



NATIONAL FREEDOM OF INFORMATION AUDIT 2014



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1. EXECUTIVE SUMMARY/DARTS AND LAURELS

For ten years, Newspapers Canada has been testing the freedom of information system in Canada, with the national freedom of information audit. And for ten years, the audit has been pointing out where Canada's FOI regimes are working, and where they need shoring up.

For this audit, almost 400 requests were sent to 11 federal government departments and crown corporations, ministries, departments and agencies in all ten provinces and in Yukon and to 19 major municipalities across the country. Identical requests are sent to all government bodies at each level of government, allowing their responses to be compared both as to how fast they respond and how much information they release.

The audit also grades governments on both the speed of their responses and the amount of information actually released.

Thirty days is the widely accepted standard for response times to FOI requests, and in this audit, 68 per cent of all requests got an answer during that time, about the same as in previous audits. The best performers were the Yukon and the City of St. John's, and the worst was the federal government.

Timeliness is important, but a speedy response loses much of its lustre if a request is denied, subject to a large fee estimate, large parts of the information are blacked out or the information is released in an unusable format. In fact, the audit found that the fastest average times came when a government body either said it found no records or denied the request in full, 14 and 21 days respectively. Those released in full took the full 30 days, and those denied in part took longest, an average of 38 days from the date the request was received till a decision went to the requester.

The audit found the government body most open with information was the City of Calgary and the least open were, for varying reasons, the provinces of Ontario and Quebec.

The national FOI audit has included requests for raw data for several years, but the 2014 audit has a special focus on data in light of the move by governments to open data, a growing trend toward making government data available for developers, journalists and others, to build applications and mine information. One hundred and seventy two requests for electronic data were included in the audit, and while some government bodies were prepared to release raw data as requested, others insisted on providing paper printouts of the data, or converting it to PDF or images files. These latter formats defeat the purpose of requesting data because they can't be read by spreadsheet and data analysis programs and are useless for web development environments without error-prone, often technically difficult conversion. Data released as an image or printed out isn't data at all.

The federal government, on its open data site, says, "The Government of Canada has made open government, including open data activities, a priority in order to increase transparency and accountability, as well as to spur national innovation and economic growth." Provinces and municipalities have made similar statements. But as noted in the detail section of the report, if open data is to have meaning, data has to be available through the FOI process and not just when governments choose to release datasets that may have been carefully vetted and manicured for public consumption.

Canada has 17 open records laws with a diversity of rules and procedures, but one thing users all across the country tend to agree on is their belief that governments go out of their way to slow down or block release of more contentious information with the potential to embarrass officials or damage the re-election prospects of political leaders. The 2011 FOI audit, special report on Ontario, found that more contentious requests in that province indeed took longer to process and resulted in less information being released.

The same pattern is reflected in the current audit, with topical requests more likely to be denied in full or face fee estimates, compared to generic requests. Broadly speaking, the records most likely to be released with few if any exemptions were administrative records such as lists of employees, expense records, and lists of agreements with drug companies (not the actual agreements). Those most likely to be denied in part or in full included briefing notes to ministers and premiers, municipal property standards orders and many data requests. Data requests were treated as denied in part if not released in a true data format.

Fees also continue to be a significant barrier to access. The 2014 audit saw a dramatic overall increase in the number and amount of fee estimates, fees governments insisted requesters had to pay before information could be released. The total of all fees assessed in 2014 was \$87,000, compared to about \$29,000 in 2012. Some fees were so high that information requesters could purchase well equipped, even luxury cars, with the same amounts of money that governments said they needed to compile and release information.

The Newspapers Canada FOI audit always has its share of institutions that show a genuine commitment to openness, and those that bolt the doors tightly shut. Here are some of the most prominent examples from the 2014 audit:

Darts

- The Privy Council Office, the central agency that serves and advises the Prime Minister, for telling a Newspapers Canada auditor who asked for a copy of data from the agency's access request processing system that the PCO simply does not release electronic records. Despite being reminded of its obligation under the act to do so, the agency refused to relent and declared that the request would be considered abandoned if the auditor did not accept paper records;
- Transport Canada, for imposing an extension of one year on a request for ministerial briefing notes on the Lac Megantic disaster;
- The Province of Manitoba for claiming it was not "feasible" to provide data from its database of repair and maintenance needs of provincial highway bridges. It said it would have to print out paper copies from the database and black out information manually, rather than remove any exempt information electronically;
- The City of Winnipeg for proposing to charge \$27,000 to process a request for a dataset of property standards orders;
- Quebec City, for sending a \$72 bill for photocopies of information that was requested in database form, without checking first to see if the requester could or wanted to pay;
- The City of Windsor for refusing a request for names, positions and salary classifications of its employees, saying they constituted information about employment-related matters;

- Edmonton Police for their \$8,000 fee to provide a list of how many hours of overtime and how much overtime money was paid to each Edmonton police officer in 2012. Toronto Police for refusing to even process the overtime request unless the auditor submitted the request again, this time with an expensive certified cheque or money order to pay the \$5.00 application fee.
- The CBC for blacking out a section on “transparency and accountability” in briefing notes for president Hubert Lacroix on the issue of adding advertising to some CBC Radio Services;
- Several provinces for poor recordkeeping, as they said they would have to go through individual inmate files to find inmate complaints;
- P.E.I. for its claim it would cost \$2,200 to release a database of highway collisions.

Laurels

- Quebec for being the only province that was able to release all prisoner complaints at a named correctional institution;
- Environment Canada, Finance, National Defence and Public Works and Government Services, for being an example to other federal departments and crown corporations in releasing data in useable, electronic form.
- B.C. for taking a similar leadership role among provinces.
- Alberta and Manitoba for being the only two provinces to release briefing notes prepared for their premiers in advance of national premiers meetings;
- Police in Ottawa, Calgary, Saskatoon, Winnipeg and Victoria for bucking the trend among police agencies countrywide, and releasing details of police officer overtime claims.
- The City of Charlottetown and Saskatoon Police for responding to requests for information, even though they are not formally included in access legislation

2. INTRODUCTION TO THE 2014 FOI AUDIT

“Access to information is fundamental to Canada’s system of government, a key tool that facilitates citizen engagement with the public policy process. When the access system falters, not only is Canadians’ participation in government thwarted but ultimately, the health of Canadian democracy is at stake.”

Information Commissioner Suzanne Legault
2012-13 Annual Report to Parliament

Suzanne Legault’s words capture perfectly why Newspapers Canada conducts an annual audit of the freedom of information system in Canada. It’s well and good to have open records laws, but if they are to be effective they not only need to exist, they need to be respected.

For almost ten years, Newspapers Canada and its predecessor the Canadian Newspaper Association have been testing just how much Canadian governments respect those laws, by doing a simple thing: asking for information and then reporting to the Canadian public how governments respond. The FOI audit is like an annual check-up on the health of our democracy.

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; government agencies then must retrieve the records from where they are stored within government offices, 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, usually 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 processing of records. Most acts provide some free search and processing time; 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 for miscellaneous items such as CDs.

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 hard drives 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 protecting corrupt practices. This is which is why a regular check-up is so necessary.

The National Freedom of Information Audit is the largest and most comprehensive survey of its kind in Canada and the only regular, live 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 jurisdictions against one another and encourage the kind of openness that the authors of FOI legislation sought.

By filing original requests, rather than relying on official statistics, the audit is able to compare the performance of governments across Canada on a consistent 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.

3. HOW THE AUDIT IS CONDUCTED

The newspapers Canada national freedom of information audit is a large undertaking. From October 2013 to April 2014, almost 400 requests were sent to 11 federal departments and agencies; several departments/ministries in each province and 19 municipalities and associated police services. They were then tracked, with each event in the life of the request recorded in a database for later analysis. This included the date the request was mailed, the date it was received as indicated by the public agency—when not indicated a date four business days after mailing was used, in accordance with Canada Post national service standards—the date an access decision was made by the public agency, the nature of the decision, any legal time extension claimed and any fee estimate.

The audit team consisted of the author, a third-year University of King's College journalism student and a King's graduate now working in Montreal. Over the five months of the audit, the team handled and recorded close to a thousand individual letters, emails and phone calls with government agencies. All data entered in the main request tracking system was verified through a second check of the source documents.

The requests were not explicitly identified as coming from the audit and steps were taken to change the audit procedures, to alter the patterns used in previous audits. In the present study, the requests were mailed over a period of nearly one month, beginning on October 24 and ending Nov. 22, 2013. The requests were staggered so each agency would receive them over several weeks, rather than all at once, and so the same request would be sent out to different agencies at different times throughout the audit period. Request A would go to agency A at the beginning, agency B later and agency C near the end. That way, government agencies in different jurisdictions communicating with one another, as they have been found to do in the past, would find it more difficult to identify common requests, especially in the earlier days of the audit when there would have been few duplicates.

One of the auditors filed requests using letters where possible, while the other auditor used forms provided by government agencies, or online filing systems, where available. The audit time period was also shifted to later in the year.

It is difficult if not impossible to make such a process completely invisible, partly because agencies now anticipate the audit. However, beyond possibly trying to speed up handling, it is unlikely requests are processed much differently than they otherwise would be, even if they are identified, because making different access decisions from those that would normally be made would not only be potentially unlawful, but it would set precedents that agencies could be held to in the future.

The auditors are also instructed not to change the wording of requests to a degree that requests sent to different bodies would no longer be equivalent.

The requests were designed with care to meet several criteria. First, they were straightforward, so that an experienced employee of an institution would have no trouble understanding what was being requested. If necessary, the auditors were available to explain any wording officials found unclear. Second, the requests were for information that should be readily accessible and easily located, if an institution has an effective recordkeeping system. Indeed, many of the requests were for information that is requested frequently by accountability requesters such as the media, including ministerial briefing notes, travel expense records, justice system records, and so on. Third, they were for information of public interest. The audit does not ask for information the release of which would not serve the public interest.

A total of 384 requests on 23 topics are included in the analysis. Due to data quality concerns, seven were not tabulated. These are identified in appendix A, the complete list of requests and outcomes.

The main audit requests sent to each level were as follows:

Level	Details
Federal	An electronic (delimited text, Excel, json, xml etc, but not pdf or image format) file of all department/crown corporation employees, their positions and their salary classifications/ ranges, as of the time the request was filed. (FEDERAL EMPLOYEES LIST)
Federal	All media lines currently available for use when responding to media inquiries on a subject relevant to the department or crown corporation (FEDERAL MEDIA LINES)
Federal	All briefing notes for the minister or CEO about the same subject referenced in the FEDERAL MEDIA LINES request above (FEDERAL BRIEFING NOTES)
Federal	An electronic list of contracts of \$10,000 or less in value, dated in the 2013 calendar year, including the same details as included on the agency's proactive disclosure site for contracts over \$10,000. The data could be released in any machine-readable format, such as plain text, XLSX, Microsoft Access dbf or accdb, XML, etc. No image files or pdfs. (FEDERAL CONTRACTS)
Federal	An electronic (delimited text, Excel, json, xml etc, but not pdf or image format) copy of the data in the department/crown corporation's system used to track requests under the Access to Information Act. Please include requests for the fiscal year 2012-2013 and 2013-2014 to date. (ACCESS REQUEST DATA)
Municipal	Dataset of all parking tickets issued in 2012. Data could be released in any machine-readable format, such as plain text, XLSX, Microsoft Access dbf or accdb, XML, etc. No image files or pdfs. (PARKING TICKETS)
Municipal	The number of hours and amount of overtime claimed by each police officer in 2012, with personal identifiers removed. This request was filed with the RCMP and the Royal Newfoundland Constabulary, the forces that provide policing in Moncton, N.B. and St.John's. (POLICE OVERTIME)
Municipal	Dataset of all civic road construction contracts awarded in 2013 to date. You can release the data in any machine-readable format, such as plain text, XLSX, Microsoft Access dbf or accdb, XML, etc. No image files or pdfs please. (MUNICIPAL CONTRACTS)

Municipal	Receipts and explains claim for all claims for travel expenses made by municipal councillors or the mayor for travel to the 2013 FCM annual conference in Vancouver, held approximately May 31 to June 3. (MUNICIPAL TRAVEL EXPENSES)
Municipal	Dataset of all calls for service made in August 2013 to the municipality's non-emergency line, such as call centre, 311 number etc. The data could be released in any machine-readable format, such as plain text, XLSX, Microsoft Access dbf or accdb, XML, etc. No image files or pdfs. (MUNICIPAL 311 CALLS)
Municipal	An electronic (delimited text, Excel, json, xml etc, but not pdf or image format) file of all orders to correct deficiencies made by municipal officials overseeing property standards, in 2012 and 2013 to date. Include the property's civic address, the date of the order, the deficiency(ies), and the date by which deficiencies were to be corrected. (PROPERTY ORDERS)
Municipal	An electronic (delimited text, Excel, json, xml etc, but not pdf or image format) file of all civic employees including full name, position and salary classification/ranges, as of the time this request was filed. (LIST OF MUNICIPAL EMPLOYEES)
Municipal	A list of all residential properties currently assessed for taxation at \$1 million or more including address and assessed value. (\$1 MILLION PLUS PROPERTIES)
Municipal	All passenger complaints to the municipal transit service during a month in 2013, whether received by email, telephone, mail or directly via the web. (TRANSIT COMPLAINTS)
Provincial	Briefing materials prepared for the premier in advance of the Council of the Federation summer meeting July 24-26, 2013 in Niagara on the Lake and Briefing materials prepared for the premier in advance of the Council of the Federation summer meeting July 25-27, 2012 in Halifax. (PREMIER'S BRIEFING NOTES)
Provincial	The package of briefing materials prepared for the minister when he/she assumed his/her post. (TRANSITION BRIEFING NOTES)
Provincial	All briefing materials for the health minister prepared since Jan. 1, 2013 related to the possible negotiation of a new federal-provincial health accord. (HEALTH BRIEFING NOTES)
Provincial	An electronic file (delimited text, Excel, json, xml etc, but not pdf or image format) extracted from the province's database of repair and maintenance requirements for highway structures such as bridges, tunnels and culverts, including the structure name, location, state of repair, priority for maintenance and most recent inspection date and result. If no database existed, the institution could provide equivalent paper records. (BRIDGE REPAIRS)

Provincial	Electronic dataset of all department employees, their positions and their salary classifications/ranges. Information could be released in any machine-readable format, such as plain text, XLSX, Microsoft Access dbf or accdb, XML, etc. No image files or pdfs. (PROVINCIAL DEPARTMENT EMPLOYEES)
Provincial	All expense claims for the deputy minister's out-of-province trips in 2013. If expense claims are not required, receipts or credit card records could be substituted. (DEPUTY MINISTER TRAVEL)
Provincial	All complaints in 2013 from provincial inmates (serving sentences of under two years) at a named provincial correctional facility (INMATE COMPLAINTS) Facilities named were: SK, Saskatoon Provincial Correctional Centre, NL, Her Majesty's Penitentiary, PE, Provincial Correctional Centre, QC, Centre de détention de Québec, secteur masculin, AB, Calgary Correctional Centre, ON, Ontario Correctional Institute, MB, Headingley Correctional Centre, NS, Central Nova Scotia Correctional Facility, NB, Saint John Regional Correctional Centre, BC, Fraser Regional Correctional Centre
Provincial	Extract from the provincial database of motor vehicle collisions, for all collisions on provincial highways in 2012. Include all fields. The data could be released in any machine-readable format, such as plain text, XLSX, Microsoft Access dbf or accdb, XML, etc. No image files or pdfs. (HIGHWAY COLLISIONS)
Provincial	List of all agreements currently in force with drug manufacturers regarding the listing of drugs on the province's drug formulary. (DRUG AGREEMENTS)

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

The federal media lines and briefing notes requests had a specific subject for each government body, noted in the following table:

Government body	Subject for lines and notes requests
Privy Council Office	The effect on public sector employment of expenditure reductions in the 2012 and 2013 federal budgets.
National Defence	The procurement of helicopters to replace the Sea King helicopters (including but not limited to the Sikorsky contract).
Health Canada	Medical use of marijuana.
Finance Canada	A three year-freeze on employment insurance premiums for employers and employees announced by the minister of finance on or about Sept. 9, 2013.
Environment Canada	Policies regarding departmental scientists communicating with the news media.
CBC	The introduction of advertising on CBC radio services.
Via Rail Canada	The possible reinstatement of Via Rail passenger rail service on Vancouver Island.
Public Works	The procurement of helicopters to replace the Sea King helicopters (including but not limited to the Sikorsky contract).
Aboriginal affairs and northern development	Severance paid out to a chief (now former chief) Terry McArthur of the Pheasant Rump Nakota First Nation, who was sentenced for sexual assault in August 2013.
Canada Post	Possible elimination of door-to-door mail delivery.
Transport Canada	The derailment and explosion at Lac Megantic, Quebec, in July 2013.

There was a special focus on electronic data in this year's audit requests, as discussed in the results. The data requests specified machine-readable formats that 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 format used for publishing or image formats that are actually just static pictures of the data, or most astoundingly, 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 hundreds or 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 often yields poor results.

