OFFICE OF THE INFORMATION & PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA

It's About Time

Report Card On The Timeliness Of

Government's Access To Information Responses

April 1, 2009 – March 31, 2010

Report Issued August 5, 2010

COMMISSIONER'S MESSAGE

The process of issuing a yearly report card on the government's timeliness in responding to access to information requests was started by my predecessor to address the chronic problem of delay. The former Commissioner's attempts for more than a decade to effect change and improve response times had not succeeded to his satisfaction, resulting in the report card process.

This is the second report on the performance of ministries in meeting their obligation under the *Freedom of Information and Protection of Privacy Act* ("FIPPA") to respond to access requests without delay. I intend to issue a third report in 2011 and may issue future reports, depending on the results of our evaluations. I am committed to working collaboratively with the provincial government to find ways to improve timeliness, a critical element in government accountability and transparency.

This report provides the necessary information for citizens to assess how well the access to information process works, and holds ministries to account for the degree to which they are meeting their statutory obligation. For those public agencies falling below the standard, this report also provides guidance with respect to how they can better meet this obligation under FIPPA.

The results of our first timeliness report indicated that government had much work to do to solve some very significant problems with the timeliness of the processing of access requests. In this report, we evaluate how well government did in finding solutions to what the former Commissioner characterized as, "an unacceptable pattern of government-wide failure to respond to access requests in as timely a fashion as it should."

This year, in addition to evaluating the statistical information supplied by the ministries, my staff conducted follow-up audits that included interviewing ministry staff and reviewing administrative access to information files. The purpose of these follow up examinations was to confirm that the numbers provided were accurate and complete.

I am grateful to the Ministry of Citizens' Services for its active cooperation in this process, and who provided statistical reports throughout the last eighteen months and assisted in our on-site investigations. I am particularly grateful to Kim Henderson, Deputy Minister, Dave Nikolejsin, Chief Information Officer, Kathleen Ward and her predecessor Sandra Sajko, Executive Directors of the Information Access Operations Unit ("IAO").

The IAO Managers and their staff of analysts also deserve special thanks for their unfailing cooperation throughout this process and for their overall success in addressing the fundamental problem.

I am also grateful to my capable team, whose support and assistance made this report a reality.   In particular, I would like to thank Catherine Tully, A/Executive Director, Helen Morrison, Senior Portfolio Officer and Mary Carlson, Deputy Registrar for their research, analysis and contributions to this report. I am grateful for the excellent work done by the investigation team of Tina Doehnel, Troy Taillefer and Adam Barnes.

August 5, 2010

Elizabeth Denham
Information and Privacy Commissioner
  for British Columbia

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1.   REPORT SUMMARY

My office's first report, issued in February 2009, revealed significant and widespread non-compliance with the section of FIPPA requiring government to respond to requests for information within 30 business days. Major improvements were called for.   This second report gauges the effectiveness of efforts made by government ministries in the past eighteen months to address these serious delays.   Overall, I find that government has significantly improved its performance, improving average response time for files closed in fiscal 2010 to 24 business days. [1]

Every ministry significantly increased the number of requests that were responded to on time. Despite this, only one ministry - the Ministry of Tourism, Culture and the Arts - fully complied with the statutory time requirements under FIPPA and responded, on average, within 30 business days, with no overdue requests.   In fiscal 2010, of the 7,750 requests closed by government, 801 received late responses. While this indicates there is still work to be done, it is a vast improvement from our last report, where we noted that 1,735 requests received late responses.

As part of this process, my staff conducted spot audits of access request files to satisfy us that the explanations given for the time improvements were supported by evidence.

I conclude that the significant improvement in timeliness was due to a cohesive spectrum of strategies, including executive level support, improved supervision, effective use of technology, delegation of decisions, better training and staff commitment.

I identify several areas of concern requiring ongoing monitoring, including a worrying sustained pattern of delay in responding to requests from the media and political parties and a small but troubling increase in the number of files where not a single requested record was released.

