law. It’s unclear what kind of response would be given to other requesters if the city was actually made accountable under FOI legislation.

Quebec

Fifteen requests were filed to the Quebec government. Six were released in full as requested, one was denied in part, five were denied in full, two generated a response of “no records” and one had no decision at the end of the audit. Completed requests took an average of 33 days to be processed.

Highlights of Responses: The Quebec Ministry of Justice provided a website link to information on the minister’s trip expenses but did not actually provide any of the receipts or original reimbursement records. Regarding information on births by inmates within correctional

facilities and in hospitals, the ministry said it had no responsive records and suggested the ministry of public security might have the information. It provided contact information but did not offer to transfer the request. The Quebec Act does not have any provision explicitly requiring government bodies to transfer requests on behalf of applicants; notifying the applicant of the contact information for the other government body is the only thing directly referenced.

The health ministry said the request for information about replacements of lost and stolen health cards should be directed to the Régie de l'assurance maladie and also said it could not forward the request. The auditor re-submitted the request, this time to the Régie.

The ministry also refused to release the number of employees who had taken parental leave, saying it is not obliged to create records. Instead, it released totals for the number of days of leave taken. The education and justice ministries released the information in full.

The Quebec ministry of education demonstrated why government bodies need to be careful in handling requests. In response to the request for information about the integration of Syrian refugees into the school system, it sent a final response on June 19 by email and by regular mail and attached a letter dated April 4 addressed to an entirely different requester on an entirely different topic. After following up, the department released the correct letter date June 16 and released the information in full.

Montreal

Six requests were filed to the Ville de Montréal. Three were released in full as requested, one was denied in part, one was denied in full, one generated a response of “no records” and completed requests took an average of 15.0 days to be processed.

Highlights of Responses: The City of Montreal is legislated to respond to FOI requests within 20 business days, but it indicated that it would need an additional 10 business days to respond to four of the requests, owing to the fact that the city is dealing with a large volume of requests.

The request for public correspondence to the mayor was denied. The city said it was invoking article 34, which states that, “No person may have access to a document from the office of a member of the National Assembly or a document produced for that member by the services of the Assembly [or to a document from the office staff or office of a member of a municipal or school body] unless the member deems it expedient.”

The audit made a request to Montreal for records related to the proposed installation of heated sidewalks on Ste.-Catherine St, a hot-button topic in the city. This resulted in a response that the city had no records at all on the contentious subject. On the other hand, the city readily provided a list of marriages at City Hall and included the names of the betrothed (which

were not requested) but refused to provide their addresses, not even the city portion that had been requested.

Montreal released data on its received access requests in machine readable format at no charge.

The city says it does not keep a topic summary for its received FOI requests, but it had no issue releasing the addresses of requesters (requestor's names were omitted), something that again hadn't been requested. The city provided a separate Excel spreadsheet with requests to the city's fire service.

Quebec City

Six requests were filed to the Ville de Québec. Two were released in full as requested, three were denied in part, one was subject to a fee estimate before release and completed requests took an average of 8.8 days to be processed.

Highlights of Responses: The Quebec act on access to documents held by public bodies requires that government bodies planning to charge fees for reproduction to notify requesters prior to the reproduction taking place, but on several occasions, the city proceeded to reproduce documents and included an invoice with the records (the regulations under the act separately allow that fees can be deemed due upon delivery of the documents) without first notifying the auditor of the fees.

Such fees were issued in amounts of \$6.24, \$8.46, \$32.64, and a hefty \$189.36. With records in hand and without having consented to the fees, only someone with deep enough pockets and a profound sense of civic responsibility would reach for his or her chequebook.

The city did not charge for its release of information pertaining to the one marriage held at City Hall. It released the names and honorifics (Mr./Ms.) of the betrothed, but did not include the city portion of their addresses.

Saskatchewan

Fourteen requests were filed to the Saskatchewan government. Seven were released in full as requested, four were denied in part, one was denied in full, two were subject to a fee estimate before release and completed requests took an average of 35.3 days to be processed.

Highlights of Responses: The Ministry of Health released its dataset of FOI requests as a PDF file saying it had to do so in order to "ensure that the security and integrity of the original electronic document remains intact." Why a requester would seek to alter the information is unclear.

The audit asked the same ministry for “all correspondence received from the public in 2017 (up to the request date in March) regarding the planned move to a single provincial health authority.” There seems to have been a lot of mail. The ministry issued an initial, informal cost estimate of \$370 by email and asked if the auditor would like to narrow the scope or receive a formal fee letter. When the formal letter arrived, the actual estimate was \$1,360, though the department again suggested a modified request could result in lower fees.

The Ministry of Justice released the requested list of freedom of information requests as a PDF file unreadable by computers. It said it was doing so “to ensure the security and integrity of the original electronic document remains intact.”

Regina

Six requests were filed to the City of Regina. Four were released in full as requested, one was subject to a fee estimate before release, one generated a response of “no records” and completed requests took an average of 10.5 days to be processed.

Highlights of Responses: Instead of just providing the total number of parental leaves taken by employees and the total number of days of those leaves, the city of Regina provided a detailed Excel spreadsheet that itemized each parental leave taken, with the names replaced by anonymous identifiers. In this case, the city exceeded normal expectations. On the other hand, the city wanted \$338 to release public correspondence to the mayor.

Regina released written communications relating to low voter turnout and also said it could provide telephone recordings, at an estimated cost of \$2,376.80 to remove personal information.

When the request was sent, telephone recordings had not been considered. Even though the fee for release is large, the fact the city identified the records for possible release shows a willingness to be transparent not always shown by government bodies.

Saskatoon

Six requests were filed to the City of Saskatoon. Four were released in full as requested, one was subject to a fee estimate before release, one generated a response of “no records” and completed requests took an average of 27.2 days to be processed.

Highlights of Responses: The City of Saskatoon released an Excel spreadsheet of FOI requests, as requested. The city also provided a swath of correspondence to the mayor and grouped it by type.

The city wanted \$53.16 for records on organic waste program subscribers. Included in that fee was a charge for a USB key. The city imposed an extension to release receipts for the mayor's out-of-province trips, and ultimately released the information in full.

Northwest Territories

Fifteen requests were filed to the NWT government. Ten were released in full as requested, one was denied in part, one was denied in full, three generated a response of "no records" and completed requests took an average of 30.9 days to be processed.

Highlights of responses: Education, Culture and Employment said the cheque for the application fee for the request for out of province travel expenses for the minister was lost when, in fact the department had actually sent it back to the auditor. The request was transferred to the Department of Executive and Indigenous Affairs and the auditor paid the fee with a credit card. The records were ultimately released in full. In a letter to the auditor, the department indicated it had put measures in place to improve procedures, such as a log to track cheques.

The same request mailed to the Department of Justice on March 22 was still outstanding in July. Like other departments handling the request in the Northwest Territories, the department initially responded with a letter containing links to online travel summaries that did not contain the requested detailed records. Upon being notified that the requested records were not available online, the department transferred the request to the Department of Executive and Indigenous Affairs, which had the appropriate records. After that, the auditor heard nothing for weeks. Shortly after inquiring as to its status, the records were released by email. This was on July 18, the last day of the audit period.

There was also a long delay receiving records in response to the same request to the Department of Health and Social Services. It said in July it had sent its final response by registered mail less than a month after receiving the request, but the letter had not arrived and the department was unable to locate either the returned letter or the Canada Post tracking number. It did, however, forward the letter by email. It turned out that final response had been the same initial reference to the online records that did not include the detailed records. As the audit was coming to a close, the request was recorded as denied in full on the date the department said it sent the registered letter.