For these reasons, the audit requests for data specified release in machine-readable formats. Several formats were suggested to give government bodies the greatest flexibility in choosing a format.

4. MEASURING PERFORMANCE

The Newspapers 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 institution 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 not sent to the requester within one day of the date on the decision letter then the postmarked date or date of the email is used as the decision date. This is done because from the perspective of the requester, what matters is when the information is sent.

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 on the same day if possible.

Delays have long been a complaint about the access system. Their causes are complex and often multi-layered. They may relate to cultural factors, such as a commitment, or lack thereof, 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. Readers will see many references to the 30-day standard and it is the basis for the response speed grades calculated in the report.

For disclosure, the audit measures how much information is disclosed. This can range 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 to be given. For the purposes of the audit, a decision is deemed to have been made once the government agency makes a decision to release all, some or none of the information requested, or when it issues a formal estimate of fees (or requires fees be paid before release). If no decision is made by the end of the audit period, the request is recorded as overdue. This never occurs less than four months from the date the request was mailed.

For requests transferred from the original institution to another, the start date was restated as the earlier of the date the new institution 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, a generous amount of time for an experienced employee to determine that another institution holds the records or has a greater interest in the records. In this audit, all transferred requests were received by the new institution within the seven days.

The audit also assigns grades to government bodies. Government institutions are graded on two measures, the percentage of requests completed within 30 days and 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 denied or overdue request. The sliding points scale reflects this decline in access and convenience as less and less information is provided and 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 grade look better than it might otherwise be.

The disclosure grade is based on the percentage of total possible points received. For the purposes of this second grade, if a request was subject only to the mandatory exemption for personal privacy, it was deemed to have been released in full.

For both grades, the familiar 50-per-cent threshold for an F 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.

5. A NOTE OF CAUTION

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 of this audit. The purpose of this survey is to compare institutions against each other on the specific requests filed, and the various numeric tables, and the grades, are provided to facilitate this comparison. No claim is made that the audit requests filed to any one institution are representative of the overall performance of the institution in answering all requests it receives. This audit is like a test in a school context. Like the test, it gives you a snapshot of performance that allows easy comparisons to other students, and performance on the one test likely provides some sense of overall performance, but it is still only part of the overall picture and any student can have a particularly bad or particularly good day.

For those who wish to explore statistics in detail, Ottawa, and many provinces and municipalities, provide regular statistical summaries of ATIP and FOI 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 various 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 institutions, the audit relies on the truthfulness of institutions with regard to the date they receive requests (the completion date can be audited using the postmark date or email date of a communication). It is possible, therefore, that some institutions may say they receive requests later than they actually do, therefore reducing apparent processing time. The degree to which this may happen in the audit or the entire FOI system is unknown. 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 in indicating no records exist.

While every effort is taken to ensure there are no errors in the results as presented, particularly the verification of every data entry, errors may still occur.

In the discussion of the City of Ottawa's, and other Ontario municipalities refusal to release assessment data, reference is made to the policies of the Municipal Property Assessment Corporation. Readers should note that the author of this report has previously made requests for Ontario assessment data and lost an appeal to the Information and Privacy Commissioner on the issue of the release of bulk assessment information.

6. RESULTS, THE BIG PICTURE

The results of this year's audit, as in past years, paint a picture of a complex web of statutes and processing regimes that produce markedly different outcomes in different jurisdictions. While the broad principles of open records laws are the same all across the country, the details of statutory provisions, local attitudes toward the right of access and processing practices can be markedly different. This has a substantial effect on processing times and access decisions.

For example, the federal Access to Information Act, with a provision allowing virtually unlimited time extensions on processing times, routinely sees requests go without a decision for six months, a year or more while different departments consult with one another about what should be released. On the other hand, a generous five free hours of search and preparation time and a low \$10 an hour rate for this work, means federal requests usually don't see large fees. Conversely, in Ontario, a lack of free processing time and higher per-hour rates make large fees, themselves an impediment to access, much more common there.

The wording of exemptions and exclusions to access can differ in different jurisdictions, and this also has an impact on access. Alberta and Newfoundland and Labrador, for example, shield briefings given to new ministers from records requests, while Quebec has a provision excluding from release records requiring computation or comparison of information. The federal act has a wide exclusion for cabinet records.

All of these things have an effect on how long requests take and how much information is released.

Once again in 2014, the federal government's performance is among the worst. Fewer than half of the requests were completed within the statutory 30-day deadline, a slightly worse performance than in recent audits. Of the provinces and territories, Newfoundland and Labrador, P.E.I. and Yukon were the fastest responders, while B.C. was again the slowest.

The following table shows the most basic metric, the proportion of requests completed within 30 days, by each government body in the audit. Sixty eight per cent of all requests were completed within 30 days, a figure that has stayed stubbornly stable through several audits.

Government body	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/overdue	Percent released in 10 days or fewer	11 to 20 days	21 to 30 days	Beyond 30 days/overdue	Within 30 days
City of Fredericton	9	5	3	1					56%	33%	11%	0%	100%
City of Moncton	7	3	2	2					43%	29%	29%	0%	100%
City of St. John's	8	7	1						88%	13%	0%	0%	100%
City of Regina	9	7	1	1					78%	11%	11%	0%	100%
Yukon government	15	2	6	7					13%	40%	47%	0%	100%
P.E.I. government	15	1	11	2			1		7%	73%	13%	7%	93%
City of Winnipeg	9	3	2	3	1				33%	22%	33%	11%	89%
City of Hamilton	9	4	2	2	1				44%	22%	22%	11%	89%
City of Ottawa	9	4	1	3	1				44%	11%	33%	11%	89%
City of Windsor	9	3	1	4	1				33%	11%	44%	11%	89%
City of Charlottetown	9	7	1					1	78%	11%	0%	11%	89%
City of Montreal	8		3	4				1	0%	38%	50%	13%	88%
Nfld and Labrador government	16	4	6	3	1	1	1		25%	38%	19%	19%	81%
Ontario government	15	3	5	4	2		1		20%	33%	27%	20%	80%
City of Saskatoon	9	1	3	3	2				11%	33%	33%	22%	78%
City of Victoria	8	2	1	3	2				25%	13%	38%	25%	75%

City of Saint John	8	2	2	2			1	1	25%	25%	25%	25%	75%
Nova Scotia government	15	1	4	6	4				7%	27%	40%	27%	73%
Saskatchewan government	15	3	3	4	1	1	2	1	20%	20%	27%	33%	67%
New Brunswick government	17	2	4	5		2	4		12%	24%	29%	35%	65%
Alberta government	14	4	2	2	2	1	2	1	29%	14%	14%	43%	57%
B.C. government	16	3	4	2	1		6		19%	25%	13%	44%	56%
Manitoba government	15		1	7	3	1	3		0%	7%	47%	47%	53%
Quebec City	8	2	2		4				25%	25%	0%	50%	50%
Quebec government	15	3	3	1	3	3	1	1	20%	20%	7%	53%	47%
City of Calgary	9	1	1	2	3	1	1		11%	11%	22%	56%	44%
City of Edmonton	9	1	1	2	1		4		11%	11%	22%	56%	44%
City of Toronto	9	2	1	1	2	1	1	1	22%	11%	11%	56%	44%
Federal government	56	2	10	11	9	6	13	5	4%	18%	20%	59%	41%
City of Whitehorse	5	1	1					3	20%	20%	0%	60%	40%
City of Vancouver	9	2		1	3		1	2	22%	0%	11%	67%	33%
Totals	384	85	88	88	47	17	42	17	22%	23%	23%	32%	68%

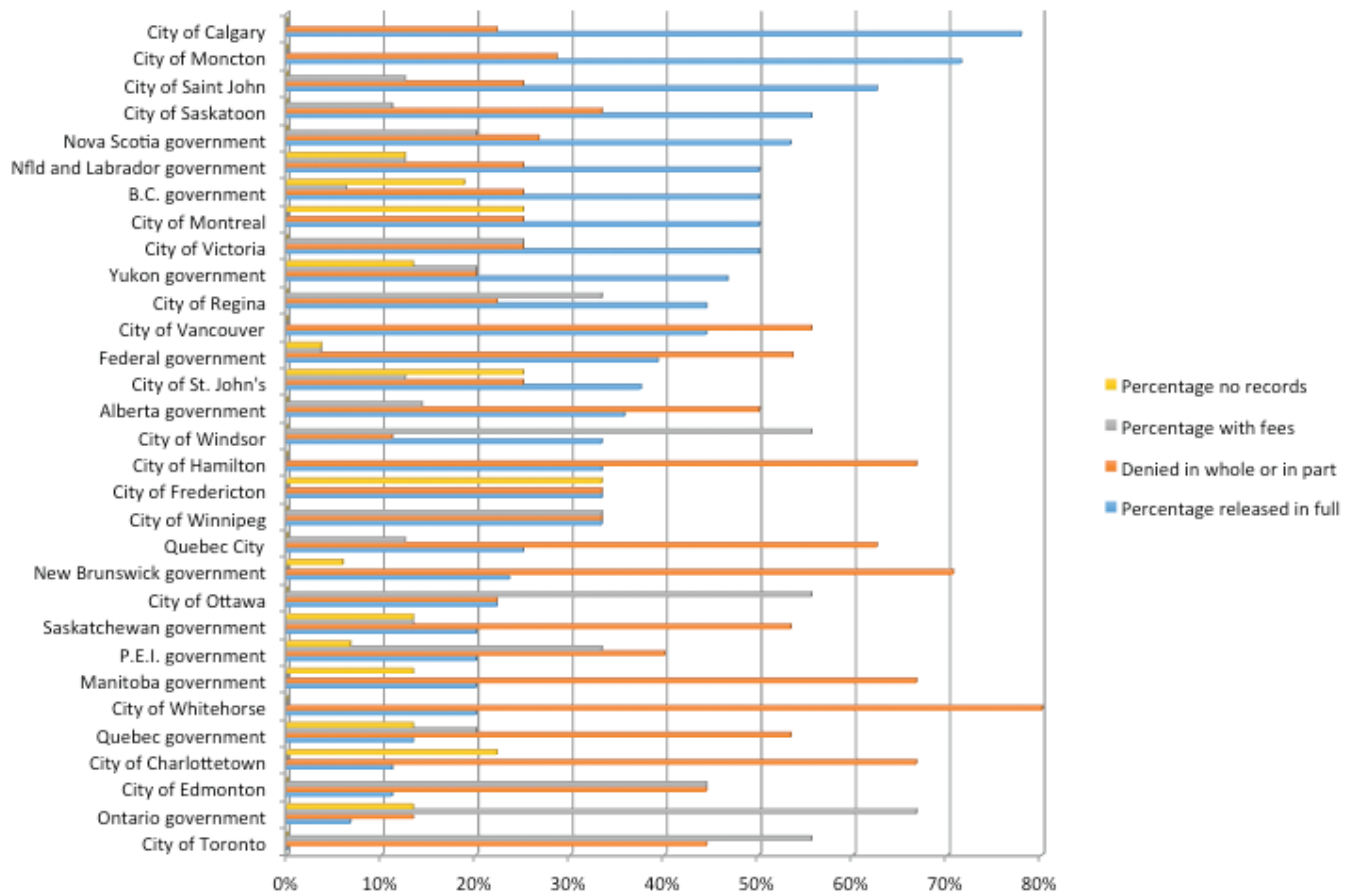
7 requests not tabulated due to data quality concerns.

Source: CNA/UKC FOI audit. Represents performance on audit requests only. Record on all requests may differ.

B.C. legislation permits 30 business days for a response and Quebec 20 business days. For purposes of comparison, 30 calendar days used for all jurisdictions. The 30 calendar day rule is widely accepted in Canadian, U.S. and British law.

Percentages may not add up to 100 percent due to rounding.

The following chart shows the same information in visual format:



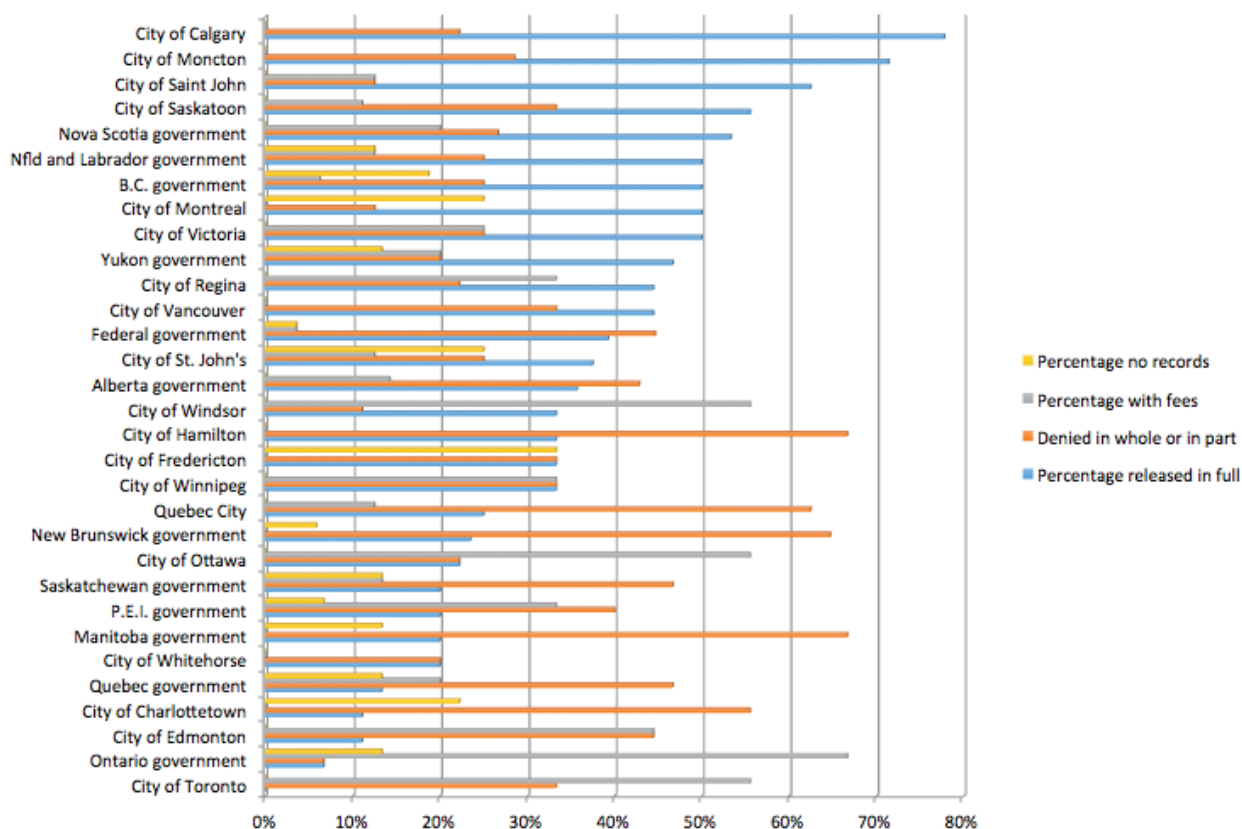
Getting decisions out the door quickly doesn't necessarily mean a requester is getting a lot of information. In fact, complete denials and "no records" responses were processed most quickly. The following table shows how much information was released by province and level. Overall, only 35 per cent of all requests were released in full. For data requests, for a request to be released in full, the information must be released in a machine-readable format, without exemptions (except for personal privacy).

Government body	Total requests tabulated	1 Released in Full/Publicly available	2 Denied in Part	3 Denied in Full	4 No decision-overdue	5 Fee Estimate	6 No Records	Percent released in full	Denied in whole or in part	Percentage with fees	Percentage no records
City of Calgary	9	7	2					78%	22%	0%	0%
City of Moncton	7	5	1	1				71%	29%	0%	0%
City of Saint John	8	5		1	1	1		63%	25%	13%	0%
City of Saskatoon	9	5	3			1		56%	33%	11%	0%
Nova Scotia government	15	8	4			3		53%	27%	20%	0%
City of Victoria	8	4	1	1		2		50%	25%	25%	0%
City of Montreal	8	4		1	1		2	50%	25%	0%	25%
B.C. government	16	8	3	1		1	3	50%	25%	6%	19%
Nfld and Labrador government	16	8	1	3		2	2	50%	25%	13%	13%
Yukon government	15	7	1	2		3	2	47%	20%	20%	13%
City of Vancouver	9	4	3	0	2			44%	56%	0%	0%
City of Regina	9	4		2		3		44%	22%	33%	0%
Federal government	56	22	23	2	5	2	2	39%	54%	4%	4%
City of St. John's	8	3	2			1	2	38%	25%	13%	25%
Alberta government	14	5	3	3	1	2		36%	50%	14%	0%
City of Winnipeg	9	3	1	2		3		33%	33%	33%	0%
City of Fredericton	9	3	2	1			3	33%	33%	0%	33%
City of Hamilton	9	3	1	5				33%	67%	0%	0%

City of Windsor	9	3	1			5		33%	11%	56%	0%
Quebec City	8	2		5		1		25%	63%	13%	0%
New Brunswick government	17	4	7	4	1		1	24%	71%	0%	6%
City of Ottawa	9	2	1	1		5		22%	22%	56%	0%
City of Whitehorse	5	1		1	3			20%	80%	0%	0%
Manitoba government	15	3	7	3			2	20%	67%	0%	13%
P.E.I. government	15	3	5	1		5	1	20%	40%	33%	7%
Saskatchewan government	15	3	7		1	2	2	20%	53%	13%	13%
Quebec government	15	2	3	4	1	3	2	13%	53%	20%	13%
City of Edmonton	9	1	2	2		4		11%	44%	44%	0%
City of Charlottetown	9	1	4	1	1		2	11%	67%	0%	22%
Ontario government	15	1	1		1	10	2	7%	13%	67%	13%
City of Toronto	9			3	1	5		0%	44%	56%	0%
Totals	384	134	89	50	19	64	28	35%	41%	17%	7%

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.

