

# FOI metrics checklist for public bodies

Public bodies should track the following metrics annually for both personal and general requests:

## REQUESTS RECEIVED

- Number of requests received by applicant type

## REQUESTS CLOSED

### Disposition

- Number of requests closed by applicant type
- Number and percent of requests closed by disposition. *For example: access granted in full, in part, refused, withdrawn, or abandoned*
- Number of requests with a response provided to the applicant

### Volume of records

- Total number of pages of records processed, and average pages per request processed
- Total number of pages of records provided to applicants, and average pages per request

### Timeliness of responses

- Average number of days to respond to requests
- Number and percent of requests responded to by business days (<30, 31-60, 61-120, and 120+)

### Compliance with FIPPA time limits

- Number and percent of requests concluded within FIPPA time limit and after time limit passed
- Average number of days after FIPPA time limit passed to conclude requests

### Time extensions

- Number and percent of requests where a time extension was taken
- Number and percent of time extensions taken by reason and section of FIPPA (i.e., large number of records, consultation, applicant has consented, or with Commissioner permission)

### Application and processing fees

- Number of requests and total dollar amount of application fees charged and collected
- Number of requests and total dollar amount of processing fees charged, collected, and waived

## REQUESTS OPEN PAST FIPPA TIME LIMIT

- Number of requests past time limit where public body has yet to respond
- Number and percent of requests still open past time limit by business days (<30, 31-60, 61-120, and 120+)

## STAFFING

- Number of full-time staff whose primary role is responding to FOI requests
- Number of staff who spent some of their time (but not their primary role) responding to FOI requests
- Number of staff in full-time equivalents (FTEs) whose time is spent responding to FOI requests