The NWT department of Education, Culture and Employment provided a paper print-out in response to the request for an electronic file of access to information requests. While it said it would also send an email with the information, it never arrived. Two attempts were made to contact the department about the missing email.

The Department of Justice released information informally regarding parental leaves and returned the \$25 request fee as it was “processed as [a] routine disclosure of statistical information.”

Yukon

Fifteen requests were filed to the Yukon government. Eight were released in full as requested, three were denied in full, four generated a response of “no records” and completed requests took an average of 41.7 days to be processed.

Highlights of responses: The request to the Department of Justice for a list of parcels of First Nations settlement land eligible for registration under the new Land Titles Act was denied in full on the basis that the information on titled land “is available for a fee from the Land Titles Office” and is therefore exempt under the Act.

Records released in response to the request to Yukon’s education department for correspondence with school boards regarding integration of Syrian refugees were severed of not only direct personal information, but identification of schools and other details that the department felt could identify the small number of Syrian refugee children in attendance at territorial schools.

All requests to Yukon departments regarding travel expenses were forwarded in part to the Executive Council Office. That office said the information is already available online, only it didn’t actually satisfy the request and is considered denied in full.

Nunavut

Fifteen requests were filed to the Nunavut government. Ten were released in full as requested, one was denied in part, two were denied in full, two generated a response of “no records” and completed requests took an average of 42 days to be processed.

Highlights of responses: The Department of Education provided Word documents in response to the request for a dataset of FOI requests, but it was a summary report and not what was requested.

The Department of Health sent the response to the same request to the wrong email address and apparently didn’t notice any bounce-back notification. When notified in July by the auditor that the cheque for the request had been cashed but no communication had been received, the department then sent the records by email.

A similar situation occurred with the request for records related to the territory’s program of sending boxes of supplies to new parents that double as cribs. Once again, the cheque had been cashed but no correspondence had been received. The department said that it had asked

for clarification three times by email and hadn't received a reply. It turned out, those clarification letters had been sent to the wrong email address, and again this had not been noticed. Clarification was quickly provided, and the information released.

6. GRADES FOR DEGREE OF DISCLOSURE

Freedom of information systems are complicated, and often involve arcane procedures and terminology. But for requesters, what tends to matter is how much information is released. The FOI audit grades government bodies on this important metric.

As discussed in the methods section of this report, the audit assigns a grade based on the degree of disclosure using a points system. Three points are awarded for full disclosure (including requests for which the only exemption applied was to withhold personal, private information), two for partial denial or for a nominal fee of \$25 or less, one point for a fee estimate greater than \$25 and none for a denied or overdue request. The points actually received are then calculated as a percentage of the points a government body could receive. Requests that received a "no records" response are excluded from the grade calculation as no record-disclosure decision has been made. The number of such responses are noted in Table 11 below. Government organizations that provide record-disclosure decisions for fewer than five requests are not graded, however their responses are recorded in Appendix A.

For the grades, anything below 50 earns an F, from 50 to 62.5 per cent results in a D, from 62.5 to 75 a C, from 75 to 87.5 a B and from 87.5 to 100 per cent an A. There are no + or – letter grades. Grades are provided to facilitate comparison between institutions and not to rate the overall performance of any one access regime. For example, a grade of A does not mean the government organization overall is a top performer, only that it did well in comparison to other government organizations in the audit.

All departments and agencies in each provincial government are grouped into a single grade. Similarly, all federal departments and agencies are grouped for a single grade and all municipal agencies in one city are grouped together. Certain government bodies were not graded because of insufficient data.

Care should also be taken in comparing government organizations at different levels of government. Provinces should be compared to other provinces and municipalities to other municipalities. Different mixes of requests, and different numbers of requests filed mean that grades at different levels are not strictly comparable. Tables F3 and F4 provide a comparison of responses to the FOI requests and correspondence requests, which were filed across the different levels of government. The request for information on parental leave was filed at the municipal and provincial levels. The responses for all audit requests are in Appendix A.

Table 11: Grades for completeness of disclosure

Province	Level	Government organization	GRADE	"No records" requests
Fed	Federal	Federal government	F	8
AB	Municipal	City of Calgary	A	1
AB	Municipal	City of Edmonton	A	1
BC	Municipal	City of Victoria	A	0
MB	Municipal	City of Winnipeg	A	0
NB	Municipal	City of Fredericton	A	1
NB	Municipal	City of Moncton	A	1
NB	Municipal	City of Saint John	Not graded	2
NS	Municipal	Halifax Regional Municipality	A	1
PE	Municipal	City of Charlottetown	A	1
BC	Municipal	City of Vancouver	B	1
NL	Municipal	City of St. John's	B	0
ON	Municipal	City of Ottawa	B	0
SK	Municipal	City of Regina	B	1
SK	Municipal	City of Saskatoon	B	1
ON	Municipal	City of Toronto	Not graded	2
QC	Municipal	Ville de Montréal	C	1
QC	Municipal	Ville de Québec	C	0
ON	Municipal	City of Hamilton	Not graded	2
ON	Municipal	City of Windsor	F	0
MB	Provincial	Manitoba government	A	1
NL	Provincial	Nfld and Labrador government	A	2
NT	Provincial	NWT government	A	3
PE	Provincial	PE government	A	1
BC	Provincial	BC government	B	0
NB	Provincial	New Brunswick government	B	1
NS	Provincial	Nova Scotia government	B	3
NU	Provincial	Nunavut government	B	2
SK	Provincial	Saskatchewan government	C	0
YK	Provincial	Yukon government	C	4
AB	Provincial	Alberta government	D	1
ON	Provincial	Ontario government	D	2
QC	Provincial	Quebec government	D	2

Table 11 Points given as follows: 3 points for full disclosure, 2 points for a nominal fee or partial denial, 1 point for a fee > \$25, no points for denied in full or no decision. Disclosure decisions of "no records" not included in grade calculations. If this resulted in fewer than five requests eligible for grading, no grade is provided. The number of no records responses is included in table XX.

Appendix A—List of all audit requests and outcomes

Table 12 shows all requests filed in the audit and their outcomes, including time taken, the final decision and any fee charged or estimated. It is organized by request topic. See the introduction for details of request topics. This data is also available for free download at <https://nmc-mic.ca/>

Table 12: Complete audit results by request.

Level	Province	Institution	Request	Days to process	Decision	Fee Est	Time ext.
Federal	Fed	Agriculture and Agri-Food Canada	FEDERAL CORRESPONDENCE	91	Released In Full		120 days
Federal	Fed	Agriculture and Agri-Food Canada	FEDERAL CONTRACTS	33	Denied In Part		
Federal	Fed	Agriculture and Agri-Food Canada	FEDERAL SPECIFIC	12 2	Denied In Part		120 days
Federal	Fed	Agriculture and Agri-Food Canada	FEDERAL TRUMP		No Decision By Audit Close		150 days
Federal	Fed	Agriculture and Agri-Food Canada	FEDERAL REQUESTS	29	Denied In Part		
Federal	Fed	Canada Border Services Agency	FEDERAL CONTRACTS	36	Denied In Part		
Federal	Fed	Canada Border Services Agency	FEDERAL SPECIFIC		No Decision By Audit Close		
Federal	Fed	Canada Border Services Agency	FEDERAL CORRESPONDENCE		No Decision By Audit Close		
Federal	Fed	Canada Border Services Agency	FEDERAL TRUMP		No Decision By Audit Close		
Federal	Fed	Canada Border Services Agency	FEDERAL REQUESTS		No Decision By Audit Close		30 days
Federal	Fed	Canada Post Corporation	ALTERNATIVE FEDERAL	22	No Records		
Federal	Fed	Canada Post Corporation	FEDERAL CONTRACTS	39	Denied In Full		
Federal	Fed	Canada Post Corporation	FEDERAL REQUESTS	68	Denied In Part		30 days
Federal	Fed	Canada Post Corporation	FEDERAL SPECIFIC	60	Denied In Full		30 days
Federal	Fed	Canada Post Corporation	FEDERAL CORRESPONDENCE	61	Denied In Full		30 days