The following chart shows the same information in visual format:



The audit also found, as have previous audits, that some records are simply harder to get than others. For example, when asked for prepared media talking points (media lines) on named public issues affecting each federal department or crown corporation, the information was usually released in full, though not always quickly. But when briefing notes for the minister or CEO on exactly the same subjects were requested, the information was never released in full, and it often took much longer for the government body to give a response. Two federal agencies hadn't made a decision four months after getting the briefing notes requests, including Transport Canada, which said it needed an extra year to process a request for ministerial briefing notes on the Lac Megantic disaster.

A variety of exemptions and exclusions were applied to requests for briefing notes, to the point where not one of 55 requests for these records, at the provincial and federal levels, resulted in a "released in full" decision. The common "Mack truck" exemption for policy advice was applied frequently across these requests, no matter the subject matter of the information, even though it is usually a discretionary (optional) exemption. It was as if the delete keys on access bureaucrats' computers were on autopilot. Two Newfoundland and Labrador departments wasted no time imposing a newly introduced exclusion on the release of briefing materials for a minister assuming his or her new post. The exclusion, similar to one in the Alberta Act, was part of the controversial Bill 29 amendments that created new ways for that government to deny requests. Since the resignation of Premier Kathy Dunderdale, the Newfoundland and Labrador government has decided to review the changes, appointing an external panel to examine the entire Newfoundland and Labrador act.

Records of inmate complaints were just about the hardest records to obtain, with large fees and denials common. Quebec was the only province to provide the information in full as requested. New Brunswick provided a summary. The following table shows the audit experience with individual requests:

Level and request	1Released in Full/Publicly available	2Denied in Part	3Denied in Full	4No decision-overdue	5Fee Estimate	6No Records	9Not Tabulated	Total	Percent released in full or publicly available	Denied in whole or in part	Fee estimate or no records
Provincial—TRANSIT COMPLAINTS ¹	1							1	100%	0%	0%
Provincial—\$1 MILLION PLUS PROPERTIES ²	2							2	100%	0%	0%
Municipal—MUNICIPAL TRAVEL EXPENSES	15			1	2		1	18	83%	6%	11%
Federal—FEDERAL MEDIA LINES	8	3						11	73%	27%	0%
Provincial—DRUG AGREEMENTS	7	2		1		1		11	64%	27%	9%
Municipal—MUNICIPAL CONTRACTS*	11	5	3					19	58%	42%	0%
Provincial—DEPUTY MINISTER TRAVEL	18	11				4		33	55%	33%	12%
Federal—FEDERAL CONTRACTS*	5	5	1					11	45%	55%	0%
Federal—FEDERAL EMPLOYEES LIST*	5	5			1			11	45%	45%	9%
Municipal—MUNICIPAL 311 CALLS*	8	3	1		4	2	1	18	44%	22%	33%
Provincial—PROVINCIAL DEPARTMENT EMPLOYEES*	14	13		1	4	1		33	42%	42%	15%
Provincial—HIGHWAY COLLISIONS*	4			1	3	2	1	10	40%	10%	50%
Municipal—TRANSIT COMPLAINTS	6		2	1	5	2	2	16	38%	19%	44%

Federal—ACCESS REQUEST DATA*	4	4		2		1		11	36%	55%	9%
Municipal—POLICE OVERTIME	5	1	5	1	3	1	1	16	31%	44%	25%
Provincial—BRIDGE REPAIRS*	3		1		7			11	27%	9%	64%
Municipal—\$1 MILLION PLUS PROPERTIES	4	3	7		1	2		17	24%	59%	18%
Municipal—LIST OF MUNICIPAL EMPLOYEES*	4	5	4	2	4			19	21%	58%	21%
Municipal—PROPERTY ORDERS	4	3	2	3	5	2		19	21%	42%	37%
Municipal—PARKING TICKETS*	3	4	3	1	7		1	18	17%	44%	39%
Provincial—HEALTH BRIEFING NOTES**	1	1	1			8		11	9%	18%	73%
Provincial—INMATE COMPLAINTS	1	1	2	1	6			11	9%	36%	55%
Provincial—TRANSITION BRIEFING NOTES**	15	12	12	1	6	1		33	3%	76%	21%
Provincial—PREMIER'S BRIEFING NOTES**		2	4		5			11	0%	55%	45%
Federal—FEDERAL BRIEFING NOTES**		6	1	2	1	1		11	0%	82%	18%
Federal—POLICE OVERTIME ³				1				1	0%	100%	0%
Provincial—POLICE OVERTIME ⁴			1					1	0%	100%	0%
Totals	134	89	50	19	64	28	7	384	35%	41%	24%

1. Transit service in the City of Victoria is operated by a B.C. provincial agency.

2. New Brunswick municipal assessment requests transferred to provincial government.

3. Policing in Moncton provided by the RCMP.

4. Policing in St. John's provided by RNC.

5. Publicly available; referred to previous request posted online. Information was not released in full in original request.

*Requests for data.

**Requests for briefing notes.

7. RESULTS, NOT SO OPEN DATA

“Open data” is hot and governments all over the world are jumping on. Governments across Canada have created open data “portals” from which journalists, web developers, entrepreneurs and all members of the public can download raw data extracted from government computer systems. The goal is to make government more transparent and to facilitate the development of data-driven applications that take advantage of government data.

But the promise of open data loses much of its value if only data approved, and carefully vetted, by government officials is available; data must also be available on request under freedom of information laws, in reasonable timeframes and at reasonable cost.

The federal government has made open data a centrepiece of its open government initiative and has made significant progress in developing its open-data portal. The information commissioner, Suzanne Legault, however, said in her 2012-13 report that more progress is needed. “...institutions must consider how they make information available to the public and address issues of access and data re-use,” she noted in discussing how Industry Canada had resisted making its corporations data available to a requester.

After discussions with the commissioner’s office, Industry relented, but the 2014 FOI audit shows that such progress is not universal. Indeed, both in Ottawa and in many other government bodies across Canada, the ardour for open data quite often diminishes when officials are faced with an access request for electronic information.

As discussed above, the audit featured nine purely data requests, and one hybrid request for information on repair and maintenance requirements of bridges and other structures on provincial highways, to which provinces could reply with paper records if they did not have bridge management data systems. The data requests ranged from straightforward (a list of employees of the government body) to challenging (the bridge data request, the federal access to information data request). They were designed to test the principle of open data, to see if government promises to open the databanks are being kept.

For the pure data requests, B.C. and Nova Scotia were the only provinces to release all of the information in full, as requested. Performance fell from there to the federal government at 39 per cent to several provinces and municipalities that didn’t release any of the data requests in full. Ontario provincial ministries calculated fees for all of the data requests.

Overall, the disclosure experience with data requests is not greatly different from that of other types of requests:

	Data	Documents	Hybrid*	Summary
Released in Full/Publicly available	37%	35%	27%	30%
Denied in Part	28%	23%	0%	8%
Denied in Full	8%	13%	9%	38%
No decision-overdue	6%	4%	0%	5%
Fee Estimate	17%	15%	64%	11%
No Records	5%	10%	0%	8%

The overall Average processing times are also similar.

However, these numbers hide the fact that more than half of the data requests denied in part were classified that way because agencies released the data in formats that can't be analyzed with a spreadsheet or database program; in other words, they weren't actually released as data. Such formats include PDFs designed for publishing documents, image formats (including image PDFs) that are really just pictures, and paper printouts. The audit requests specifically requested that the requests not be provided in these formats, but government bodies at all three levels disregarded that stipulation, saying they couldn't, or wouldn't, release electronic data.

Sometimes that resistance became arrogance. The powerful central agency that serves the Prime Minister, the Privy Council Office, bluntly demanded that the Newspapers Canada auditor reword her request for data from the PCO's Access to Information request tracking database, and accept paper printouts, or it wouldn't process her request at all. Even though the auditor provided her email in her request letter, the PCO chewed up time with a series of mailed requests for "clarification" of the abundantly clear request for data (the request asked for all data in the access to information system, later modified with various agencies to exclude any fields that might contain exempt information).

In the first letter, dated November 15 and mailed five days later, PCO proposed new wording for the request that would narrow it substantially ("a list of requests" rather than "all data" in the computer system as requested), and then stated, "Please note, that we do not provide records in electronic format. " This refusal was restated in subsequent emails and letters.

The auditor restated her request in an email December 2, saying, "I would like to continue my request for an electronic file because I feel I have a right under the Act to receive the record in the same format in which it is maintained in the institution, in this case raw data in an electronic database system." As she did with other departments, she agreed that any fields that might contain exempt information could be removed.

Section 6 of the Access to Information Act clearly states that a department must provide, “provide timely access to the record in the format requested.” The regulations allow the department to refuse release in a particular format if the record must first be converted to the requested format and doing so would be “unreasonable.” But the Newspapers Canada audit request required no conversion, as it was a request for raw data, the very format in which the ATIP request data is stored by the PCO and other agencies that use such computer systems. The Access to Information Act is very clear that the right of access extends to all records, no matter in what form they exist in government offices.

In effect, PCO was disregarding its legal obligations with respect to requests for information stored in electronic form. No matter what the Newspapers Canada auditor did to try to point out these obligations, PCO simply ignored her.

The department put another letter in the mail, dated December 5 but again delayed four days, reiterating that “we do not provide records in electronic format. Should you wish to receive paper copies of the information, please confirm which specific information you would like us to retrieve from our ATIP request tracking system.” The newspapers Canada Auditor emailed back, reiterating the request for “all information except that which would be exempt under the act.”

PCO then responded:

Producing and printing all of the information contained in the ATIP tracking system would require a great deal of search time and produce well over 4000 pages of information. As you may be aware, every hour of search time over the initial 5 free hours would be charged at a rate of \$10 per hour. Furthermore, photocopy fees would apply at a rate of 20 cents per page.

To assist you in the processing of your request, may we suggest you provide us with what type of information you are looking for....

Your request will remain on hold until we receive further clarification. Please let us know at your earliest convenience how you wish to proceed.

The auditor reiterated the request for data and “not for paper records,” producing yet another mailed letter, dated December 16, in which the PCO adopted an exasperated tone, saying it had offered to produce paper reports, and effectively gave an ultimatum that the auditor either relent, or PCO would not process her request. “Should you wish to proceed with this option, you must contact us within 30 days of the date of this letter,” the PCO wrote. “After that time, we will consider your request abandoned.”

PCO never provided a final response. As well as disregarding the right to electronic records when they already exist in that format, in refusing to process the request unless it was changed to its satisfaction, the powerful agency also ignored its most fundamental obligation under the access act to respond to a clearly worded request for records that were quite literally under the noses of the people processing the request.

(An identical request was filed in the 2012 audit, and that year PCO indicated it would cost more than \$800 to provide the requested information, but it did not indicate it would not release it. In 2008, the PCO flat out refused the data, saying, “we are unable to provide an electronic copy of the data requested in the format you have specified.”)

Perhaps the greatest irony is that PCO does post an electronic file of a handful of fields from the same request processing system as part of the government’s proactive disclosure of completed access to information requests. The agency took exactly the same position in the 2014 audit with respect to the request for an electronic list of employee names, noting, “We do not provide copies of records in electronic format. Should you wish to continue with the processing of your request, please advise us accordingly.” In this case, the auditor went along and after a further clarification letter and a 90-day extension, the PCO finally released a poor quality paper computer printout on March 3, more than three months after the request was filed.

PCO also provided a paper printout in response to the request for an electronic list of contracts valued at less than \$10,000, but in that case did not indicate it was refusing to provide electronic documents. In its letter, it simply said it was providing full disclosure, without explanation or comment.

The Department of Finance also initially refused to release data from its access to information database, claiming that it was technically impossible to do so, and that it would have to make almost 22,000 screen shots of computer screens in order to create electronic documents. It proposed to print out the screen shots on paper before scanning them into another computer program for processing. As an alternative, it offered pre-designed reports. When the auditor pressed for the raw data, as requested, the department changed tacks, saying experimentation with its system had provided an answer. Finance provided data in an Excel format, though it was awkwardly formatted meaning significant cleaning of the data would have to be done to make it useful.

Health Canada imposed a 270-day extension on the same request, saying extensive third party consultations would be necessary before release could occur, even though the auditor made it clear any fields that might contain exempt information could be removed.

In contrast, other departments seemed to have little difficulty with the ATIP request. National Defence released a detailed spreadsheet of almost 4,000 requests in 27 days, without a hint of complaint. The Department of Public Works and Government Services also released the data quickly and without complaint. Aboriginal Affairs also released an Excel file.

Canada Post said releasing all of the data in its access to information tracking system could facilitate the commission of a criminal offence and so it blacked out some of the information. The rest was released in Excel, though not as raw data but as a formatted report. It completely denied access to a list of contracts under \$10,000 on the basis that these constituted sensitive commercial information.

Environment Canada released an Excel sheet as requested, for contacts under \$10,000.

Other departments and crown corporations fell somewhere along the continuum from providing paper only, to providing PDF image files, to providing data, in response to data requests.

There was also great variation in access provided in response to the various requests for data made at the provincial and territorial levels, ranging from B.C., which released all of the pure data and hybrid data requests in full without any fees, to governments that gave many reasons, often pleading technical complexity, for not releasing data.

The City of Victoria said it had no ability in house to make a copy of its own parking-ticket data, saying doing so would require hiring an outside consultant at \$150 an hour. The Province of Manitoba said providing data from its database of repair and maintenance needs of provincial highway bridges was not “feasible.” It said it would have to print out paper copies from the database and black out information manually (it is actually routine in data requests to remove information electronically). Edmonton said it couldn’t provide a dataset of calls to its non-emergency number, but offered to provide paper for \$1,525. The city proposed a fee of almost \$1,300 to provide a paper printout of its data on parking tickets, instead of the machine-readable data requested. Quebec adopted a similar stance on the requests for collision and bridge repair data, asking for hundreds of dollars for each request, and saying it could not release data, saying it had to protect the “integrity” of its data and that “security governance regulations” prevented release of data. P.E.I. asked for \$2,200 to provide data from its motor vehicle collisions database, while Saskatchewan want more than \$2,000 for the bridge repair data. Nova Scotia asked for more than \$4,000 for the same data, but disclosed collision data at no charge. In fact, had the auditors paid all of the fees for the bridge data alone, they would have shelled out more than \$9,000, and not all of it would have been provided in a useable format.

As at the federal level, sometimes data was released in an unreadable format. Winnipeg, for example, released data on calls to its non-emergency line, but did so in PDF format.

It wasn’t all bad news. Some governments were much more open with data. The City of Toronto released parking ticket data after payment of a nominal fee, as did the City of Ottawa. Fredericton and Moncton also both released data on parking tickets. Newfoundland and Labrador provided ready access to its database of motor vehicle collisions, as did the Insurance Corporation of B.C. As mentioned above, B.C. released all of the data, as requested, in full.

The issue of release formats is a pressing one that needs to be addressed by governments that desire to be serious about open-data commitments and their general obligations under access laws. Increasing use of FOI processing software that produces an image file as the final product for the requester is an effective way of handling paper records. It makes it more straightforward and secure to apply exemptions, and can save the requester from charges for paper copies. But for data, which needs to remain in a machine-readable format in order to be useful to the recipient, such software causes more problems than it solves. Either the software needs to be modified to permit the processing of electronic files so as to retain them in that format, or governments need to adopt other protocols for processing requests for data.

It is likely that some government officials genuinely think that providing a copy of raw data is too time consuming or technically difficult, but it shouldn’t be, and usually isn’t. Governments need to ensure that the data processing systems they buy with taxpayers’ dollars are able to easily provide copies of that data, when requested, and subject to the exemptions in the laws, to those same taxpayers. Data is not an internal resource from which paper or summary records can be produced. It is a type of record itself, and should be accessible in its native format if the right of access is to have real meaning.

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

8. RESULTS, FEES. ACCESS INFORMATION, OR BUY A CAR?

Fees constitute a financial barrier to access as well as a complication in the access process. The 2011 Newspapers Canada FOI Audit, special report on Ontario, found that more than half of requests studied that attracted estimates of \$500 or more were abandoned by the requesters. With some fees reaching amounts sufficient to buy a luxury car, this is not surprising. At the same time, fees raise relatively little money. At the federal level, a little more than \$300,000 was collected in fees in the 2012-13 fiscal year, compared to \$59 million in costs to run the access to information system. In Ontario, where fees are more common, the amount collected was about \$975,000 in 2012.

This feature of fees, that they are a barrier to access while actually raising only modest sums, is a primary reason why New Brunswick's decision to eliminate all fees was a progressive step. It removes a barrier while making little difference to the provincial treasury.

The 2014 audit shows that fees often seem arbitrary and are imposed for reasons that might not stand up to a formal review or appeal.

St. John's said it didn't have a database of property standards orders against property owners, but would search look through 10,000 files to create a spreadsheet, for just \$62,500. That's enough to buy a brand new Lexus GS and have some money left over. Winnipeg wanted almost \$27,000 to process the same request, enough to buy a loaded Toyota Corolla. Edmonton Police said it would cost nearly \$8,000 to provide a list of how many hours of overtime and how much overtime money was paid to each Edmonton police officer in 2012 (with names removed), enough for a well-used surplus police cruiser.

The number of fees greater than \$50 increased from 35 in the 2012 audit to 52 in the 2014 audit, despite a slightly smaller number of total requests in 2014. The total of all fees assessed in 2014 was \$87,000, compared to about \$29,000 in 2012. The following table shows all fees of greater than \$50 applied to audit requests in the 2014 audit:

Level	Province	Government body	Topic	Fee estimated/ charged
Municipal	MB	Winnipeg	PROPERTY ORDERS	\$26,890.00
Provincial	AB	Solicitor General and Public Security	INMATE COMPLAINTS	\$14,950.00
Municipal	AB	Edmonton police	POLICE OVERTIME	\$7,675.04
Provincial	ON	Community Safety and Correctional Services	INMATE COMPLAINTS	\$5,227.50

Provincial	NS	Transportation and Infrastructure Renewal	BRIDGE REPAIRS	\$4,440.00
Provincial	SK	Highways and Infrastructure	BRIDGE REPAIRS	\$2,310.00
Provincial	PE	Transportation and Infrastructure Renewal	HIGHWAY COLLISIONS	\$2,200.00
Municipal	NL	St. John's	PARKING TICKETS	\$1,900.00
Provincial	AB	Transportation	BRIDGE REPAIRS	\$1,783.00
Municipal	ON	Toronto Transit Commission	TRANSIT COMPLAINTS	\$1,450.00
Municipal	ON	Hamilton	PROPERTY ORDERS	\$1,400.50
Municipal	AB	Edmonton	PARKING TICKETS	\$1,299.75
Municipal	AB	Edmonton	MUNICIPAL 311 CALLS	\$1,255.50
Municipal	AB	Edmonton	TRANSIT COMPLAINTS	\$1,168.75
Municipal	ON	Windsor	PROPERTY ORDERS	\$1,032.00
Provincial	QC	Transports	HIGHWAY COLLISIONS	\$994.65
Provincial	NL	Premier's Office	PREMIER'S BRIEFING NOTES	\$982.00
Provincial	NS	Justice	INMATE COMPLAINTS	\$895.10
Provincial	NL	Justice	INMATE COMPLAINTS	\$862.50
Provincial	NS	Premier	PREMIER'S BRIEFING NOTES	\$767.00
Provincial	YK	Justice	INMATE COMPLAINTS	\$575.00
Municipal	BC	Victoria	PROPERTY ORDERS	\$572.00

Provincial	QC	Transports	BRIDGE REPAIRS	\$522.50
Municipal	NB	Saint John police	POLICE OVERTIME	\$450.00
Municipal	ON	Toronto	MUNICIPAL 311 CALLS	\$450.00
Municipal	ON	Ottawa	TRANSIT COMPLAINTS	\$390.00
Municipal	ON	Windsor police service	POLICE OVERTIME	\$390.00
Provincial	ON	Transportation	HIGHWAY COLLISIONS	\$370.00
Provincial	BC	Public Safety and Solicitor General	INMATE COMPLAINTS	\$330.00
Municipal	MB	Winnipeg	MUNICIPAL TRAVEL EXPENSES	\$300.00
Provincial	ON	Education	TRANSITION BRIEFING NOTES	\$268.00
Provincial	ON	Community Safety and Correctional Services	TRANSITION BRIEFING NOTES	\$242.20
Provincial	YK	Justice	TRANSITION BRIEFING NOTES	\$200.00
Municipal	ON	Windsor	MUNICIPAL 311 CALLS	\$195.00
Provincial	SK	Executive Council	PREMIER'S BRIEFING NOTES	\$185.00
Federal	Fed	Canada Post	FEDERAL BRIEFING NOTES	\$180.00
Provincial	PE	Premier's Office	PREMIER'S BRIEFING NOTES	\$157.00

Municipal	SK	Regina	LIST OF MUNICIPAL EMPLOYEES	\$150.00
Provincial	PE	Transportation and Infrastructure Renewal	BRIDGE REPAIRS	\$144.00
Provincial	ON	Cabinet Office	PREMIER'S BRIEFING NOTES	\$138.00
Provincial	ON	Transportation	TRANSITION BRIEFING NOTES	\$136.60
Provincial	ON	Community Safety and Correctional Services	PROVINCIAL DEPARTMENT EMPLOYEES	\$130.00
Municipal	SK	Regina	MUNICIPAL 311 CALLS	\$120.00
Municipal	ON	Windsor	\$1 MILLION PLUS PROPERTIES	\$90.20
Municipal	SK	Saskatoon	TRANSIT COMPLAINTS	\$90.00
Federal	Fed	Canada Post	FEDERAL EMPLOYEES LIST	\$90.00
Municipal	SK	Regina	TRANSIT COMPLAINTS	\$83.10
Municipal	QC	Quebec	LIST OF MUNICIPAL EMPLOYEES	\$72.08
Provincial	ON	Transportation	BRIDGE REPAIRS	\$70.00
Provincial	QC	Transports	PROVINCIAL DEPARTMENT EMPLOYEES	\$68.55
Municipal	ON	Windsor	PARKING TICKETS	\$60.00
Municipal	ON	Toronto	LIST OF MUNICIPAL EMPLOYEES	\$55.00

Thirteen additional fees were estimated or charged, of less than \$50.

Fees also penalize requesters for recordkeeping inefficiencies of government agencies. Less effective recordkeeping results in greater fees for search and retrieval. And if officials choose to apply discretionary exemptions to access, many of which are overused as a way of keeping controversial information out of public hands, many provinces allow officials for the time it takes to review the records to remove the information. You get less; you pay more.

Some fees are simply nuisances. For example, in Ontario, government agencies can charge \$10 for a CD for computerized information. These are routinely supplied at no cost in other jurisdictions, including at the federal level (see comments in Ottawa summary below). The Ontario fee serves to slow down the access process, by forcing the requester to pay a fee more than ten times the cost of the actual CD. Such fees, along with all fees, also introduce another “hoop” for requesters. If requesters are busy, inattentive or traveling, they may miss letters or emails demanding fees, resulting in their requests being declared abandoned if they fail to respond. Officials usually stipulate in such communications that requests have 30 days to respond. The CD fee in Ontario, as well as other trivial fees, are outdated, an impediment to access, and should be eliminated.

9. RESULTS, DETAILS BY GOVERNMENT BODY

The devil is often in the details. In this section, detailed results and commentary are provided for each government body in the audit. The table is organized by request topic. The introduction provides details on each request.

Federal government

Fifty six requests were submitted to the federal government. They took an average of 52 days to be processed. Twenty two were released in full as requested, 23 were denied in part, two were denied in full, two were subject to fee estimates before release, two generated a response of 'no records' and five had no response at the end of the audit.

Highlights of responses: The federal government continues to struggle to produce anything better than a mediocre performance in the Newspapers Canada audit. It received an F for speed of responses and a C for the extent of information disclosed.

One of the most commonly criticized parts of the federal act is the Section 69 exclusion for cabinet records. Once a record is classified as a cabinet record, there is no right of access. In the 2014 audit, the Privy Council office used section 69 to deny access to briefing notes for the prime minister on the effects on public sector employment of expenditure reductions in the 2012 and 2013 federal budgets.

Along with use of section 69, long delays caused by extensions continue to be a problem at the federal level. Transport Canada imposed a 340-day time extension, effectively adding an entire year to processing, to a request for briefing notes on the derailment and explosion at Lac Megantic, Quebec in July 2013. This was the longest time extension in the audit, longer than the 270 extra days Health Canada said it needed to provide a copy of data in the access to information processing database, and the 180 extra days Public Works imposed for briefing notes on the controversial procurement of helicopters to replace Canada's worn out Sea Kings. None of these requests had been released by the end of the audit. Environment released three pages of media answers on the issue of Environment Canada Scientists communicating with the news media, but slapped a six month extension on a request for ministerial briefing notes on the same subject.

One of the greater ironies of the audit was the secretiveness of the CBC, whose journalistic arm routinely probes other government agencies for information and makes extensive use of the freedom of information laws. For example, the CBC didn't release any of the data requested in computer-readable form, instead opting to convert the data into image files that can only be viewed, or to print out the data on paper. Requesters have a right to receive information in the format in which it is held in a government agency. The CBC also blacked out the dollar value of contracts for the buying and selling of programming, saying the information falls under the special exemption in the Access to Information Act for information related to CBC programming activities. The CBC released little information about the addition of advertising to some of its radio services. Briefing notes for CBC President Hubert Lacroix on the same issue we almost completely blacked out, including everything in sections labelled "transparency and accountability."

Over at sister crown corporation Canada Post, a request for briefing notes on the elimination of door-to-door mail delivery was met with a bill for \$180 for 18 hours of extra search and processing time, implying that finding and preparing the briefing notes would have taken the equivalent of someone working three full days, 9 to 5, with a one-hour lunch break. Two pages of answers prepared for media questions, on the same subject, were released in full (the release package also contained publicity materials that anyone could have found online).

Federal departments and crown corporations often resisted requests for electronic data, as discussed in detail in section 7 of this report.

Provinces and municipalities (municipalities included with each province)

Alberta

Fourteen requests were submitted to the Alberta government. They took an average of 40 days to be processed. Information requested in three requests was already available publicly, two requests were released in full, three were denied in part, three were denied in full, two were subject to fee estimates before release and one had no response at the end of the audit.

Highlights of responses: Alberta Solicitor General and Public Security, Alberta Education and Alberta Transportation all refused access to briefing notes given to their ministers when they assumed office, because of the Alberta act's exemption for such notes until five years after the minister assumes office. This is the same provision that became so controversial when it was adopted in 2012 in Newfoundland and Labrador. Alberta Solicitor General and Public Security assessed one of the largest fee estimates in the entire audit, saying accessing complaints by inmates at the Calgary Correctional Centre would mean going through each inmate's individual file. That, it said, would cost \$14,950. On the other hand, expense reports for out-of-province trips by deputy ministers were already available online, a good example of providing online access to commonly requested records. Alberta received D grades for both speed of responses and extent of disclosure.

Edmonton:

Nine requests were submitted to the City of Edmonton. They took an average of 45 days to be processed. One was released in full as requested, two were denied in part, two were denied in full and four were subject to fee estimates before release.

Highlights of responses: The City of Edmonton maintains an extensive open data site, but it wasn't so open with data requested as part of the FOI audit. For example, Edmonton offered a summary spreadsheet of the number of calls, by subject category, to its 311 site, but said it could not provide the detailed data requested in electronic form. Instead, it offered to produce a paper record at 25 cents a page, or \$1,255.50 for 5,022 pages of paper. In response to the request for a list of all residential properties assessed at \$1 million or more, Edmonton referred auditors to online links that did not have the information requested. One, a map, had assessed values on it, but to find all of the assessments of great than \$1 million would have required checking every property on the map and entering in a spreadsheet manual, a practical impossibility. Edmonton responded to the request for

road contracts by releasing a computer printout in paper form but also referring the Newspapers Canada auditor to its open data catalogue. But what is on the open data site is construction projects, not the contracts. Edmonton continued the same pattern on the parking tickets data request. The city said it would have to produce a paper printout at a cost of \$1,299.75. No explanation was provided as to why the data couldn't be released in electronic format. It's was just stated as fact. It seems in Edmonton there is open data, "but only when we say there is." The Alberta FOI act defines a record as "a record of information in any form" including electronic form, so data is a record, and should be available.

Edmonton Police said it would cost more than \$7,000 to provide a list of the number of hours and dollar value of overtime claimed by each police officer, due to a laborious, manual process that was proposed and would have resulted in thousands of pages of photocopies.

Edmonton put the wrong address on several of its responses, delaying its responses to those requests to January. This contributed to the F the city received on the grade for the speed of its responses. It also got an F for the amount of information it released.

Calgary

Nine requests were submitted to the City of Calgary. They took an average of 35 days to be processed. Seven were released in full as requested and two were denied in part.

Highlights of responses: Calgary displayed a high degree of openness in the audit, blacking out very little information and earning the only A grade for disclosure in the 2014 audit. The Calgary Police were one of five police services audited to release in full a list of how many hours of overtime were claimed by each officer, and the dollar value of the overtime (with personal identifiers removed). Calgary left out the property address and order date in the request for property standards orders, without any explanation as to why these were omitted. This was a small blemish on otherwise strong disclosure record. The city and its police together completed four of nine requests within 30 days, however, giving Calgary an F for speed of responses.

British Columbia

Sixteen requests were submitted to the B.C. government. They took an average of 43 days to be processed. One was already available publicly, seven were released in full as requested, three were denied in part, one was denied in full, one was subject to a fee estimate before release and three generated a response of 'no records.'

Highlights of responses: B.C. turned in the strongest disclosure record among all of the provinces, earning a B. It also improved its speed of disclosure to a D, up from an F in the last audit. B.C. is the only province to give itself 30 business days to complete requests; the rule in other provinces parallels that used in the audit, 30 calendar days. B.C. released a spreadsheet file of provincial bridge inspection results in one month. It joined most other provinces in releasing a list of agreements made with drug companies regarding the listing of drugs on the provincial formulary. It released three sets of briefing notes given to ministers when they assumed office, but with some information blacked out. Briefing notes prepared for the premier in advance of summer meeting with other premiers in 2012 and 2013 were denied on the basis that disclosure would be harmful to intergovernmental relations. B.C. Transit showed refreshing openness in offering to create a summary spreadsheet of complaints relating to the transit service in Victoria, to simplify processing.

Vancouver

Nine requests were submitted to the City of Vancouver. They took an average of 53 days to be processed. Four were released in full as requested, three were denied in part and two had no response at the end of the audit.

Highlights of responses: Vancouver released a dataset of calls to its 311 centre, as requested, in an electronic form. It also released electronic lists of employees, transit user complaints (Translink) and travel expenses in full, as requested. The city was not always as open with other information.

Requests for police overtime and property standards orders had not been answered when the audit ended, four months or more after they were filed.

The request for assessment information produced an awkward result. Vancouver officials denied the request for a list of residential properties assessed at more than \$1 million, saying the information was publicly available from an Assessment B.C. website. While lists of top-valued properties could be accessed on the website, the information requested was there only in part as many properties were not listed. The request was, therefore, entered as denied in part. A subsequent review of Vancouver's open data website, however, showed that the city actually provides a downloadable file of assessments for all properties. Why officials in the FOI office did not refer the requester to this site, rather than denying the request, is unclear. Had they done so, however, Vancouver's grade would have remained the same.

Vancouver received a C for the extent of information it disclosed and an F for speed of responses.

Victoria:

Eight requests were submitted to the City of Victoria. They took an average of 22 days to be processed. Four were released in full as requested, one was denied in part, one was denied in full and two were subject to fee estimates before release.

Highlights of responses: Victoria was relatively quick in responding to requests, earning a B for speed of disclosure despite the B.C. law allowing up to 30 business days (about 45 calendar days). Victoria fell to a C for the extent of disclosure of information.

Victoria said it was unable to, using its own expertise and equipment, generate an electronic dataset of parking tickets, though the city noted staff could produce "broad statistics...such as total number of parking tickets and the total amount of fines written." To provide the raw data, the city said, an external contractor would have to be hired at \$150 an hour, for three hours, to generate the file. Why it would take three hours to copy the raw data of parking tickets was not explained. Ironically, Victoria makes available a dataset of all metered and unmetered parking spaces on its (rather limited) open data site. The city should improve its recordkeeping practices and internal software expertise to facilitate requests for public interest data such as the parking ticket data requested in this audit. It should not have to turn to an external contractor to produce a dataset of its own parking tickets.

Victoria Police were more forthcoming, providing a list of overtime claims by police officers without complaint, one of only five municipalities to do so.

Manitoba

Fifteen requests were submitted to the Manitoba government. They took an average of 40 days to be processed. Three were released in full as requested, seven were denied in part, three were denied in full and two generated a response of 'no records.'