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Federal	Fed	Canada Revenue Agency	FEDERAL CORRESPONDENCE	91	Denied In Part		
Federal	Fed	Canada Revenue Agency	FEDERAL REQUESTS	53	Denied In Part		30 days
Federal	Fed	Canada Revenue Agency	FEDERAL SPECIFIC	56	Released In Full		
Federal	Fed	Canada Revenue Agency	FEDERAL CONTRACTS	30	Denied In Part		
Federal	Fed	Canada Revenue Agency	FEDERAL TRUMP	94	Denied In Part		60 days
Federal	Fed	CBC	FEDERAL CORRESPONDENCE	62	Released In Full		35 days
Federal	Fed	CBC	ALTERNATIVE FEDERAL	29	Denied In Part		
Federal	Fed	CBC	FEDERAL CONTRACTS	49	Denied In Part		20 days
Federal	Fed	CBC	FEDERAL REQUESTS	21	Denied In Part		
Federal	Fed	CBC	FEDERAL SPECIFIC	25	No Records		
Federal	Fed	Canadian Security Intelligence Service	FEDERAL CORRESPONDENCE	35	Denied In Full		
Federal	Fed	Canadian Security Intelligence Service	FEDERAL CONTRACTS	35	Denied In Part		
Federal	Fed	Canadian Security Intelligence Service	FEDERAL TRUMP	31	Denied In Full		
Federal	Fed	Canadian Security Intelligence Service	FEDERAL REQUESTS	43	Denied In Part		30 days
Federal	Fed	Canadian Security Intelligence Service	FEDERAL SPECIFIC	93	Denied In Part		90 days
Federal	Fed	Communications Security Establishment	FEDERAL REQUESTS	23	Denied In Part		
Federal	Fed	Communications Security Establishment	FEDERAL TRUMP	107	Denied In Part		30 days
Federal	Fed	Communications Security Establishment	FEDERAL CORRESPONDENCE	14	Denied In Part		
Federal	Fed	Communications Security Establishment	FEDERAL CONTRACTS	43	Denied In Part		
Federal	Fed	Communications Security Establishment	FEDERAL SPECIFIC	22	Denied In Part		
Federal	Fed	Correctional Service Canada	FEDERAL CONTRACTS		Removed from audit		45 days

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Federal	Fed	Correctional Service Canada	ALTERNATIVE FEDERAL	81	Denied In Part		30 days
Federal	Fed	Correctional Service Canada	FEDERAL SPECIFIC		No Decision By Audit Close		30 days
Federal	Fed	Correctional Service Canada	FEDERAL REQUESTS		No Decision By Audit Close		
Federal	Fed	Correctional Service Canada	FEDERAL CORRESPONDENCE		No Decision By Audit Close		
Federal	Fed	Department of Finance Canada	FEDERAL CORRESPONDENCE	60	Denied In Part		
Federal	Fed	Department of Finance Canada	FEDERAL SPECIFIC	21	No Records		
Federal	Fed	Department of Finance Canada	FEDERAL REQUESTS	23	Released In Full		
Federal	Fed	Department of Finance Canada	FEDERAL TRUMP	21	No Records		
Federal	Fed	Department of Finance Canada	FEDERAL CONTRACTS	20	Denied In Part		
Federal	Fed	Department of National Defence	FEDERAL SPECIFIC		No Decision By Audit Close		
Federal	Fed	Department of National Defence	FEDERAL REQUESTS		No Decision By Audit Close		
Federal	Fed	Department of National Defence	FEDERAL CONTRACTS		No Decision By Audit Close		60 days
Federal	Fed	Department of National Defence	FEDERAL TRUMP		No Decision By Audit Close		
Federal	Fed	Department of National Defence	FEDERAL CORRESPONDENCE		No Decision By Audit Close		
Federal	Fed	Employment and Social Development Canada	FEDERAL TRUMP		No Decision By Audit Close		
Federal	Fed	Employment and Social Development Canada	FEDERAL REQUESTS		No Decision By Audit Close		
Federal	Fed	Employment and Social Development Canada	FEDERAL SPECIFIC	31	Released In Full		
Federal	Fed	Employment and Social Development Canada	FEDERAL CONTRACTS	32	Denied In Part		

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Federal	Fed	Employment and Social Development Canada	FEDERAL CORRESPONDENCE	107	Denied In Part		60 days
Federal	Fed	Environment and Climate Change Canada	FEDERAL TRUMP		No Decision By Audit Close		120 days
Federal	Fed	Environment and Climate Change Canada	FEDERAL REQUESTS	91	Denied In Part		60 days
Federal	Fed	Environment and Climate Change Canada	FEDERAL SPECIFIC		No Decision By Audit Close		60 days
Federal	Fed	Environment and Climate Change Canada	FEDERAL CORRESPONDENCE		No Decision By Audit Close		60 days
Federal	Fed	Environment and Climate Change Canada	FEDERAL CONTRACTS	76	Released In Full		60 days
Federal	Fed	Fisheries and Oceans Canada	FEDERAL CORRESPONDENCE	29	Released In Full		
Federal	Fed	Fisheries and Oceans Canada	FEDERAL CONTRACTS	33	Released In Full		
Federal	Fed	Fisheries and Oceans Canada	FEDERAL TRUMP	67	Denied In Full		90 days
Federal	Fed	Fisheries and Oceans Canada	FEDERAL SPECIFIC	30	Released In Full		
Federal	Fed	Fisheries and Oceans Canada	FEDERAL REQUESTS	30	Released In Full		
Federal	Fed	Global Affairs Canada	FEDERAL CONTRACTS	68	Denied In Part		30 days
Federal	Fed	Global Affairs Canada	FEDERAL REQUESTS		No Decision By Audit Close		60 days
Federal	Fed	Global Affairs Canada	FEDERAL SPECIFIC		No Decision By Audit Close		30 days
Federal	Fed	Global Affairs Canada	FEDERAL CORRESPONDENCE	68	Denied In Part		
Federal	Fed	Global Affairs Canada	FEDERAL TRUMP	121	Denied In Part		30 days
Federal	Fed	Health Canada	FEDERAL TRUMP		No Decision By Audit Close		120 days
Federal	Fed	Health Canada	FEDERAL CORRESPONDENCE		No Decision By Audit Close		120 days
Federal	Fed	Health Canada	FEDERAL CONTRACTS		No Decision By Audit Close		30 days
Federal	Fed	Health Canada	FEDERAL REQUESTS		No Decision By Audit Close		