Highlights of responses: Manitoba received a D for both speed and extent of disclosure. One example of why it got the latter grade was its handling of some of the briefing notes requests. Manitoba Finance applied a kitchen-sink list of exemptions to a request for notes prepared for the premier in advance of summer premiers meetings in 2012 and 2013. The department of Infrastructure and Transportation refused to release any part of briefing notes prepared when its minister was appointed, on the basis that they were provided to the Treasury Board, a committee of cabinet. Two other departments, Justice and Education, provided access to similar briefing notes, however, with some information blacked out.

Infrastructure and Transportation threw up extensive barriers to access to data on the condition of highway bridges and other structures (bridge repairs request). At first, it refused to process the request at all because the auditor neglected to sign the request form. Then, after the request was re-filed, the department denied the records, saying providing an electronic copy would not be "feasible." The department claimed that to process the request, it would have to print out hard copies and then black out information manually on those. It also insisted that the data would reveal policy advice if released intact. Why the information could not be "severed" (the access jargon for blacking out information) electronically was not explained.

Manitoba Justice refused the inmate complaints request on the basis that it would have to manually review the individual files of 2,416 inmates. It said while a record could be produced from an existing electronic record, "We have concluded that the necessary work would be cost prohibitive and could not be performed without substantial impairment to normal operations." It took a month to decide this.

Overall, Manitoba had a poor year in the audit.

Winnipeg:

Nine requests were submitted to the City of Winnipeg. They took an average of 15 days to be processed. Three were released in full as requested, one was denied in part, two were denied in full and three were subject to fee estimates before release.

Highlights of responses: Winnipeg got an A for speed of responses, but a D for how much information it actually released.

Winnipeg estimated one of the largest fees in the entire audit, saying it would cost more than \$26,000 to provide data on property standards orders. It also said it would cost \$300 to release actual travel claim forms for travel to the 2013 Federation of Canadian Municipalities annual meeting: "Providing copies of this extra documentation involves significant manual effort for search and preparation of the material." Parking ticket data, however, would cost only \$40.

Winnipeg released a list of properties assessed at more than \$1 million, in full, in 11 days. A request for a dataset of calls to the city's non-emergency number, while released, was released in a pdf format that cannot be imported into a spreadsheet or database program. The city also effectively denied access to a list of employees with their positions and salary ranges/classifications. Instead, it provided a summary list of salary classifications and position types, not at all the records requested.

Winnipeg police were more open, providing the requested details on officer overtime, at no cost.

New Brunswick

Seventeen requests were submitted to the New Brunswick government. They took an average of 36 days to be processed. Four were released in full as requested, seven were denied in part, four were denied in full, one generated a response of 'no records' and one had no response at the end of the audit.

Highlights of responses: New Brunswick received a D for both speed of response and how much information it released. It was one of only two provinces to release at least some information on complaints by inmates, although it was a summary, not the actual complaints. New Brunswick Transportation refused the request for expense claims saying the information was online, but the online information was actually a sparse summary, not the detailed documents requested. As noted in the 2012 audit, it is of concern when governments point to online summaries as a basis for denying requests for detailed records. New Brunswick Public Safety released the expense information as requested.

Of real concern, New Brunswick denied access to all briefing notes requested, either as policy advice or as information that would "reveal the substance" of deliberations of cabinet. Removing an entire class of records from access in this way suggests a weak commitment to openness.

The picture wasn't all alarming, however. New Brunswick transportation released data on repair requirements for bridges and other highway structures, in data format, as requested. New Brunswick government services provided lists of properties assessed at more than \$1 million in Moncton and Saint John.

Fredericton:

Nine requests were submitted to the City of Fredericton. They took an average of 12 days to be processed. Three were released in full as requested, two were denied in part, one was denied in full and three generated a response of 'no records.'

Summary of responses: Fredericton was not pleased to be included in what it correctly guessed was this year's audit. In an email to a Newspapers Canada auditor, a city official complained that, "FYI, this would be the eighth request for Information we have received for audit purposes over the past 6 weeks. Three from you, and 5 from a person in Quebec. Hopefully there will not be any more as the City is going through its budget processes and resources are very stressed."

Nonetheless, the city got an A in the audit for speed of responses and a C for disclosure. Municipalities have only been included in New Brunswick's Right to Information legislation for two years. Fredericton released the parking ticket data as requested, and quickly. Information on police overtime was also released without delay, though dollar amounts were excluded. On the request for an electronic dataset of municipal employees, pay ranges and positions, Fredericton said provisions of the New Brunswick act prohibited it from releasing names of employees. Instead, the city provided links to various files that show pay scales of civic employees under union contracts, not the record that was requested. That decision was made remarkably quickly. There were two hours and 58 minutes between the email acknowledging receipt of the request and the email containing the decision.

Moncton

Seven requests were submitted to the City of Moncton. They took an average of 14 days to be processed. Five were released in full as requested, one was denied in part and one was denied in full.

Highlights of responses: Moncton received an A for speed of responses and a B for how much information it disclosed. The city released electronic data on calls to its non-emergency number, road contracts, and property standards orders, as requested. Like Fredericton, Moncton did not release data on employees, and instead released lists of various job classifications and pay rates. The city released most of the data requested on parking tickets, but left out the ticket locations.

Saint John

Eight requests were submitted to the City of Saint John. They took an average of 37 days to be processed. Five were released in full as requested, one was denied in full, one was subject to a fee estimate before release and one had no response at the end of the audit.

Highlights of responses: Saint John received a B for speed of responses and a C for the extent of disclosure of information. Saint John said it would not release complaints about transit service without the agreement of the people who complained. On the other hand, Saint John was the only New Brunswick city to release a list of civic employees, pay classifications and positions, as requested. The city also released data on property orders, in full, as requested.

The Saint John police said it would cost \$450 to provide data on police overtime hours and dollar amounts (with officers names removed).

Newfoundland and Labrador

Sixteen requests were submitted to the Newfoundland and Labrador government. They took an average of 22 days to be processed. Eight were released in full as requested, one was denied in part, three were denied in full, two were subject to fee estimates before release, and two generated a response of 'no records.'

Highlights of responses: The province received a B for speed of responses and a C for how much information it disclosed.

Newfoundland Justice and Newfoundland Transportation and Public Works wasted no time confirming the concerns of critics of Bill 29, the controversial 2012 legislation that created new ways for government officials to deny requests under the Access to Information and Protection of Privacy Act. The two departments applied one of the new provisions introduced in Bill 29, and denied briefing notes prepared to brief ministers on their positions. Bill 29 excludes those records for a period of five years from when a new minister is appointed.

Interestingly, Newfoundland Education also did not provide the notes, but curiously read the request as asking for notes prepared when the minister “resumed” his post instead of “assumed.” The department then asked the auditor to confirm she wanted records pursuant to the minister resuming his post after a cabinet shuffle. It then replied that no such records existed, which was not surprising given that the minister already knew the portfolio.

The premier’s office said it would cost \$982 to provide briefing notes prepared for the premier in advance of summer premiers meetings in 2012 and 2013. Newfoundland Justice wanted \$862 for search and preparation time to release complaints by inmates at Her Majesty’s Penitentiary. In contrast, the government released databases of highway bridge inspections and highway collisions, as requested.

The request on police overtime for St. John’s was sent to the Royal Newfoundland Constabulary, which provides policing in the St. John’s area. In response, the police chief wrote a detailed letter explaining how divulging overtime could provide information to criminals and therefore was information related to a law enforcement matter. The police released a single figure of the total number of hours worked by all officers in the North East Avalon (peninsula) area. The detailed letter explaining the rationale used is to be commended. The decision, however, was unique among police services in Canada, in response to this request.

St. John’s

Eight requests were submitted to the City of St. John’s. They took an average of 5 days to be processed. Three were released in full as requested, two were denied in part, one was subject to fee estimates before release and two generated a response of ‘no records.’

Highlights of responses: St. John’s said it doesn’t have electronic records of building deficiency orders. It said it would have to review individual files and enter information in a spreadsheet. For 4,000 building complaint files and 6,000 building construction files it said this would cost \$62,500. As the city said it does not maintain a database containing the orders, the request was recorded for the audit as a “no records” response. St. John’s asked for \$1,900 to prepare an electronic database of parking tickets that some municipalities in Canada could provide at no cost. A list of residential properties exceeding \$1 million in assessed value was provided, though apartment buildings were excluded.

Nova Scotia

Fifteen requests were submitted to the Nova Scotia government. They took an average of 24 days to be processed. Eight were released in full as requested, four were denied in part and three were subject to fee estimates before release.

Highlights of responses: Nova Scotia received a C for speed of responses and a B for the extent of disclosure of information. The province produced one of the largest fee estimates in the audit, \$4,440.00 to provide a dataset of repair and maintenance requirements for highway structures, such as bridges. This is the same information New Brunswick, Newfoundland and Labrador and B.C. were able to release at no cost.

The Justice department said it would cost \$895 to provide complaints by inmates at the Central Nova Scotia Correctional Facility, for the time it would take to black out names of individuals on 562 pages of complaints.

Nova Scotia education waited more than three weeks to mail out records on deputy minister travel claims. The decision letter was dated November 26 but not mailed until December 19.

Nova Scotia Health released a list of agreements with drug companies on listings in the provincial drug formulary, in just four days. This was by far the fastest response on this request.

Three departments released briefing notes, with information blacked out, provided to their ministers when they assumed their posts. The premier's office, however, demanded \$345 for briefing notes given to the premier in advance of summer premiers meetings in 2012 and 2013. That was to pay for items cited as organizing records, consulting other bodies, severing, and \$60 for photocopying 300 pages. The request was handled partly by the Intergovernmental Affairs department, which asked for another \$422 for similar reasons. The total bill for the premier's briefing notes: \$767. Most requesters would probably have trouble paying such a bill, so while Nova Scotia was perhaps being more open than provinces that denied the request altogether, the openness only went so far. In this case, any accountability was shut down by stiff fees. On the other hand, Nova Scotia is the only province that always releases the actual salaries of provincial employees.

One note of concern was struck when Nova Scotia Justice emailed an auditor offering to save her time by forwarding a clarification of request wording to other departments. "I understand you may also have made a similar request to other departments," the official wrote. This suggests information about the requester's identity may have been shared between officials, a possible privacy violation.

Ontario

Fifteen requests were submitted to the Ontario government. They took an average of 25 days to be processed. One was released in full as requested without any fees, one was denied in part, eight were subject to fee estimates before release, two were subject to a nominal fee of \$25 or less, two generated a response of 'no records' and one had no response at the end of the audit.

Highlights of responses: In Ontario, access consistently costs money, more so than in any other province, an issue this audit has raised year after year. The 2011 audit, Ontario special report, demonstrated that stiff fees result in many requests being abandoned. Despite the evidence that the fees are impeding access and frustrating the core purpose of the act, little has changed. Seven requests resulted in charges of more than \$100, including a request for complaints by inmates at the Ontario Correctional Institute. The Ministry of Community Safety and Correctional Services said it would cost \$5,227.50 to search every inmate file in the province because some

inmates would have been transferred from the Ontario Correctional Institute. This, along with other provinces that said they would have to search individual inmate files for complaints, is a good example of how better recordkeeping could result in better access. Being able to track complaints by inmates would seem important to external accountability of correctional facilities. Use of a database system rather than paper files would make it much easier, and cheaper, to access the records.

The four requests for briefing notes were assessed fees ranging from \$136 to \$268, which had to be paid before they would be released. Officials warned that some of the information would be blacked out, once the fees were paid. A database of vehicle collisions would cost \$370, but the Ministry of Transportation said it would provide data on repair and maintenance requirements of bridges and other highway structures for the relative bargain of \$70. The Ministry of Health and Long Term Care was prepared to release a list of agreements with drug companies on listings of drugs on the provincial formulary, but after notifying drug companies of the intent to release the list, the request became ensnared in a series of appeals to the province's information commissioner by companies opposed to release of the list. These were unresolved at the close of the audit.

Ottawa:

Nine requests were submitted to the City of Ottawa. They took an average of 18 days to be processed. One was already available publicly, one was released in full as requested, one was denied in part, one was denied in full, one was subject to a fee estimate before release and four were subject to nominal fees of \$25 or less.

Highlights of responses: Ottawa received an A for the speed of its responses, and a C for the extent of information actually released. Its responses underscored important issues in open records regimes in Canada and particularly in Ontario, unnecessary fees, and the transfer of important public responsibilities to agencies that then block access to records that should be freely available.

Ottawa said it would cost \$390 to provide access to complaints to OC Transpo, its municipal transit service, largely for photocopying 1,500 pages. Photocopying and mailing paper consumes a lot of resources. Ottawa should follow the lead of many other jurisdictions that scan documents to disk, eliminating paper costs and photocopying fees. Ottawa uses FOI case management and redaction software from the same company that supplies many federal government departments that burn records to disk, so there is unlikely to be much of a technical hurdle. Such a move would increase transparency by drastically cutting costs for requesters in cases such as this.

Ottawa's performance in this audit was also hurt by the application of nominal "nuisance" fees. Three requests were assessed \$10 fees for CDs or DVDs. This fee is permitted in the Ontario FOI fee regulations, but given that blank disks retail for a tenth of that price or less, there seems little justification for imposing the fee. The cost to provide disks at no cost, as is done in many other jurisdictions, would be trivial, and the increase in convenience and access for requesters would be significant. It most likely costs more to write and mail the fee estimate letter than it would cost to obtain and burn the disk. Ottawa, and the Province of Ontario, should consider eliminating

such nuisance fees. Smaller electronic files should be released through email attachments, as many jurisdictions do, at even lower cost.

The other important issue highlighted by Ottawa's responses, and those of some other Ontario municipalities, is the transfer of important public responsibilities to non-profit or profit-making enterprises that then block or hinder access to basic public records.

Ottawa refused to provide a list of properties assessed for taxation purposes at greater than \$1 million, referring the requester to the Municipal Property Assessment Corporation, which sells the data. The requester was told she could consult the paper assessment roll at Ottawa City Hall as a free alternative. In Ontario, MPAC has a lock hold on assessment data. MPAC is a non-profit entity owned and paid for by municipalities.

In 1997, the former Progressive Conservative government under Premier Mike Harris transferred the preparation of assessments, something previously done by the province, to MPAC. MPAC sells bulk assessment data that could once be obtained at much lower cost directly from the government. Both the courts and Ontario's Information Commissioner have backed the right of MPAC to charge fees for this important information, though property owners can obtain some assessment information at no cost and a paper copy of the roll for any one city can be inspected at that municipality's offices.

Assessment information, in a machine-readable electronic form, is a basic public record that allows journalists, interested members of the public and others to analyze the broad fairness and accuracy of assessments and the property taxes that are based on them. To turn the information into a source of income for a quasi-private agency, and then cite that income as a reason to restrict access to the records, was a huge step backward for openness in Ontario. Ontario is now promoting an open-data policy, and Ottawa and other Ontario municipalities audited all have open data sites. Ontario municipalities, as owners of MPAC, and the province, as the statutory overseer, should work together to take whatever legislative and policy action is necessary to remove this barrier to important public information that Ontario citizens have already paid for through the charges MPAC makes to the municipalities.

In some other provinces, there is free online access to assessment information. See appendix A for a complete breakdown of how cities across Canada responded to the \$1 MILLION PLUS PROPERTIES request.

Ottawa responded to the request for road contracts data by referring the auditor to pdf files contained in council reports. The information is all there, though not in the machine-readable format that was requested.

Toronto:

Nine requests were submitted to the City of Toronto. They took an average of 42 days to be processed. Three were denied in full, three were subject to fee estimates before release, two were subject to a nominal fee of \$25 or less and one had no response at the end of the audit.

Highlights of responses: The Toronto Police Service has made it even harder than it normally is to file a freedom of information request. It refused to process the request for the number of hours and the dollar amounts of overtime per officer (with identities removed) unless the auditor filed the request again, this time using a certified cheque or money order to pay the \$5.00 application fee. Both of those payment methods can be expensive, with a Canada Post money order costing \$7.00 and certified cheques running as high as \$10. The police said they no longer accept personal cheques, though the service did not explain why. The request was recorded as denied in full. Toronto Police should immediately reverse this policy, which puts up an unnecessary barrier to access by as much as tripling the effective application fee and forcing users to go through extra hoops to obtain an acceptable method of payment.

Like Ottawa, Toronto refused the request for a list of properties assessed at more than \$1 million, saying the information belongs to MPAC. The city also turned down the request for an electronic list of road contracts, referring the auditor to an online site where she could search for the information. Toronto initially responded to the request for councillor travel expense claims by saying the information was online. When the auditor pointed out the records requested were not on the site, the city opted to handle the request informally, but never provided the information. The Toronto Transit Commission assessed a fee of \$1,450 for a month's worth of customer complaints. At the other end of the scale, the city assessed \$10 nuisance fees on two requests, to pay for CDs. This undermined a cooperative approach on the parking ticket data, which saw the city release additional information not disclosed in the "open data" version of that dataset. See the more extensive discussion of nuisance fees under City of Ottawa above.

Toronto got an F in the audit both for speed of responses and the extent of information disclosed.

City of Windsor

Nine requests were submitted to the City of Windsor. They took an average of 22 days to be processed. Three were released in full as requested, one was denied in part, and five were subject to fee estimates before release.

Highlights of responses: Windsor was speedy in responding to requests, getting an A on this count, but the city received a grade of D for how much information it disclosed. While Transit Windsor released a month's worth of passenger complaints in six days, the city said it would cost \$1,032 to compile property standards orders and said it would release photocopies instead of the data that was requested.

The city was, however, prepared to release parking ticket data for \$60.

The Windsor Police Service said it would have to write a computer program, taking 6.5 hours at \$60 an hour, for a total of \$390, to produce a list of the number of hours and dollar value of overtime paid to each police officer. The police said there was an existing report available, but taking the time to black out employee names and job descriptions would interfere with the operations of the police department.

Windsor denied the names, salary ranges and positions of employees making less than \$100,000 on the basis that this constituted an employment-related matter, excluded under the Ontario's FOI acts. This is something that two Ontario ministries, Community Safety and Transportation, said they also felt the act gave them the right to do. The ministries said they had decided to waive the exemption, but Windsor applied it, effectively overriding the apparent intent of another section contained in both Ontario's provincial and municipal acts, which states that it is not an invasion of personal privacy to release basic details of job classification, salary range and benefits, or employment responsibilities of employees.

City of Hamilton

Nine requests were submitted to the City of Hamilton. They took an average of 16 days to be processed. Three were released in full as requested, one was denied in part and five were denied in full.

Highlights of responses: Hamilton has adopted an unusual procedure of refusing some requests under the provision that allows requests to be refused if the information is publicly available, and then referring the requester to departmental officials to arrange access outside of the provisions of the act.

This process was used this year for the PARKING TICKETS, TRANSIT COMPLAINTS and LIST OF MUNICIPAL EMPLOYEES requests. The city also used it in response to requests in the 2012 audit.

In 2012, the auditors followed through and obtained the information, and the requests were recorded as released in full over a longer period. For this audit, the opposite approach was chosen as being more reflective of the actual outcome under the act, a full denial. Even so, for the parking tickets request, the audit team contacted the official indicated in the decision letter. The data was provided, at a cost of \$36.

To test what would happen if someone requested the same data, without first making a formal request, a newspaper reporter contacted the same department and asked for the same traffic ticket data. At first, officials were sceptical, but later their tone changed and they provided it.

In principle, officials should be praised for arranging alternative means of access rather than requiring a formal application under the act. But normally, when this is done, the formal request is closed and the application fee is returned, rather than a denial being issued, as in this case. And there is room for abuse in a procedure such as Hamilton has created, especially if clear access procedures and fees laid out in legislation are replaced by ad-hoc procedures and fees, possibly to the detriment of requesters.

An interesting side note to the tickets request in Hamilton is that even though the request was denied in full on November 25, the file of traffic tickets provided later, for \$36, had "November 12" in its filename along with the name of the person who later emailed the information to the auditor. The file's metadata indicates the same date, November 12, as the date the file was created. This suggests that officials received the request, retrieved the information, and then almost two weeks later, sent a letter denying it and redirecting the requester to the department.

As did Ottawa and Toronto, Hamilton denied the request for property assessment information, saying the information was available for purchase. Hamilton released data on property orders, but said information about what was wrong with the properties, leading to the order, was not in its database. Word files would have to be pulled to find the details, at a cost of \$1,400.50. The request was entered as denied in part because some of the information was provided.

Hamilton police refused the request for hours and amount of overtime on the basis that it constitutes, “meetings, consultations, discussions or communications about labour relations or employment-related matters in which the institution has an interest.”

Due to the ambiguous nature of some of its disclosure decisions, Hamilton is not graded in this audit.

Prince Edward Island

Fifteen requests were submitted to the P.E.I. government. They took an average of 20 days to be processed. Three were released in full as requested, five were denied in part, one was denied in full, four were subject to fee estimates before release, one was subject to a nominal fee of \$25 or less and one generated a response of ‘no records.’

Highlights of responses: P.E.I. received an A for speed of responses, and a D for the extent of information it actually released.

The province quoted a fee of \$2,200 to release a database of highway collisions, saying this was for the “actual costs to program, test and execute the software against the database ensuring the data is not in PDF or image file format.” All audit requests for data included the stipulation that the data be in a machine readable format, and not pdf or image format. This fee was the second largest fee quoted by a province to provide that information, records that New Brunswick, Newfoundland and Labrador, and B.C. provided at no cost.

P.E.I. wanted a more modest \$157 to provide briefing notes prepared for the premier in advance of summer premiers’ meetings in 2012 and 2013, mostly for photocopying. As discussed above in relation to the City of Ottawa, a simple shift to scanning documents and burning them to disk could eliminate the need for costly photocopies. One department in P.E.I., Education and Early Childhood Development, released briefing notes prepared for the minister upon assumption of office; two other departments said they would release notes if a fee was paid.

P.E.I. simply refused to process the request for inmate complaints, saying it would be too much work to search through inmate files.

Two departments refused access to the names in the request for the names, salary ranges and positions of departmental employee, saying this would constitute an invasion of privacy. However, they did release the information in electronic form, as requested. The Transportation and Infrastructure Renewal department released the same records on paper and left out the names without any explanation why.

This decision to deny access to employee names appears to be in conflict with the clear words of the P.E.I. act, similar to those in other acts, which say the personal privacy exemption does not apply to, “information [that] is about the third party’s classification, salary range, discretionary benefits or employment responsibilities as an officer, employee or member of a public body...”

Education and Early Childhood Development, and Justice and Public Safety released deputy minister expense claims as requested, but Transportation and Infrastructure Renewal provided only a summary of expenses, not the documents that were requested.

City of Charlottetown

Nine requests were submitted to the City of Charlottetown. They took an average of 23 days to be processed. One was released in full as requested, four were denied in part, one was denied in full, two generated a response of ‘no records’ and one had no response at the end of the audit.

Highlights of responses: Municipalities in Prince Edward Island are not formally subject to FOI legislation.

Charlottetown got an A for speed of responses, and a D for extent of disclosure. The only documents released in full as requested were expense claims for councillors attending the Federation of Canadian Municipalities annual meeting. The city referred the auditors to the province with respect to the request for a list of residential properties assessed at more than \$1 million. It had not responded to a request for a list of municipal employees, their salary ranges and positions, by the time the audit closed. Charlottetown is not formally covered by access legislation, so is not required to respond to requests. The city refused to provide parking ticket data, other than a summary of the number of tickets written, saying that it would be too time consuming to respond.

Charlottetown police bluntly noted, “...there is no requirement for this service to meet the disclosure requirements and supply any of the information as requested,” in response to the request for officer overtime payments. The fact the City of Charlottetown often responds to requests is to be commended. However, the mix of responses in the 2014 audit is a perfect example of what can happen when a public body is not covered by FOI legislation. Access is entirely at the whim of the government body. If it prefers not to release records, it can simply say, “go away.” Organizations subject to FOI acts have an obligation to respond, with an appeal mechanism if the requester is unhappy with the response. Prince Edward Island should move to include the city and its police service under P.E.I.’s act, to bring the province into line with the vast majority of other jurisdictions that include municipal organizations under FOI rules. This is a gaping hole in government accountability in the province.

Quebec

Fifteen requests were submitted to the Quebec provincial government. They took an average of 31 days to be processed. Two were released in full as requested, three were denied in part, four were denied in full, three were subject to fee estimates before release, two generated a response of 'no records' and one had no response at the end of the audit.

Highlights of responses: The Quebec government occupied the bottom rung in the FOI audit grading, receiving an F (though it was just short of a D) for speed of disclosure, and an F for the extent of information it released. Not a single word was disclosed in response to any of the five requests for briefing notes for new ministers, most often citing an exclusion that says the act doesn't apply to records of a member of the National Assembly. One briefing note request, sent to the Education, Leisure and Sport ministry was not acknowledged.

Data was difficult to obtain in Quebec, especially from the provincial transportation ministry, even though the government has an open data website. Transports Quebec said it would cost \$994.65 to obtain data from its database of collisions on provincial highways and \$522.50 for information from its database on repair and maintenance requirements of bridges and other highway structures. In both cases, the ministry said the information would be provided on paper, warning ominously about the need to "protect the integrity of its data. Our information security governance regulations do not allow us to proceed this way." It said it would cost \$69 to provide a list of ministry employees, their positions and salary ranges, again insisting data security meant the information had to be provided on paper. The public security ministry bucked the trend of ministries not releasing data, disclosing an Excel file in response to the request for employee information, though some names were blacked out. Quebec said it had no records in response to the request for a list of agreements with drug companies on the listing of drugs on the provincial formulary.

The brightest light in the broadly gloomy Quebec picture was the Public Security ministry, which released 1,200 pages of complaints by inmates in the men's sector of the Centre de détention de Québec, on a disk, at no cost. Most other provinces refused this request or threw up large fee estimates, saying providing complaints would mean looking at individual inmate files.

City of Montreal:

Eight requests were submitted to the City of Montreal. They took an average of 35 days to be processed. Four were released in full as requested, one was denied in full, two generated a response of 'no records' and one had no response at the end of the audit.

Highlights of responses: Montreal was once again fairly speedy in its responses, getting an A on that count. It was in the middle of the pack, with a C, in terms of how much information it was willing to disclose.

Montreal had no problem releasing the data on the assessments over \$1 million, in an Excel file, as requested. This contrasts to next-door Ontario where assessed values are treated as valuable property that must be protected. The city also released the requested employee data in full, in a machine-readable text file. Montreal said it was trying to get the data on property deficiencies, but was having difficulty due to several databases

and old systems. It had not provided a final response by the end of the audit period. However, on the request for parking ticket data, the city denied the request on the basis that “our computer systems do not allow us to extract the information you requested.”

The Montreal Police said they had no records in response to the request for overtime information on police officers.

Quebec City:

Eight requests were submitted to Quebec City. They took an average of 22 days to be processed. Two were released in full as requested, five were denied in full and one was subject to a fee estimate before release.

Highlights of responses: “Non” was a popular word with Quebec City access bureaucrats. So was “lent.” The city got an F for the extent of disclosure of information, and a D for speed of responses. The city released an Excel file of municipal road contracts. It didn’t do so well on the request for employee information. Not only did Quebec City not release municipal employees request in the requested electronic format, but they sent a bill for photocopies. This provision of the Quebec act that allows for fees to be charged without checking with the requester is ripe for change. Even though it has an open data website, Quebec City made frequent use of a section of the Quebec act that says, “The right of access applies only to documents that can be released without requiring computation or comparison of information,” to deny data requests. Quebec refused to release parking tickets data and Quebec police refused access to the police overtime data, for individuals. The police did provide a total for all officers, which appeared to be a custom report that might have required computation to produce.

Saskatchewan

Fifteen requests were submitted to the Saskatchewan government. They took an average of 34 days to be processed. Three were released in full as requested, seven were denied in part, two were subject to fee estimates before release, two generated a response of ‘no records’ and one had no response at the end of the audit.

Highlights of responses: Saskatchewan received a C for speed of responses and for the extent of disclosure.

The Saskatchewan highways department said it would charge \$2,310 to release data on the repair and maintenance requirements of provincial highway bridges and other structures. Executive Council said it would cost \$185 to obtain briefing notes prepared for the premier in advance of summer premiers meetings in 2012 and 2013.

In an ironic twist, the Saskatchewan Justice, Corrections and Policing ministry blacked out the number of people working in media relations, in briefing notes prepared for when its minister assumed the post. In fact, all three requests for transition notes had information blacked out.

Three requests for expense claims for deputy ministers’ travel resulted in the release of summaries only. Electronic files of the names, positions and salary ranges of employees were, however, released in full, as requested.

The province took a 30-day extension on the request for inmate complaints, then never responded

City of Regina:

Nine requests were submitted to the City of Regina. They took an average of nine days to be processed. Four were released in full as requested, two were denied in full and three were subject to fee estimates before release.

Highlights of responses: Regina was fast, getting an A for speed of response. It received a D grade for the amount of information it released.

Regina released data on parking tickets in full and within a few days and manually created a spreadsheet of its three construction contracts. However, the city said it would charge for time spent, using its administration bylaw rate of \$150 an hour, with a minimum charge of one hour, for the request for a list of residential properties assessed at more than \$1 million. No real explanation of why those fees would be charged rather than the fees under the Local Authorities FOI act. A laborious, manual search by the requester was proposed as a free alternative.

The Regina Police refused to provide information on officer overtime, noting that the force is not subject to the FOI legislation and because, "Your request...would take significant time and resources to extract..."

City of Saskatoon:

Nine requests were submitted to the City of Saskatoon. They took an average of 22 days to be processed. Five were released in full as requested, three were denied in part and one was subject to a fee estimate before release.

Highlights of responses: Saskatoon received a B for both speed of responses and the amount of information released. In contrast to the Regina Police, the Saskatoon Police, also not subject to the province's municipal access legislation, released the amount of value of overtime claimed by each officer (not including names). Saskatoon, however, refused to release the exact civic addresses of properties assessed for taxation at greater than \$1 million on the basis that doing so would reveal personal information. This is unusual with respect to properties, as property information is normally open and accessible. In this case, the request did not ask for names.

10. GRADES

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, and how long government bodies take to make a decision. The FOI audit grades government bodies on both of these metrics.

As discussed in the methods section of this report, the audit assigns a grade based on the percentage of requests completed within 30 days and a second grade that measures 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.

For both 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.

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. Certain institutions were not graded because of insufficient data.

Grades for speed of responses

Province	Government Body	Level	Grade 2014
Fed	Fed govt	Federal	F
NB	Fredericton	Municipal	A
NB	Moncton	Municipal	A
SK	Regina	Municipal	A
NL	St. John's	Municipal	A
MB	Winnipeg	Municipal	A
ON	Ottawa	Municipal	A
ON	Windsor	Municipal	A
QC	Montreal	Municipal	A
PE	Charlottetown	Municipal	B

SK	Saskatoon	Municipal	B
BC	Victoria	Municipal	B
NB	Saint John	Municipal	B
QC	Quebec	Municipal	D
AB	Calgary	Municipal	F
AB	Edmonton	Municipal	F
ON	Toronto	Municipal	F
BC	Vancouver	Municipal	F
YK	YK govt	Provincial	A
PE	PE govt	Provincial	A
NL	NL govt	Provincial	B
ON	ON govt	Provincial	B
NS	NS govt	Provincial	C
SK	SK govt	Provincial	C
NB	NB govt	Provincial	D
AB	AB govt	Provincial	D
BC	BC govt	Provincial	D
MB	MB govt	Provincial	D
QC	QC govt	Provincial	F

Grades for completeness of disclosure

Province	Level	Institution	Grade 2014
Fed	Federal	Fed government	C
	All cities combined		D
AB	Municipal	Calgary	A
SK	Municipal	Saskatoon	B
NB	Municipal	Moncton	B
NL	Municipal	St. John's	B
NB	Municipal	Fredericton	C
BC	Municipal	Victoria	C
QC	Municipal	Montreal	C
NB	Municipal	Saint John	C
ON	Municipal	Ottawa	C
BC	Municipal	Vancouver	C
ON	Municipal	Windsor	D
SK	Municipal	Regina	D
PE	Municipal	Charlottetown	D
MB	Municipal	Winnipeg	D
AB	Municipal	Edmonton	F
QC	Municipal	Quebec	F
ON	Municipal	Toronto	F

	All provinces combined		D
BC	Provincial	BC government	B
NS	Provincial	NS government	B
NL	Provincial	NL government	C
YK	Provincial	YK government	C
SK	Provincial	SK government	C
MB	Provincial	MB government	D
PE	Provincial	PE government	D
AB	Provincial	AB government	D
NB	Provincial	NB government	D
ON	Provincial	ON government	F
QC	Provincial	QC government	F

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.

Fees of \$25 or less are now in a new category of “nominal fee,” which is given the same point value as partial disclosure.

Disclosure decisions of “no records” not included in grade calculations, as follows:

Fredericton and British Columbia each replied with “no records” to three requests. The federal government, Charlottetown, Ontario, Montreal, Manitoba, Quebec, Yukon and Newfoundland & Labrador each replied with “no records” to two requests. New Brunswick and PEI replied with “No records” to one request each.

Hamilton was not graded.

11. APPENDIX A: LIST OF ALL AUDIT REQUESTS

This table shows all requests filed in the audit and their outcomes. It is organized by request topic. See the introduction for details of request topics. This data is also available for download.