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Federal	Fed	Health Canada	FEDERAL SPECIFIC	64	Released In Full		30 days
Federal	Fed	Immigration, Refugees and Citizenship Canada	FEDERAL CORRESPONDENCE		No Decision By Audit Close		180 days
Federal	Fed	Immigration, Refugees and Citizenship Canada	FEDERAL REQUESTS	85	Denied In Part		30 days
Federal	Fed	Immigration, Refugees and Citizenship Canada	FEDERAL CONTRACTS	28	Denied In Part		
Federal	Fed	Immigration, Refugees and Citizenship Canada	FEDERAL SPECIFIC	86	Denied In Part		60 days
Federal	Fed	Immigration, Refugees and Citizenship Canada	FEDERAL TRUMP		No Decision By Audit Close		120 days
Federal	Fed	Indigenous and Northern Affairs Canada	FEDERAL CONTRACTS	21	Denied In Part		
Federal	Fed	Indigenous and Northern Affairs Canada	FEDERAL TRUMP	23	No Records		
Federal	Fed	Indigenous and Northern Affairs Canada	FEDERAL SPECIFIC		No Decision By Audit Close		120 days
Federal	Fed	Indigenous and Northern Affairs Canada	FEDERAL REQUESTS	62	Denied In Part		15 days
Federal	Fed	Indigenous and Northern Affairs Canada	FEDERAL CORRESPONDENCE		No Decision By Audit Close		90 days
Federal	Fed	Parks Canada	FEDERAL SPECIFIC	98	Denied In Part		60 days
Federal	Fed	Parks Canada	FEDERAL REQUESTS	9	Denied In Part		
Federal	Fed	Parks Canada	FEDERAL CONTRACTS	27	Released In Full		
Federal	Fed	Parks Canada	FEDERAL TRUMP	7	No Records		
Federal	Fed	Parks Canada	FEDERAL CORRESPONDENCE	19	Released In Full		
Federal	Fed	Privy Council Office	FEDERAL CORRESPONDENCE		No Decision By Audit Close		90 days
Federal	Fed	Privy Council Office	FEDERAL TRUMP		No Decision By Audit Close		180 days

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Federal	Fed	Privy Council Office	FEDERAL CONTRACTS	63	Denied In Part		30 days
Federal	Fed	Privy Council Office	FEDERAL SPECIFIC	95	Denied In Part		120 days
Federal	Fed	Privy Council Office	FEDERAL REQUESTS	62	Denied In Part		30 days
Federal	Fed	Public Service Commission	FEDERAL CONTRACTS	40	Released In Full		
Federal	Fed	Public Services and Procurement Canada	FEDERAL TRUMP	15	No Records		
Federal	Fed	Public Services and Procurement Canada	FEDERAL REQUESTS	23	Denied In Part		
Federal	Fed	Public Services and Procurement Canada	FEDERAL CORRESPONDENCE	30	Released In Full		
Federal	Fed	Public Services and Procurement Canada	FEDERAL SPECIFIC	24	Released In Full		
Federal	Fed	Royal Canadian Mounted Police	FEDERAL TRUMP		No Decision By Audit Close		
Federal	Fed	Royal Canadian Mounted Police	FEDERAL SPECIFIC		No Decision By Audit Close		
Federal	Fed	Royal Canadian Mounted Police	FEDERAL CONTRACTS		No Decision By Audit Close		
Federal	Fed	Royal Canadian Mounted Police	FEDERAL REQUESTS		No Decision By Audit Close		
Federal	Fed	Royal Canadian Mounted Police	FEDERAL CORRESPONDENCE		No Decision By Audit Close		
Federal	Fed	Shared Services Canada	FEDERAL REQUESTS	14	Denied In Part		
Federal	Fed	Shared Services Canada	FEDERAL CONTRACTS	30	Released In Full		
Federal	Fed	Shared Services Canada	FEDERAL TRUMP	3	No Records		
Federal	Fed	Shared Services Canada	FEDERAL SPECIFIC		No Decision By Audit Close		120 days
Federal	Fed	Shared Services Canada	FEDERAL CORRESPONDENCE	15	Denied In Part		
Federal	Fed	Transport Canada	FEDERAL REQUESTS	58	Released In Full		30 days
Federal	Fed	Transport Canada	FEDERAL SPECIFIC		No Decision By Audit Close		
Federal	Fed	Transport Canada	FEDERAL CONTRACTS	32	Released In Full		

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Federal	Fed	Transport Canada	FEDERAL TRUMP		No Decision By Audit Close		
Federal	Fed	Transport Canada	FEDERAL CORRESPONDENCE		No Decision By Audit Close		
Federal	Fed	Via Rail Canada	FEDERAL CORRESPONDENCE	63	Denied In Part		30 days
Federal	Fed	Via Rail Canada	FEDERAL CONTRACTS	81	Denied In Part		30 days
Federal	Fed	Via Rail Canada	FEDERAL SPECIFIC	57	Denied In Part		
Federal	Fed	Via Rail Canada	FEDERAL REQUESTS	50	Denied In Part		
Federal	Fed	Via Rail Canada	ALTERNATIVE FEDERAL	60	Released In Full		
Municipal	AB	City of Calgary	MUNICIPAL REQUESTS	63	Released In Full		30 days
Municipal	AB	City of Calgary	MUNICIPAL TRIPS	25	Released In Full		
Municipal	AB	City of Calgary	MUNICIPAL SPECIFIC	22	Released In Full		
Municipal	AB	City of Calgary	MUNICIPAL MARRIAGE	7	No Records		
Municipal	AB	City of Calgary	MUNICIPAL LEAVE	17	Released In Full		
Municipal	AB	City of Calgary	MUNICIPAL CORRESPONDENCE	67	Denied In Part		30 days
Municipal	AB	City of Edmonton	MUNICIPAL CORRESPONDENCE	23	Released In Full		
Municipal	AB	City of Edmonton	MUNICIPAL MARRIAGE	14	No Records		
Municipal	AB	City of Edmonton	MUNICIPAL REQUESTS	29	Released In Full		
Municipal	AB	City of Edmonton	MUNICIPAL LEAVE	23	Released In Full		
Municipal	AB	City of Edmonton	MUNICIPAL SPECIFIC	27	Released In Full		
Municipal	AB	City of Edmonton	MUNICIPAL TRIPS	28	Released In Full		
Municipal	BC	City of Vancouver	MUNICIPAL SPECIFIC	18	Released In Full		
Municipal	BC	City of Vancouver	MUNICIPAL LEAVE	3	Released In Full		
Municipal	BC	City of Vancouver	MUNICIPAL MARRIAGE	0	No Records		
Municipal	BC	City of Vancouver	MUNICIPAL CORRESPONDENCE	3	Fee Estimate	60.00	
Municipal	BC	City of Vancouver	MUNICIPAL REQUESTS	11	Denied In Part		
Municipal	BC	City of Vancouver	MUNICIPAL TRIPS	4	Released In Full		

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Municipal	BC	City of Victoria	MUNICIPAL MARRIAGE	3	Released In Full		
Municipal	BC	City of Victoria	MUNICIPAL LEAVE	3	Denied In Part		
Municipal	BC	City of Victoria	MUNICIPAL REQUESTS	30	Released In Full		
Municipal	BC	City of Victoria	MUNICIPAL SPECIFIC	34	Released In Full		
Municipal	BC	City of Victoria	MUNICIPAL TRIPS	44	Released In Full		
Municipal	BC	City of Victoria	MUNICIPAL CORRESPONDENCE	47	Released In Full		
Municipal	MB	City of Winnipeg	MUNICIPAL REQUESTS	27	Released In Full		
Municipal	MB	City of Winnipeg	MUNICIPAL SPECIFIC	62	Released In Full		30 days
Municipal	MB	City of Winnipeg	MUNICIPAL MARRIAGE	27	Released In Full		
Municipal	MB	City of Winnipeg	MUNICIPAL LEAVE	29	Released In Full		
Municipal	MB	City of Winnipeg	MUNICIPAL CORRESPONDENCE	55	Denied In Part		
Municipal	MB	City of Winnipeg	MUNICIPAL TRIPS	30	Released In Full		
Municipal	NB	City of Fredericton	MUNICIPAL TRIPS	14	Released In Full		
Municipal	NB	City of Fredericton	MUNICIPAL SPECIFIC	29	Denied In Part		
Municipal	NB	City of Fredericton	MUNICIPAL CORRESPONDENCE	29	Released In Full		
Municipal	NB	City of Fredericton	MUNICIPAL LEAVE	11	Released In Full		
Municipal	NB	City of Fredericton	MUNICIPAL MARRIAGE	0	No Records		
Municipal	NB	City of Fredericton	MUNICIPAL REQUESTS	18	Released In Full		
Municipal	NB	City of Moncton	MUNICIPAL REQUESTS	7	Released In Full		
Municipal	NB	City of Moncton	MUNICIPAL SPECIFIC	3	Released In Full		
Municipal	NB	City of Moncton	MUNICIPAL MARRIAGE	4	No Records		
Municipal	NB	City of Moncton	MUNICIPAL TRIPS	11	Released In Full		
Municipal	NB	City of Moncton	MUNICIPAL LEAVE	15	Released In Full		
Municipal	NB	City of Moncton	MUNICIPAL CORRESPONDENCE	29	Released In Full		
Municipal	NB	City of Saint John	MUNICIPAL SPECIFIC	6	No Records		
Municipal	NB	City of Saint John	MUNICIPAL MARRIAGE	5	No Records		

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Municipal	NB	City of Saint John	MUNICIPAL CORRESPONDENCE	7	Denied In Part		
Municipal	NB	City of Saint John	MUNICIPAL LEAVE	7	Released In Full		
Municipal	NB	City of Saint John	MUNICIPAL REQUESTS	4	Released In Full		
Municipal	NB	City of Saint John	MUNICIPAL TRIPS	1	Released In Full		
Municipal	NL	City of St. John's	MUNICIPAL MARRIAGE	12	Denied In Part		
Municipal	NL	City of St. John's	MUNICIPAL LEAVE	11	Released In Full		
Municipal	NL	City of St. John's	MUNICIPAL REQUESTS	3	Released In Full		
Municipal	NL	City of St. John's	MUNICIPAL TRIPS	5	Released In Full		
Municipal	NL	City of St. John's	MUNICIPAL CORRESPONDENCE	1	Released In Full		
Municipal	NL	City of St. John's	MUNICIPAL SPECIFIC	10	Fee Estimate	500.00	
Municipal	NS	Halifax Regional Municipality	MUNICIPAL CORRESPONDENCE	14	Denied In Part		
Municipal	NS	Halifax Regional Municipality	MUNICIPAL LEAVE	0	Released In Full		
Municipal	NS	Halifax Regional Municipality	MUNICIPAL TRIPS	10	Released In Full		
Municipal	NS	Halifax Regional Municipality	MUNICIPAL SPECIFIC	8	Released In Full		
Municipal	NS	Halifax Regional Municipality	MUNICIPAL MARRIAGE	1	No Records		
Municipal	NS	Halifax Regional Municipality	MUNICIPAL REQUESTS	18	Released In Full		
Municipal	ON	City of Hamilton	MUNICIPAL LEAVE	25	Nominal Fee	22.90	
Municipal	ON	City of Hamilton	MUNICIPAL MARRIAGE	2	No Records		
Municipal	ON	City of Hamilton	MUNICIPAL SPECIFIC	28	No Records		
Municipal	ON	City of Hamilton	MUNICIPAL CORRESPONDENCE	55	Fee Estimate	87.00	24 days
Municipal	ON	City of Hamilton	MUNICIPAL REQUESTS	28	Denied In Part		
Municipal	ON	City of Hamilton	MUNICIPAL TRIPS	28	Fee Estimate	30.10	
Municipal	ON	City of Ottawa	MUNICIPAL MARRIAGE	20	Nominal Fee	10.00	
Municipal	ON	City of Ottawa	MUNICIPAL CORRESPONDENCE	44	Nominal Fee	9.60	

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Municipal	ON	City of Ottawa	MUNICIPAL LEAVE	23	Released In Full		
Municipal	ON	City of Ottawa	MUNICIPAL REQUESTS	29	Nominal Fee	10.00	
Municipal	ON	City of Ottawa	MUNICIPAL SPECIFIC	18	Released In Full		
Municipal	ON	City of Ottawa	MUNICIPAL TRIPS	31	Released In Full		
Municipal	ON	City of Toronto	MUNICIPAL SPECIFIC	27	No Records		
Municipal	ON	City of Toronto	MUNICIPAL REQUESTS	-1	Denied In Part	10.00	
Municipal	ON	City of Toronto	MUNICIPAL MARRIAGE	0	No Records		
Municipal	ON	City of Toronto	MUNICIPAL TRIPS	10	Released In Full		
Municipal	ON	City of Toronto	MUNICIPAL LEAVE	35	Released In Full		
Municipal	ON	City of Toronto	MUNICIPAL CORRESPONDENCE	1	Denied In Full		
Municipal	ON	City of Windsor	MUNICIPAL MARRIAGE	2	Denied In Full		
Municipal	ON	City of Windsor	MUNICIPAL LEAVE	9	Released In Full		
Municipal	ON	City of Windsor	MUNICIPAL TRIPS	9	Nominal Fee	19.20	
Municipal	ON	City of Windsor	MUNICIPAL SPECIFIC	28	Fee Estimate	106.19	
Municipal	ON	City of Windsor	MUNICIPAL CORRESPONDENCE	10	Denied In Full		
Municipal	ON	City of Windsor	MUNICIPAL REQUESTS	6	Fee Estimate	1,872.60	
Municipal	PE	City of Charlottetown	MUNICIPAL REQUESTS	0	Released In Full		
Municipal	PE	City of Charlottetown	MUNICIPAL MARRIAGE	0	No Records		
Municipal	PE	City of Charlottetown	MUNICIPAL SPECIFIC	1	Released In Full		
Municipal	PE	City of Charlottetown	MUNICIPAL LEAVE	8	Released In Full		
Municipal	PE	City of Charlottetown	MUNICIPAL CORRESPONDENCE	1	Released In Full		
Municipal	PE	City of Charlottetown	MUNICIPAL TRIPS	6	Released In Full		
Municipal	QC	Ville de Montréal	MUNICIPAL CORRESPONDENCE	3	Denied In Full		
Municipal	QC	Ville de Montréal	MUNICIPAL LEAVE	18	Released In Full		10 days
Municipal	QC	Ville de Montréal	MUNICIPAL SPECIFIC	0	No Records		
Municipal	QC	Ville de Montréal	MUNICIPAL REQUESTS	20	Released In Full		10 days