Level	Topic	Province	Institution	Days to dec	Decision	Fee Est	Time ext
Federal	ACCESS REQUEST DATA	Fed	Aboriginal affairs and northern development	30	Denied In Part		
Federal	ACCESS REQUEST DATA	Fed	Canada Post	39	Denied In Part		
Federal	ACCESS REQUEST DATA	Fed	CBC	10	Denied In Part		
Federal	ACCESS REQUEST DATA	Fed	Environment Canada	53	Released In Full		30 days
Federal	ACCESS REQUEST DATA	Fed	Finance	54	Released In Full		
Federal	ACCESS REQUEST DATA	Fed	Health Canada		No Decision/ overdue		270 days
Federal	ACCESS REQUEST DATA	Fed	National Defence	27	Released In Full		
Federal	ACCESS REQUEST DATA	Fed	Privy Council Office		No Decision/ overdue		

Federal	ACCESS REQUEST DATA	Fed	Public Works	8	Released In Full		
Federal	ACCESS REQUEST DATA	Fed	Transport Canada	19	Denied In Part		
Federal	ACCESS REQUEST DATA	Fed	VIA Rail	12	No Records		
Federal	FEDERAL CONTRACTS	Fed	Aboriginal affairs and northern development	16	Released In Full		
Federal	FEDERAL CONTRACTS	Fed	Canada Post	49	Denied In Full		
Federal	FEDERAL CONTRACTS	Fed	CBC	43	Denied In Part		30 days
Federal	FEDERAL CONTRACTS	Fed	Environment Canada	32	Released In Full		
Federal	FEDERAL CONTRACTS	Fed	Finance	28	Released In Full		
Federal	FEDERAL CONTRACTS	Fed	Health Canada	33	Denied In Part		
Federal	FEDERAL CONTRACTS	Fed	National Defence	62	Released In Full		30 days
Federal	FEDERAL CONTRACTS	Fed	Privy Council Office	55	Denied In Part		
Federal	FEDERAL CONTRACTS	Fed	Public Works	90	Released In Full		60 days
Federal	FEDERAL CONTRACTS	Fed	Transport Canada	32	Denied In Part		
Federal	FEDERAL CONTRACTS	Fed	VIA Rail	14	Denied In Part		

Federal	FEDERAL EMPLOYEES LIST	Fed	Aboriginal affairs and northern development	33	Denied In Part		
Federal	FEDERAL EMPLOYEES LIST	Fed	Canada Post	12	Fee Estimate	\$90.00	
Federal	FEDERAL EMPLOYEES LIST	Fed	CBC	16	Denied In Part		
Federal	FEDERAL EMPLOYEES LIST	Fed	Environment Canada	28	Released In Full		
Federal	FEDERAL EMPLOYEES LIST	Fed	Finance	30	Released In Full		
Federal	FEDERAL EMPLOYEES LIST	Fed	Health Canada	29	Released In Full		
Federal	FEDERAL EMPLOYEES LIST	Fed	National Defence	66	Denied In Part		30 days
Federal	FEDERAL EMPLOYEES LIST	Fed	Privy Council Office	101	Denied In Part		90 days
Federal	FEDERAL EMPLOYEES LIST	Fed	Public Works	31	Released In Full		
Federal	FEDERAL EMPLOYEES LIST	Fed	Transport Canada	29	Denied In Part		
Federal	FEDERAL EMPLOYEES LIST	Fed	VIA Rail	92	Released In Full		60 days
Federal	FEDERAL MEDIA LINES	Fed	Aboriginal affairs and northern development	16	Released In Full		

Federal	FEDERAL MEDIA LINES	Fed	Canada Post	31	Released In Full		
Federal	FEDERAL MEDIA LINES	Fed	CBC	27	Denied In Part		
Federal	FEDERAL MEDIA LINES	Fed	Environment Canada	35	Released In Full		30 days
Federal	FEDERAL MEDIA LINES	Fed	Finance	56	Released In Full		
Federal	FEDERAL MEDIA LINES	Fed	Health Canada	88	Denied In Part		60 days
Federal	FEDERAL MEDIA LINES	Fed	National Defence	81	Released In Full		60 days
Federal	FEDERAL MEDIA LINES	Fed	Privy Council Office	53	Released In Full		90 days
Federal	FEDERAL MEDIA LINES	Fed	Public Works	21	Released In Full		
Federal	FEDERAL MEDIA LINES	Fed	Transport Canada	28	Released In Full		
Federal	FEDERAL MEDIA LINES	Fed	VIA Rail	12	Denied In Part		
Federal	FEDERAL BRIEFING NOTES	Fed	Aboriginal affairs and northern development	14	No Records		
Federal	FEDERAL BRIEFING NOTES	Fed	Canada Post	20	Fee Estimate	\$180.00	
Federal	FEDERAL BRIEFING NOTES	Fed	CBC	30	Denied In Part		
Federal	FEDERAL BRIEFING NOTES	Fed	Environment Canada	125	Denied In Part		105 days
Federal	FEDERAL BRIEFING NOTES	Fed	Finance	112	Denied In Part		120 days

Federal	FEDERAL BRIEFING NOTES	Fed	Health Canada	88	Denied In Part		60 days
Federal	FEDERAL BRIEFING NOTES	Fed	National Defence	120	Denied In Part		
Federal	FEDERAL BRIEFING NOTES	Fed	Privy Council Office	90	Denied In Full		
Federal	FEDERAL BRIEFING NOTES	Fed	Public Works		No Decision/overdue		180 days
Federal	FEDERAL BRIEFING NOTES	Fed	Transport Canada		No Decision/overdue		340 days
Federal	FEDERAL BRIEFING NOTES	Fed	VIA Rail	114	Denied In Part		90 days
Federal	POLICE OVERTIME	Fed	Codiac RCMP		No Decision/overdue		60 days
Municipal	MUNICIPAL 311 CALLS	AB	Calgary	39	Released In Full		7 days
Municipal	MUNICIPAL 311 CALLS	PE	Charlottetown	16	Denied In Part		
Municipal	MUNICIPAL 311 CALLS	AB	Edmonton	82	Fee Estimate	\$1,255.50	
Municipal	MUNICIPAL 311 CALLS	NB	Fredericton	16	No Records		
Municipal	MUNICIPAL 311 CALLS	ON	Hamilton	30	Released In Full		
Municipal	MUNICIPAL 311 CALLS	NB	Moncton	29	Released In Full		

Municipal	MUNICIPAL 311 CALLS	QC	Montreal	30	No Records		
Municipal	MUNICIPAL 311 CALLS	ON	Ottawa	28	Publicly Available		
Municipal	MUNICIPAL 311 CALLS	QC	Quebec	38	Denied In Full		
Municipal	MUNICIPAL 311 CALLS	SK	Regina	9	Fee Estimate	\$120.00	
Municipal	MUNICIPAL 311 CALLS	NB	Saint John	11	Released In Full		
Municipal	MUNICIPAL 311 CALLS	SK	Saskatoon	34	Denied In Part		
Municipal	MUNICIPAL 311 CALLS	NL	St. John's	8	Released In Full		
Municipal	MUNICIPAL 311 CALLS	ON	Toronto	49	Fee Estimate	\$450.00	
Municipal	MUNICIPAL 311 CALLS	BC	Vancouver	34	Released In Full		
Municipal	MUNICIPAL 311 CALLS	BC	Victoria	43	Released In Full		
Municipal	MUNICIPAL 311 CALLS	YT	Whitehorse		Not Tabulated		
Municipal	MUNICIPAL 311 CALLS	ON	Windsor	28	Fee Estimate	\$195.00	
Municipal	MUNICIPAL 311 CALLS	MB	Winnipeg	32	Denied In Part		
Municipal	TRANSIT COMPLAINTS	AB	Calgary	38	Released In Full		30 days
Municipal	TRANSIT COMPLAINTS	PE	Charlottetown	0	No Records		
Municipal	TRANSIT COMPLAINTS	AB	Edmonton	19	Fee Estimate	\$1,168.75	

Municipal	TRANSIT COMPLAINTS	NB	Fredericton	6	Released In Full		
Municipal	TRANSIT COMPLAINTS	ON	Hamilton	7	Denied In Full		
Municipal	TRANSIT COMPLAINTS	NB	Moncton	11	Released In Full		
Municipal	TRANSIT COMPLAINTS	QC	Montreal		Not Tabulated		
Municipal	TRANSIT COMPLAINTS	ON	Ottawa	1	Fee Estimate	\$390.00	
Municipal	TRANSIT COMPLAINTS	QC	Quebec		Not Tabulated		
Municipal	TRANSIT COMPLAINTS	SK	Regina	6	Fee Estimate	\$83.10	
Municipal	TRANSIT COMPLAINTS	NB	Saint John	1	Denied In Full		
Municipal	TRANSIT COMPLAINTS	SK	Saskatoon	12	Fee Estimate	\$90.00	
Municipal	TRANSIT COMPLAINTS	NL	St. John's	0	No Records		
Municipal	TRANSIT COMPLAINTS	ON	Toronto Transit Commission	32	Fee Estimate	\$1,450.00	
Municipal	TRANSIT COMPLAINTS	BC	TransLink	40	Released In Full		
Municipal	TRANSIT COMPLAINTS	YT	Whitehorse		No Decision/ overdue		
Municipal	TRANSIT COMPLAINTS	ON	Windsor	6	Released In Full		
Municipal	TRANSIT COMPLAINTS	MB	Winnipeg	11	Released In Full		

Municipal	MUNICIPAL CONTRACTS	AB	Calgary	26	Released In Full		
Municipal	MUNICIPAL CONTRACTS	PE	Charlottetown	0	Denied In Part		
Municipal	MUNICIPAL CONTRACTS	AB	Edmonton	68	Denied In Part		
Municipal	MUNICIPAL CONTRACTS	NB	Fredericton	30	Denied In Part		
Municipal	MUNICIPAL CONTRACTS	ON	Hamilton	8	Released In Full		
Municipal	MUNICIPAL CONTRACTS	NB	Moncton	13	Released In Full		
Municipal	MUNICIPAL CONTRACTS	QC	Montreal	28	Released In Full		
Municipal	MUNICIPAL CONTRACTS	ON	Ottawa	24	Denied In Part		
Municipal	MUNICIPAL CONTRACTS	QC	Quebec	15	Released In Full		
Municipal	MUNICIPAL CONTRACTS	SK	Regina	8	Released In Full		
Municipal	MUNICIPAL CONTRACTS	NB	Saint John	7	Released In Full		
Municipal	MUNICIPAL CONTRACTS	SK	Saskatoon	13	Released In Full		
Municipal	MUNICIPAL CONTRACTS	NL	St. John's	20	Released In Full		
Municipal	MUNICIPAL CONTRACTS	ON	Toronto	1	Denied In Full		
Municipal	MUNICIPAL CONTRACTS	BC	Vancouver	0	Denied In Part		
Municipal	MUNICIPAL CONTRACTS	BC	Victoria	21	Released In Full		

Municipal	MUNICIPAL CONTRACTS	YT	Whitehorse	3	Denied In Full		
Municipal	MUNICIPAL CONTRACTS	ON	Windsor	9	Released In Full		
Municipal	MUNICIPAL CONTRACTS	MB	Winnipeg	2	Denied In Full		
Municipal	LIST OF MUNICIPAL EMPLOYEES	AB	Calgary	67	Denied In Part		
Municipal	LIST OF MUNICIPAL EMPLOYEES	PE	Charlottetown		No Decision/ overdue		
Municipal	LIST OF MUNICIPAL EMPLOYEES	AB	Edmonton	22	Denied In Part		
Municipal	LIST OF MUNICIPAL EMPLOYEES	NB	Fredericton	0	Denied In Full		
Municipal	LIST OF MUNICIPAL EMPLOYEES	ON	Hamilton	7	Denied In Full		
Municipal	LIST OF MUNICIPAL EMPLOYEES	NB	Moncton	7	Denied In Full		
Municipal	LIST OF MUNICIPAL EMPLOYEES	QC	Montreal	20	Released In Full		
Municipal	LIST OF MUNICIPAL EMPLOYEES	ON	Ottawa	7	Nominal Fee	\$10.00	
Municipal	LIST OF MUNICIPAL EMPLOYEES	QC	Quebec	32	Fee Estimate	\$72.08	
Municipal	LIST OF MUNICIPAL EMPLOYEES	SK	Regina	7	Fee Estimate	\$150.00	

Municipal	LIST OF MUNICIPAL EMPLOYEES	NB	Saint John	72	Released In Full		30 days
Municipal	LIST OF MUNICIPAL EMPLOYEES	SK	Saskatoon	22	Released In Full		
Municipal	LIST OF MUNICIPAL EMPLOYEES	NL	St. John's	2	Denied In Part		
Municipal	LIST OF MUNICIPAL EMPLOYEES	ON	Toronto	35	Fee Estimate	\$55.00	
Municipal	LIST OF MUNICIPAL EMPLOYEES	BC	Vancouver	63	Released In Full		30 days
Municipal	LIST OF MUNICIPAL EMPLOYEES	BC	Victoria	9	Denied In Part		
Municipal	LIST OF MUNICIPAL EMPLOYEES	YT	Whitehorse		No Decision/ overdue		
Municipal	LIST OF MUNICIPAL EMPLOYEES	ON	Windsor	39	Denied In Part		
Municipal	LIST OF MUNICIPAL EMPLOYEES	MB	Winnipeg	30	Denied In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	AB	Calgary	28	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	PE	Charlottetown	10	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	AB	Edmonton	70	Released In Full		

Municipal	MUNICIPAL TRAVEL EXPENSES	NB	Fredericton	12	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	ON	Hamilton	12	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	NB	Moncton	9	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	QC	Montreal	14	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	ON	Ottawa	41	Nominal Fee	\$18.20	
Municipal	MUNICIPAL TRAVEL EXPENSES	QC	Quebec	37	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	SK	Regina	13	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	NB	Saint John	20	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	SK	Saskatoon	25	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	NL	St. John's	2	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	ON	Toronto		No Decision/ overdue		
Municipal	MUNICIPAL TRAVEL EXPENSES	BC	Vancouver	32	Released In Full		

Municipal	MUNICIPAL TRAVEL EXPENSES	BC	Victoria	36	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	YT	Whitehorse		Not Tabulated		
Municipal	MUNICIPAL TRAVEL EXPENSES	ON	Windsor	29	Released In Full		
Municipal	MUNICIPAL TRAVEL EXPENSES	MB	Winnipeg	3	Fee Estimate	\$300.00	
Municipal	PROPERTY ORDERS	AB	Calgary	57	Denied In Part		
Municipal	PROPERTY ORDERS	PE	Charlottetown	8	Denied In Part		
Municipal	PROPERTY ORDERS	AB	Edmonton	25	Denied In Full		
Municipal	PROPERTY ORDERS	NB	Fredericton	9	No Records		
Municipal	PROPERTY ORDERS	ON	Hamilton	21	Denied In Part	\$1,400.50	
Municipal	PROPERTY ORDERS	NB	Moncton	23	Released In Full		30 days
Municipal	PROPERTY ORDERS	QC	Montreal		No Decision/ overdue		
Municipal	PROPERTY ORDERS	ON	Ottawa	19	Nominal Fee	\$10.00	
Municipal	PROPERTY ORDERS	QC	Quebec	7	Denied In Full		
Municipal	PROPERTY ORDERS	SK	Regina	21	Released In Full		

Municipal	PROPERTY ORDERS	NB	Saint John	22	Released In Full		
Municipal	PROPERTY ORDERS	SK	Saskatoon	6	Released In Full		
Municipal	PROPERTY ORDERS	NL	St. John's	1	No Records		
Municipal	PROPERTY ORDERS	ON	Toronto	66	Nominal Fee	\$10.00	
Municipal	PROPERTY ORDERS	BC	Vancouver		No Decision/ overdue		
Municipal	PROPERTY ORDERS	BC	Victoria	10	Fee Estimate	\$572.00	
Municipal	PROPERTY ORDERS	YT	Whitehorse		No Decision/ overdue		
Municipal	PROPERTY ORDERS	ON	Windsor	30	Fee Estimate	\$1,032.00	
Municipal	PROPERTY ORDERS	MB	Winnipeg	25	Fee Estimate	\$26,890.00	
Municipal	POLICE OVERTIME	AB	Calgary police	32	Released In Full		
Municipal	POLICE OVERTIME	PE	Charlottetown police	0	Denied In Full		
Municipal	POLICE OVERTIME	AB	Edmonton police	41	Fee Estimate	\$7,675.04	30 days
Municipal	POLICE OVERTIME	NB	Fredericton police	8	Denied In Part		
Municipal	POLICE OVERTIME	ON	Hamilton police Services	42	Denied In Full		
Municipal	POLICE OVERTIME	QC	Montreal police	21	No Records		

Municipal	POLICE OVERTIME	ON	Ottawa police	30	Released In Full		
Municipal	POLICE OVERTIME	QC	Quebec police	15	Denied In Full		
Municipal	POLICE OVERTIME	SK	Regina police	9	Denied In Full		
Municipal	POLICE OVERTIME	NB	Saint John police	27	Fee Estimate	\$450.00	
Municipal	POLICE OVERTIME	SK	Saskatoon police	29	Released In Full		
Municipal	POLICE OVERTIME	ON	Toronto police	4	Denied In Full		
Municipal	POLICE OVERTIME	BC	Vancouver police		No Decision/ overdue		
Municipal	POLICE OVERTIME	BC	Victoria police	26	Released In Full		
Municipal	POLICE OVERTIME	YT	Whitehorse police		Not Tabulated		
Municipal	POLICE OVERTIME	ON	Windsor police service	17	Fee Estimate	\$390.00	
Municipal	POLICE OVERTIME	MB	Winnipeg police	22	Released In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	AB	Calgary	18	Released In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	PE	Charlottetown	10	No Records		
Municipal	\$1 MILLION PLUS PROPERTIES	AB	Edmonton	10	Denied In Full		