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Municipal	QC	Ville de Montréal	MUNICIPAL TRIPS	23	Released In Full		10 days
Municipal	QC	Ville de Montréal	MUNICIPAL MARRIAGE	26	Denied In Part		10 days
Municipal	QC	Ville de Québec	MUNICIPAL SPECIFIC	12	Fee Estimate	189.36	
Municipal	QC	Ville de Québec	MUNICIPAL MARRIAGE	5	Denied In Part		
Municipal	QC	Ville de Québec	MUNICIPAL CORRESPONDENCE	2	Denied In Part		
Municipal	QC	Ville de Québec	MUNICIPAL LEAVE	5	Released In Full		
Municipal	QC	Ville de Québec	MUNICIPAL REQUESTS	12	Denied In Part		
Municipal	QC	Ville de Québec	MUNICIPAL TRIPS	17	Released In Full		
Municipal	SK	City of Regina	MUNICIPAL MARRIAGE	0	No Records		
Municipal	SK	City of Regina	MUNICIPAL SPECIFIC	17	Released In Full		
Municipal	SK	City of Regina	MUNICIPAL REQUESTS	7	Released In Full		
Municipal	SK	City of Regina	MUNICIPAL TRIPS	17	Released In Full		
Municipal	SK	City of Regina	MUNICIPAL LEAVE	8	Released In Full		
Municipal	SK	City of Regina	MUNICIPAL CORRESPONDENCE	14	Fee Estimate	338.00	
Municipal	SK	City of Saskatoon	MUNICIPAL SPECIFIC	22	Fee Estimate	53.16	
Municipal	SK	City of Saskatoon	MUNICIPAL CORRESPONDENCE	58	Released In Full		30 days
Municipal	SK	City of Saskatoon	MUNICIPAL TRIPS	36	Released In Full		30 days
Municipal	SK	City of Saskatoon	MUNICIPAL MARRIAGE	0	No Records		
Municipal	SK	City of Saskatoon	MUNICIPAL LEAVE	25	Released In Full		
Municipal	SK	City of Saskatoon	MUNICIPAL REQUESTS	22	Released In Full		
Provincial	AB	Alberta Education	PROVINCIAL SPECIFIC	27	Released In Full		
Provincial	AB	Alberta Education	PROVINCIAL REFUGEES		No Decision By Audit Close		
Provincial	AB	Alberta Education	PROVINCIAL LEAVE	40	Denied In Full		
Provincial	AB	Alberta Education	PROVINCIAL TRIPS	0	Released In Full		
Provincial	AB	Alberta Education	PROVINCIAL REQUESTS	42	Denied In Part		

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Provincial	AB	Alberta Health Services	PROVINCIAL TRIPS	48	Released In Full		
Provincial	AB	Alberta Health Services	PROVINCIAL SPECIFIC		No Decision By Audit Close		30 days
Provincial	AB	Alberta Health Services	PROVINCIAL LEAVE	34	Released In Full		
Provincial	AB	Alberta Health Services	PROVINCIAL HEALTH CARDS	41	Released In Full		
Provincial	AB	Alberta Health Services	PROVINCIAL REQUESTS	34	Denied In Part		
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL JAIL BIRTHS	29	No Records		
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL SPECIFIC	17	Fee Estimate	804.00	
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL TRIPS	8	Denied In Full		
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL REQUESTS	19	Fee Estimate	311.50	
Provincial	AB	Alberta Justice and Solicitor General	PROVINCIAL LEAVE	33	Denied In Full		
Provincial	BC	Ministry of Education	PROVINCIAL REQUESTS	1	Released In Full		
Provincial	BC	Ministry of Education	PROVINCIAL TRIPS	0	Released In Full		
Provincial	BC	Ministry of Education	PROVINCIAL LEAVE	37	Released In Full		
Provincial	BC	Ministry of Education	PROVINCIAL REFUGEES	84	Denied In Part		30 days
Provincial	BC	Ministry of Education	PROVINCIAL SPECIFIC	44	Denied In Part		
Provincial	BC	Ministry of Health	PROVINCIAL HEALTH CARDS	82	Released In Full		
Provincial	BC	Ministry of Health	PROVINCIAL REQUESTS	1	Released In Full		
Provincial	BC	Ministry of Health	PROVINCIAL LEAVE	37	Released In Full		
Provincial	BC	Ministry of Health	PROVINCIAL TRIPS	0	Released In Full		
Provincial	BC	Ministry of Health	PROVINCIAL SPECIFIC	36	Released In Full		
Provincial	BC	Ministry of Justice	PROVINCIAL REQUESTS	1	Released In Full		
Provincial	BC	Ministry of Justice	PROVINCIAL JAIL BIRTHS	9	Denied In Part		
Provincial	BC	Ministry of Justice	PROVINCIAL LEAVE	37	Released In Full		

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Provincial	BC	Ministry of Justice	PROVINCIAL SPECIFIC		No Decision By Audit Close		40 days
Provincial	BC	Ministry of Justice	PROVINCIAL TRIPS	0	Released In Full		
Provincial	MB	Manitoba Education and Training	PROVINCIAL REQUESTS	14	Released In Full		
Provincial	MB	Manitoba Education and Training	PROVINCIAL LEAVE	19	Released In Full		
Provincial	MB	Manitoba Education and Training	PROVINCIAL SPECIFIC	28	Denied In Part		
Provincial	MB	Manitoba Education and Training	PROVINCIAL TRIPS	22	Released In Full		
Provincial	MB	Manitoba Education and Training	PROVINCIAL REFUGEES	25	Fee Estimate	645.00	
Provincial	MB	Manitoba Health, Seniors and Active Living	PROVINCIAL TRIPS	14	Released In Full		
Provincial	MB	Manitoba Health, Seniors and Active Living	PROVINCIAL HEALTH CARDS	21	No Records		
Provincial	MB	Manitoba Health, Seniors and Active Living	PROVINCIAL SPECIFIC	19	Released In Full		
Provincial	MB	Manitoba Health, Seniors and Active Living	PROVINCIAL LEAVE	15	Released In Full		
Provincial	MB	Manitoba Health, Seniors and Active Living	PROVINCIAL REQUESTS	22	Released In Full		
Provincial	MB	Manitoba Justice	PROVINCIAL TRIPS	28	Released In Full		
Provincial	MB	Manitoba Justice	PROVINCIAL JAIL BIRTHS	28	Released In Full		
Provincial	MB	Manitoba Justice	PROVINCIAL SPECIFIC	25	Denied In Part		
Provincial	MB	Manitoba Justice	PROVINCIAL LEAVE	17	Released In Full		
Provincial	MB	Manitoba Justice	PROVINCIAL REQUESTS	22	Released In Full		
Provincial	NB	Justice and Public Safety	PROVINCIAL LEAVE	15	Released In Full		
Provincial	NB	Justice and Public Safety	PROVINCIAL SPECIFIC	6	No Records		
Provincial	NB	Justice and Public Safety	PROVINCIAL TRIPS	6	Released In Full		

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Provincial	NB	Justice and Public Safety	PROVINCIAL REQUESTS	18	Denied In Part		
Provincial	NB	Justice and Public Safety	PROVINCIAL JAIL BIRTHS	19	Released In Full		
Provincial	NB	New Brunswick Education and Early Childhood Development	PROVINCIAL LEAVE	28	Released In Full		
Provincial	NB	New Brunswick Education and Early Childhood Development	PROVINCIAL REFUGEES	58	Denied In Part		30 days
Provincial	NB	New Brunswick Education and Early Childhood Development	PROVINCIAL SPECIFIC	14	Released In Full		
Provincial	NB	New Brunswick Education and Early Childhood Development	PROVINCIAL REQUESTS	14	Denied In Part		
Provincial	NB	New Brunswick Education and Early Childhood Development	PROVINCIAL TRIPS	24	Released In Full		
Provincial	NB	New Brunswick Health	PROVINCIAL HEALTH CARDS	29	Released In Full		
Provincial	NB	New Brunswick Health	PROVINCIAL REQUESTS	42	Denied In Part		
Provincial	NB	New Brunswick Health	PROVINCIAL SPECIFIC	29	Denied In Part		
Provincial	NB	New Brunswick Health	PROVINCIAL TRIPS	0	Denied In Part		
Provincial	NB	New Brunswick Health	PROVINCIAL LEAVE	25	Released In Full		
Provincial	NL	Department of Education and Early Childhood Development	PROVINCIAL REFUGEES	22	Released In Full		
Provincial	NL	Department of Education and Early Childhood Development	PROVINCIAL TRIPS	29	Released In Full		
Provincial	NL	Department of Education and Early Childhood Development	PROVINCIAL SPECIFIC	23	No Records		
Provincial	NL	Department of Education and Early Childhood Development	PROVINCIAL REQUESTS	16	Released In Full		

Provincial	NL	Department of Education and Early Childhood Development	PROVINCIAL LEAVE	23	Released In Full		
Provincial	NL	Department of Health and Community Services	PROVINCIAL HEALTH CARDS	17	No Records		
Provincial	NL	Department of Health and Community Services	PROVINCIAL REQUESTS	16	Released In Full		
Provincial	NL	Department of Health and Community Services	PROVINCIAL SPECIFIC	26	Denied In Part		
Provincial	NL	Department of Health and Community Services	PROVINCIAL TRIPS	4	Released In Full		
Provincial	NL	Department of Health and Community Services	PROVINCIAL LEAVE	23	Released In Full		
Provincial	NL	Department of Justice and Public safety	PROVINCIAL TRIPS	10	Released In Full		
Provincial	NL	Department of Justice and Public safety	PROVINCIAL SPECIFIC	28	Released In Full		
Provincial	NL	Department of Justice and Public safety	PROVINCIAL LEAVE	26	Released In Full		
Provincial	NL	Department of Justice and Public safety	PROVINCIAL JAIL BIRTHS	3	Released In Full		
Provincial	NL	Department of Justice and Public safety	PROVINCIAL REQUESTS	16	Released In Full		
Provincial	NS	Nova Scotia Department of Education and Early Childhood Development	PROVINCIAL REQUESTS	29	Denied In Part		
Provincial	NS	Nova Scotia Department of Education and Early Childhood Development	PROVINCIAL SPECIFIC	31	Denied In Part		

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Provincial	NS	Nova Scotia Department of Education and Early Childhood Development	PROVINCIAL LEAVE	29	Released In Full		
Provincial	NS	Nova Scotia Department of Education and Early Childhood Development	PROVINCIAL REFUGEES	51	Denied In Part		30 days
Provincial	NS	Nova Scotia Department of Education and Early Childhood Development	PROVINCIAL TRIPS	22	Released In Full		
Provincial	NS	Nova Scotia Department of Education and Early Childhood Development	PROVINCIAL SPECIFIC	9	No Records		
Provincial	NS	Nova Scotia Department of Justice	PROVINCIAL TRIPS	31	Denied In Part		
Provincial	NS	Nova Scotia Department of Justice	PROVINCIAL SPECIFIC	16	Fee Estimate	210.00	
Provincial	NS	Nova Scotia Department of Justice	PROVINCIAL LEAVE	46 63	Released In Full		
Provincial	NS	Nova Scotia Department of Justice	PROVINCIAL JAIL BIRTHS	21	No Records		
Provincial	NS	Nova Scotia Department of Justice	PROVINCIAL REQUESTS	31	Denied In Part		
Provincial	NS	Nova Scotia Health and Wellness and Seniors	PROVINCIAL HEALTH CARDS	26	Released In Full		
Provincial	NS	Nova Scotia Health and Wellness and Seniors	PROVINCIAL TRIPS	28	Released In Full		
Provincial	NS	Nova Scotia Health and Wellness and Seniors	PROVINCIAL REQUESTS	29	Denied In Part		
Provincial	NS	Nova Scotia Health and Wellness and Seniors	PROVINCIAL SPECIFIC	28	No Records		

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Provincial	NS	Nova Scotia Health and Wellness and Seniors	PROVINCIAL LEAVE	46 63	Released In Full		
Provincial	NT	Education, Culture and Employment	PROVINCIAL LEAVE	27	Released In Full		
Provincial	NT	Education, Culture and Employment	PROVINCIAL REQUESTS	27	Denied In Part		
Provincial	NT	Education, Culture and Employment	PROVINCIAL SPECIFIC	27	No Records		
Provincial	NT	Education, Culture and Employment	PROVINCIAL TRIPS	35	Released In Full		
Provincial	NT	Education, Culture and Employment	PROVINCIAL REFUGEES	33	Released In Full		
Provincial	NT	Health and Social Services	PROVINCIAL HEALTH CARDS	28	No Records		
Provincial	NT	Health and Social Services	PROVINCIAL LEAVE	28	Released In Full		
Provincial	NT	Health and Social Services	PROVINCIAL SPECIFIC	28	Released In Full		
Provincial	NT	Health and Social Services	PROVINCIAL REQUESTS	37	Released In Full		
Provincial	NT	Health and Social Services	PROVINCIAL TRIPS	23	Denied In Full		
Provincial	NT	Justice	PROVINCIAL LEAVE	16	Released In Full		
Provincial	NT	Justice	PROVINCIAL SPECIFIC	29	Released In Full		
Provincial	NT	Justice	PROVINCIAL JAIL BIRTHS	17	No Records		
Provincial	NT	Justice	PROVINCIAL REQUESTS	27	Released In Full		
Provincial	NT	Justice	PROVINCIAL TRIPS	81	Released In Full		
Provincial	NU	Department of Education	PROVINCIAL REQUESTS	32	Denied In Full		
Provincial	NU	Department of Education	PROVINCIAL LEAVE	56	Released In Full		
Provincial	NU	Department of Education	PROVINCIAL SPECIFIC	34	Denied In Full		
Provincial	NU	Department of Education	PROVINCIAL REFUGEES	33	No Records		
Provincial	NU	Department of Education	PROVINCIAL TRIPS	77	Released In Full		
Provincial	NU	Department of Health	PROVINCIAL SPECIFIC	46 61	Released In Full		
Provincial	NU	Department of Health	PROVINCIAL HEALTH CARDS	27	No Records		
Provincial	NU	Department of Health	PROVINCIAL REQUESTS	46 62	Denied In Part		
Provincial	NU	Department of Health	PROVINCIAL LEAVE	27	Released In Full		

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Provincial	NU	Department of Health	PROVINCIAL TRIPS	80	Released In Full		
Provincial	NU	Department of Justice	PROVINCIAL SPECIFIC	33	Released In Full		
Provincial	NU	Department of Justice	PROVINCIAL JAIL BIRTHS	21	Released In Full		
Provincial	NU	Department of Justice	PROVINCIAL LEAVE	22	Released In Full		
Provincial	NU	Department of Justice	PROVINCIAL TRIPS	80	Released In Full		
Provincial	NU	Department of Justice	PROVINCIAL REQUESTS	22	Released In Full		
Provincial	ON	Ontario Ministry of Education	PROVINCIAL LEAVE	31	Released In Full		
Provincial	ON	Ontario Ministry of Education	PROVINCIAL SPECIFIC	30	No Records		
Provincial	ON	Ontario Ministry of Education	PROVINCIAL REQUESTS	37	Nominal Fee	10.00	
Provincial	ON	Ontario Ministry of Education	PROVINCIAL TRIPS	37	Nominal Fee	22.00	
Provincial	ON	Ontario Ministry of Education	PROVINCIAL REFUGEES	13	Fee Estimate	330.00	
Provincial	ON	Ontario Ministry of Health and Long-Term Care	PROVINCIAL LEAVE	30	Released In Full		
Provincial	ON	Ontario Ministry of Health and Long-Term Care	PROVINCIAL TRIPS	30	Fee Estimate	60.00	
Provincial	ON	Ontario Ministry of Health and Long-Term Care	PROVINCIAL HEALTH CARDS	34	Released In Full		
Provincial	ON	Ontario Ministry of Health and Long-Term Care	PROVINCIAL REQUESTS		No Decision By Audit Close		
Provincial	ON	Ontario Ministry of Health and Long-Term Care	PROVINCIAL SPECIFIC		No Decision By Audit Close		
Provincial	ON	Ontario Ministry of the Attorney General	PROVINCIAL SPECIFIC	28	Released In Full		
Provincial	ON	Ontario Ministry of the Attorney General	PROVINCIAL JAIL BIRTHS	9	No Records		
Provincial	ON	Ontario Ministry of the Attorney General	PROVINCIAL REQUESTS	20	Fee Estimate	125.00	
Provincial	ON	Ontario Ministry of the Attorney General	PROVINCIAL TRIPS	29	Denied In Part		
Provincial	ON	Ontario Ministry of the Attorney General	PROVINCIAL LEAVE	26	Released In Full		