Municipal	\$1 MILLION PLUS PROPERTIES	NB	Fredericton	8	No Records		
Municipal	\$1 MILLION PLUS PROPERTIES	ON	Hamilton	1	Denied In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	QC	Montreal	21	Released In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	ON	Ottawa	7	Denied In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	QC	Quebec	31	Denied In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	SK	Regina	1	Denied In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	SK	Saskatoon	38	Denied In Part		
Municipal	\$1 MILLION PLUS PROPERTIES	NL	St. John's	3	Denied In Part		
Municipal	\$1 MILLION PLUS PROPERTIES	ON	Toronto	20	Denied In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	BC	Vancouver	0	Denied In part		
Municipal	\$1 MILLION PLUS PROPERTIES	BC	Victoria	11	Denied In Full		
Municipal	\$1 MILLION PLUS PROPERTIES	YT	Whitehorse	12	Released In Full		

Municipal	\$1 MILLION PLUS PROPERTIES	ON	Windsor	28	Fee Estimate	\$90.20	
Municipal	\$1 MILLION PLUS PROPERTIES	MB	Winnipeg	11	Released In Full		
Municipal	PARKING TICKETS	AB	Calgary	8	Released In Full		
Municipal	PARKING TICKETS	PE	Charlottetown	4	Denied In Part		
Municipal	PARKING TICKETS	AB	Edmonton	68	Fee Estimate	\$1,299.75	
Municipal	PARKING TICKETS	NB	Fredericton	15	Released In Full		
Municipal	PARKING TICKETS	ON	Hamilton	18	Denied In Full		
Municipal	PARKING TICKETS	NB	Moncton	5	Denied In Part		
Municipal	PARKING TICKETS	QC	Montreal	20	Denied In Full		
Municipal	PARKING TICKETS	ON	Ottawa	9	Nominal Fee	\$10.00	
Municipal	PARKING TICKETS	QC	Quebec	1	Denied In Full		
Municipal	PARKING TICKETS	SK	Regina	7	Released In Full		
Municipal	PARKING TICKETS	NB	Saint John		No Decision/ overdue		
Municipal	PARKING TICKETS	SK	Saskatoon	20	Denied In Part		
Municipal	PARKING TICKETS	NL	St. John's	2	Fee Estimate	\$1,900.00	

Municipal	PARKING TICKETS	ON	Toronto	29	Nominal Fee	\$10.00	
Municipal	PARKING TICKETS	BC	Vancouver	28	Denied In Part		
Municipal	PARKING TICKETS	BC	Victoria	22	Fee Estimate		
Municipal	PARKING TICKETS	YT	Whitehorse		Not Tabulated		
Municipal	PARKING TICKETS	ON	Windsor	8	Fee Estimate	\$60.00	
Municipal	PARKING TICKETS	MB	Winnipeg	0	Fee Estimate	\$40.00	
Provincial	TRANSIT COMPLAINTS	BC	B.C. Transit	87	Released In Full		30 days
Provincial	POLICE OVERTIME	NL	Royal Newfoundland Constabulary	61	Denied In Full		
Provincial	\$1 MILLION PLUS PROPERTIES	NB	Government Services	47	Released In Full		
Provincial	\$1 MILLION PLUS PROPERTIES	NB	Government Services	21	Released In Full		
Provincial	HEALTH BRIEFING NOTES	AB	Alberta Health	56	Denied In Part		
Provincial	HEALTH BRIEFING NOTES	MB	Health	31	No Records		
Provincial	HEALTH BRIEFING NOTES	NB	Health	14	No Records		
Provincial	HEALTH BRIEFING NOTES	SK	Health	9	No Records		

Provincial	HEALTH BRIEFING NOTES	NS	Health	13	Released In Full		
Provincial	HEALTH BRIEFING NOTES	NL	Health and Community Services	20	No Records		
Provincial	HEALTH BRIEFING NOTES	ON	Health and Long Term Care	17	No Records		
Provincial	HEALTH BRIEFING NOTES	YK	Health and Social Services	0	No Records		
Provincial	HEALTH BRIEFING NOTES	PE	Health and Wellness	17	No Records		
Provincial	HEALTH BRIEFING NOTES	BC	Health Services	29	No Records		
Provincial	HEALTH BRIEFING NOTES	QC	Sante et Services Sociaux	19	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	ON	Community Safety and Correctional Services	20	Fee Estimate	\$242.20	
Provincial	TRANSITION BRIEFING NOTES	SK	Corrections, Public Safety and Policing	71	Denied In Part		30 days
Provincial	TRANSITION BRIEFING NOTES	SK	Education	58	Denied In Part		30 days
Provincial	TRANSITION BRIEFING NOTES	MB	Education	67	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	ON	Education	13	Fee Estimate	\$268.00	

Provincial	TRANSITION BRIEFING NOTES	YK	Education	21	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	NB	Education	68	Denied In Full		30 days
Provincial	TRANSITION BRIEFING NOTES	BC	Education	0	Publicly Available		
Provincial	TRANSITION BRIEFING NOTES	NL	Education	8	No Records		
Provincial	TRANSITION BRIEFING NOTES	NS	Education	31	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	AB	Education	18	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	PE	Education and Early Childhood Development	20	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	SK	Highways and Infrastructure	17	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	YK	Highways and Public Works	17	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	MB	Infrastructure and Transportation	17	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	NS	Justice	32	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	YK	Justice	16	Fee Estimate	\$200.00	

Provincial	TRANSITION BRIEFING NOTES	NL	Justice	25	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	MB	Justice	30	Denied In Part		30 days
Provincial	TRANSITION BRIEFING NOTES	PE	Justice and Public Safety	13	Fee Estimate	\$44.44	
Provincial	TRANSITION BRIEFING NOTES	QC	L'éducation, du Loisir et du Sport		No Decision/overdue		
Provincial	TRANSITION BRIEFING NOTES	NB	Public Safety	10	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	BC	Public Safety and Solicitor General	102	Denied In Part		61 days
Provincial	TRANSITION BRIEFING NOTES	QC	Securité Publique	2	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	AB	Solicitor General and Public Security	31	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	NB	Transportation	70	Denied In Full		30 days
Provincial	TRANSITION BRIEFING NOTES	ON	Transportation	41	Fee Estimate	\$136.60	
Provincial	TRANSITION BRIEFING NOTES	AB	Transportation	9	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	BC	Transportation and Infrastructure	12	Denied In Part		

Provincial	TRANSITION BRIEFING NOTES	PE	Transportation and Infrastructure Renewal	7	Nominal Fee	\$18.80	
Provincial	TRANSITION BRIEFING NOTES	NS	Transportation and Infrastructure Renewal	29	Denied In Part		
Provincial	TRANSITION BRIEFING NOTES	NL	Transportation and Works	8	Denied In Full		
Provincial	TRANSITION BRIEFING NOTES	QC	Transports	43	Denied In Full		
Provincial	HIGHWAY COLLISIONS	SK	Highways and Infrastructure	3	No Records		
Provincial	HIGHWAY COLLISIONS	YK	Highways and Public Works	14	Released In Full		
Provincial	HIGHWAY COLLISIONS	BC	ICBC	21	Released In Full		
Provincial	HIGHWAY COLLISIONS	MB	Infrastructure and Transportation	27	No Records		
Provincial	HIGHWAY COLLISIONS	ON	Transportation	6	Fee Estimate	\$370.00	
Provincial	HIGHWAY COLLISIONS	NB	Transportation	23	No Decision/overdue		270 days
Provincial	HIGHWAY COLLISIONS	AB	Transportation		Not Tabulated		
Provincial	HIGHWAY COLLISIONS	PE	Transportation and Infrastructure Renewal	12	Fee Estimate	\$2,200.00	

Provincial	HIGHWAY COLLISIONS	NS	Transportation and Infrastructure Renewal	33	Released In Full		
Provincial	HIGHWAY COLLISIONS	NL	Transportation and Works	31	Released In Full		
Provincial	HIGHWAY COLLISIONS	QC	Transports	49	Fee Estimate	\$994.65	
Provincial	INMATE COMPLAINTS	ON	Community Safety and Correctional Services	27	Fee Estimate	\$5,227.50	
Provincial	INMATE COMPLAINTS	SK	Corrections, Public Safety and Policing		No Decision/overdue		30 days
Provincial	INMATE COMPLAINTS	NS	Justice	14	Fee Estimate	\$895.10	
Provincial	INMATE COMPLAINTS	YK	Justice	2	Fee Estimate	\$575.00	
Provincial	INMATE COMPLAINTS	NL	Justice	29	Fee Estimate	\$862.50	30 days
Provincial	INMATE COMPLAINTS	MB	Justice	32	Denied In Full		
Provincial	INMATE COMPLAINTS	PE	Justice and Public Safety	16	Denied In Full		
Provincial	INMATE COMPLAINTS	NB	Public Safety	13	Denied In Part		
Provincial	INMATE COMPLAINTS	BC	Public Safety and Solicitor General	9	Fee Estimate	\$330.00	
Provincial	INMATE COMPLAINTS	QC	Securite Publique	36	Released In Full		10 days

Provincial	INMATE COMPLAINTS	AB	Solicitor General and Public Security	15	Fee Estimate	\$14,950.00	
Provincial	DRUG AGREEMENTS	SK	Health	62	Denied In Part		30 days
Provincial	DRUG AGREEMENTS	NS	Health	4	Released In Full		
Provincial	DRUG AGREEMENTS	MB	Health	30	Released In Full		
Provincial	DRUG AGREEMENTS	NB	Health	13	Denied In Part		
Provincial	DRUG AGREEMENTS	NL	Health and Community Services	50	Released In Full		30 days
Provincial	DRUG AGREEMENTS	ON	Health and Long Term Care	89	No Decision/overdue		30 days
Provincial	DRUG AGREEMENTS	YK	Health and Social Services	26	Released In Full		
Provincial	DRUG AGREEMENTS	PE	Health and Wellness	77	Released In Full		30 days
Provincial	DRUG AGREEMENTS	AB	Health and Wellness	140	Released In Full		30 days
Provincial	DRUG AGREEMENTS	BC	Health Services	77	Released In Full		
Provincial	DRUG AGREEMENTS	QC	Sante et Services Sociaux	11	No Records		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	ON	Community Safety and Correctional Services	25	Fee Estimate	\$130.00	

Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	SK	Corrections and Policing	24	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NL	Education	13	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	AB	Education	24	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	YK	Education	21	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NB	Education	27	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NS	Education	28	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	BC	Education	85	Released In Full		46 days
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	MB	Education	50	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	SK	Education	28	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	ON	Education	31	Nominal Fee	\$10.00	
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	PE	Education and Early Childhood Development	11	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	SK	Highways and Infrastructure	7	Released In Full		

Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	YK	Highways and Public Works	27	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NL	Human Resources Secretariat	13	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	MB	Infrastructure and Transportation	38	Denied In Part		30 days
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NS	Justice	22	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	YK	Justice	28	No Records		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	MB	Justice	30	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	PE	Justice and Public Safety (now Environment, Labour, and Justice)	28	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	QC	L'education, du Loisir et du Sport	15	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NB	Public Safety	22	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	BC	Public Safety and Solicitor General (sent to Justice)	98	Released In Full		43 days
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	QC	Securite Publique	22	Denied In Part		

Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	AB	Solicitor General and Public Security		No Decision/ overdue		30 days
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	ON	Transportation	14	Nominal Fee	\$10.00	
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NB	Transportation	81	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	AB	Transportation	27	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	BC	Transportation and Infrastructure	19	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	PE	Transportation and Infrastructure Renewal	12	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NS	Transportation and Infrastructure Renewal	25	Released In Full		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	NL	Transportation and Works	11	Denied In Part		
Provincial	PROVINCIAL DEPARTMENT EMPLOYEES	QC	Transports	56	Fee Estimate	\$68.55	
Provincial	DEPUTY MINISTER TRAVEL	ON	Community Safety and Correctional Services	28	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	SK	Corrections, Public Safety and Policing	24	Denied In Part		

Provincial	DEPUTY MINISTER TRAVEL	NS	Education	35	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	SK	Education	33	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	MB	Education	66	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	YK	Education	13	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	NL	Education	14	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	AB	Education	3	Publicly Available		
Provincial	DEPUTY MINISTER TRAVEL	NB	Education	14	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	BC	Education	17	No Records		
Provincial	DEPUTY MINISTER TRAVEL	ON	Education	30	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	PE	Education and Early Childhood Development	18	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	SK	Highways and Infrastructure	14	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	YK	Highways and Public Works	18	Released In Full		

Provincial	DEPUTY MINISTER TRAVEL	MB	Infrastructure and Transportation	27	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	YK	Justice	28	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	NS	Justice	27	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	MB	Justice	30	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	NL	Justice	20	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	PE	Justice and Public Safety	17	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	QC	L'education, du Loisir et du Sport	14	No Records		
Provincial	DEPUTY MINISTER TRAVEL	NB	Public Safety	10	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	BC	Public Safety and Solicitor General	18	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	QC	Securite Publique	39	Released In Full		10 days
Provincial	DEPUTY MINISTER TRAVEL	AB	Solicitor General and Public Security	1	Publicly Available		
Provincial	DEPUTY MINISTER TRAVEL	NB	Transportation	49	Denied In Part		

Provincial	DEPUTY MINISTER TRAVEL	ON	Transportation	15	No Records		
Provincial	DEPUTY MINISTER TRAVEL	AB	Transportation	1	Publicly Available		
Provincial	DEPUTY MINISTER TRAVEL	BC	Transportation and Infrastructure	6	No Records		
Provincial	DEPUTY MINISTER TRAVEL	PE	Transportation and Infrastructure Renewal	22	Denied In Part		
Provincial	DEPUTY MINISTER TRAVEL	NS	Transportation and Infrastructure Renewal	13	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	NL	Transportation and Works	9	Released In Full		
Provincial	DEPUTY MINISTER TRAVEL	QC	Transports	87	Denied In Part		
Provincial	PREMIER'S BRIEFING NOTES	ON	Cabinet Office	7	Fee Estimate	\$138.00	
Provincial	PREMIER'S BRIEFING NOTES	QC	Conseil Executif	0	Denied In Full		
Provincial	PREMIER'S BRIEFING NOTES	SK	Executive Council	23	Fee Estimate	\$185.00	
Provincial	PREMIER'S BRIEFING NOTES	AB	Executive Council	63	Denied In Part		

Provincial	PREMIER'S BRIEFING NOTES	MB	Finance	89	Denied In Part		30 days
Provincial	PREMIER'S BRIEFING NOTES	BC	Office of the Premier	73	Denied In Full		43 days
Provincial	PREMIER'S BRIEFING NOTES	NB	Office of the Premier	21	Denied In Full		
Provincial	PREMIER'S BRIEFING NOTES	YK	Office of the Premier-- Executive Council	28	Denied In Full		
Provincial	PREMIER'S BRIEFING NOTES	NS	Premier	20	Fee Estimate	\$767.00	
Provincial	PREMIER'S BRIEFING NOTES	NL	Premier's Office	9	Fee Estimate	\$982.00	
Provincial	PREMIER'S BRIEFING NOTES	PE	Premier's Office	15	Fee Estimate	\$157.00	
Provincial	BRIDGE REPAIRS	SK	Highways and Infrastructure	17	Fee Estimate	\$2,310.00	
Provincial	BRIDGE REPAIRS	YK	Highways and Public Works	12	Nominal Fee	\$25.00	
Provincial	BRIDGE REPAIRS	MB	Infrastructure and Transportation	28	Denied In Full		
Provincial	BRIDGE REPAIRS	ON	Transportation	8	Fee Estimate	\$70.00	
Provincial	BRIDGE REPAIRS	NB	Transportation	106	Released In Full		30 days
Provincial	BRIDGE REPAIRS	AB	Transportation	44	Fee Estimate	\$1,783.00	

Provincial	BRIDGE REPAIRS	BC	Transportation and Infrastructure	32	Released In Full		
Provincial	BRIDGE REPAIRS	PE	Transportation and Infrastructure Renewal	13	Fee Estimate	\$144.00	
Provincial	BRIDGE REPAIRS	NS	Transportation and Infrastructure Renewal	29	Fee Estimate	\$4,440.00	
Provincial	BRIDGE REPAIRS	NL	Transportation and Works	24	Released In Full		
Provincial	BRIDGE REPAIRS	QC	Transports	58	Fee Estimate	\$522.50	

Police in Saskatchewan and the cities of Charlottetown and Whitehorse are not formally included in access legislation.