		General					
Provincial	PE	Department of Justice and Public safety	PROVINCIAL SPECIFIC	10	No Records		
Provincial	PE	Department of Justice and Public safety	PROVINCIAL JAIL BIRTHS	11	Released In Full		
Provincial	PE	Department of Justice and Public safety	PROVINCIAL REQUESTS	17	Denied In Part		
Provincial	PE	Department of Justice and Public safety	PROVINCIAL LEAVE	1	Released In Full		
Provincial	PE	Department of Justice and Public safety	PROVINCIAL TRIPS	3	Released In Full		
Provincial	PE	Education, Early Learning and Culture	PROVINCIAL LEAVE	6	Released In Full		
Provincial	PE	Education, Early Learning and Culture	PROVINCIAL REQUESTS	14	Released In Full		
Provincial	PE	Education, Early Learning and Culture	PROVINCIAL REFUGEES	24	Fee Estimate	554.00	
Provincial	PE	Education, Early Learning and Culture	PROVINCIAL SPECIFIC	17	Released In Full		
Provincial	PE	Education, Early Learning and Culture	PROVINCIAL TRIPS	17	Released In Full		
Provincial	PE	Health PEI	PROVINCIAL TRIPS	24	Released In Full		
Provincial	PE	Health PEI	PROVINCIAL LEAVE	1	Released In Full		
Provincial	PE	Health PEI	PROVINCIAL REQUESTS	15	Denied In Part		
Provincial	PE	Health PEI	PROVINCIAL HEALTH CARDS	10	Released In Full		
Provincial	PE	Health PEI	PROVINCIAL SPECIFIC	14	Released In Full		
Provincial	QC	Education et enseignement supérieur	PROVINCIAL LEAVE	70	Released In Full		10 days
Provincial	QC	Education et enseignement supérieur	PROVINCIAL SPECIFIC	63	Denied In Full		10 days
Provincial	QC	Education et enseignement supérieur	PROVINCIAL TRIPS	58	Denied In Full		10 days

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Provincial	QC	Education et enseignement supérieur	PROVINCIAL REQUESTS		No Decision By Audit Close		10 days
Provincial	QC	Education et enseignement supérieur	PROVINCIAL REFUGEES	46 60	Released In Full		10 days
Provincial	QC	Justice Québec	PROVINCIAL REQUESTS	31	Released In Full		10 days
Provincial	QC	Justice Québec	PROVINCIAL LEAVE	22	Released In Full		
Provincial	QC	Justice Québec	PROVINCIAL JAIL BIRTHS	20	No Records		
Provincial	QC	Justice Québec	PROVINCIAL SPECIFIC	27	No Records		10 days
Provincial	QC	Justice Québec	PROVINCIAL TRIPS	23	Denied In Full		10 days
Provincial	QC	Régie de l'assurance maladie	PROVINCIAL HEALTH CARDS	18	Released In Full		
Provincial	QC	Santé et services sociaux Québec	PROVINCIAL SPECIFIC	42	Denied In Full		10 days
Provincial	QC	Santé et services sociaux Québec	PROVINCIAL REQUESTS	11	Denied In Full		
Provincial	QC	Santé et services sociaux Québec	PROVINCIAL LEAVE	22	Denied In Part		
Provincial	QC	Santé et services sociaux Québec	PROVINCIAL TRIPS	26	Released In Full		
Provincial	SK	Ministry of Education	PROVINCIAL TRIPS	27	Denied In Full		
Provincial	SK	Ministry of Education	PROVINCIAL REQUESTS	32	Denied In Part		
Provincial	SK	Ministry of Education	PROVINCIAL SPECIFIC	53	Released In Full		
Provincial	SK	Ministry of Education	PROVINCIAL LEAVE	24	Released In Full		
Provincial	SK	Ministry of Education	PROVINCIAL REFUGEES	9	Fee Estimate	127. 50	
Provincial	SK	Ministry of Health	PROVINCIAL TRIPS	72	Denied In Part		30 days
Provincial	SK	Ministry of Health	PROVINCIAL LEAVE	21	Released In Full		
Provincial	SK	Ministry of Health	PROVINCIAL REQUESTS	80	Denied In Part		30 days
Provincial	SK	Ministry of Health	PROVINCIAL SPECIFIC	6	Fee Estimate	1,36 0.00	
Provincial	SK	Ministry of Health	PROVINCIAL HEALTH CARDS	20	Released In Full		
Provincial	SK	Ministry of Justice	PROVINCIAL LEAVE	25	Released In Full		
Provincial	SK	Ministry of Justice	PROVINCIAL JAIL BIRTHS	24	Released In Full		

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Provincial	SK	Ministry of Justice	PROVINCIAL REQUESTS	63	Denied In Part		30 days
Provincial	SK	Ministry of Justice	PROVINCIAL TRIPS	38	Released In Full		
Provincial	SK	Ministry of Justice	PROVINCIAL SPECIFIC		Removed From Audit		
Provincial	YK	Department of Justice	PROVINCIAL REQUESTS	74	Released In Full		
Provincial	YK	Department of Justice	PROVINCIAL LEAVE	62	Released In Full		
Provincial	YK	Department of Justice	PROVINCIAL JAIL BIRTHS	17	Released In Full		
Provincial	YK	Department of Justice	PROVINCIAL TRIPS	22	No Records		30 days
Provincial	YK	Department of Justice	PROVINCIAL SPECIFIC	4	Denied In Full		
Provincial	YK	Education	PROVINCIAL LEAVE	62	Released In Full		
Provincial	YK	Education	PROVINCIAL TRIPS	20	No Records		30 days
Provincial	YK	Education	PROVINCIAL SPECIFIC	17	Denied In Full		
Provincial	YK	Education	PROVINCIAL REQUESTS	74	Released In Full		
Provincial	YK	Education	PROVINCIAL REFUGEES	64	Released In Full		30 days
Provincial	YK	Health and Social Services	PROVINCIAL LEAVE	32	Released In Full		
Provincial	YK	Health and Social Services	PROVINCIAL REQUESTS	74	Released In Full		30 days
Provincial	YK	Health and Social Services	PROVINCIAL TRIPS	22	Denied In Full		30 days
Provincial	YK	Health and Social Services	PROVINCIAL HEALTH CARDS	28	No Records		
Provincial	YK	Health and Social Services	PROVINCIAL SPECIFIC	53	No Records		30 days

Municipalities in PEI are not included in access legislation.