My key recommendation is for government to properly and actively commit to a proactive disclosure strategy where information is routinely disclosed to the public on a regular basis without the need for access requests.

It is time for government to adopt a presumption favouring disclosure.

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[1] Schedule 1 of FIPPA defines "day" as not including a holiday or a Saturday. Throughout this report we refer to this as "business days".

2.0   INTRODUCTION

Freedom of information is about making public institutions accountable to the citizens they serve.   A citizen's right to access government records is a fundamental value in every liberal democracy and promotes openess, transparency and accountability.   Over 85 countries around the world have enacted freedom of information laws that give individuals the right to request access to government-held information.

Freedom of information legislation creates a standard which government must follow in responding to requests for information.   It takes away the discretion of government employees and politicians to decide for themselves what information they wish to disclose and to whom, and substitutes that discretion with a clear set of rules outlining what information may be withheld, in which circumstances.

One of the most important rules under FIPPA is that public entities must respond to access requests without delay, and, barring special circumstances, respond within 30 business days.   Timely and up-to-date access to information is critical if citizens are to engage in discussions and debates on public policy and assess for themselves whether the government of the day is operating in an efficient, effective and ethical manner.   It is of no use to anyone to receive government information months or years after the decision has been made, the contract let, the program abolished, the tax implemented, the severance paid or the election concluded.   Timely access to information is the right of all citzens and they should expect no less from the agencies they fund.

This report provides the citizens of British Columbia information with which they may evaluate how well the government has met its legal duty to respond in a timely fashion to access to information requests under FIPPA.

The legal standard

Section 6 of FIPPA requires public bodies to make every reasonable effort to respond to access requests without delay.

Section 7 of FIPPA requires public bodies to respond within 30 business days of receiving a request.   Under certain circumstances, s. 10 allows that timeline to be extended.   Those circumstances include the need to obtain more detail about the request, a large volume of records is requested, or the need to consult with a third party or another public body.   The time may also be extended with the Commissioner's permission if it is fair and reasonable to do so.

In addition, in certain limited circumstances, requests may be put on-hold. The most common reason is that the public body has issued a fee and is awaiting a response from the applicant.

3.0   METHODOLOGY

Three key benchmarks form the basis for our evaluation. The first is the percentage of requests responded to on time. The second is the average processing time. The third is, for those files overdue, the average number of business days overdue. These benchmarks are similar to those adopted and applied to federal agencies by the Information Commissioner of Canada for over 10 years. We also considered some of the audit standards used in the *National Freedom of Information Audit – 2009* published in January 2010 by the Canadian Newspaper Association ("CNA")[2].   The CNA evaluated the British Columbia Government's responses to access requests on the basis of timeliness, fees and extent of release, granting points for timeliness and deducting points for lateness. Our assessment relates only to timeliness.

Our benchmark measures were applied to all access request files closed from April 1, 2009 to March 31, 2010.

The data produced for this report was generated by government's Corporate Request Tracking System ("CRTS")[3].   CRTS is a database used by all government ministries to track their progress in responding to access requests under FIPPA.

Scoring performance

The initial ministry score is based on the percentage of requests responded to on time.

We then considered the *average* time a ministry took to respond to all of its access requests. For every three business days the average response time exceeded 30 business days, we deducted one point. So, if a particular ministry averaged 42 business days to respond -12 days late - we deducted four points.

The final deductions related to the average *overdue* time. This was the extra time the ministry took to respond to access requests, when the response was *late*. For every 10 business days of overdue time, another point was deducted.

Appendix 1 summarizes the scoring scheme. The most important factor from our perspective is the percentage of responses *on time*. For the purposes of this report, in determining whether or not a request was on time, we included the time the request was placed on-hold as permitted under s. 7 of FIPPA, and included

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[2] Canadian Newspaper Association, National Freedom of Information Audit 2009-2010, http://www.cna-acj.ca/en/system/files/CNA%20FOI%20Audit%202010%20efinal.pdf
[3] In fact, there is a wealth of interesting information already publicly available out of CRTS on the Ministry of Citizens' Services website:
http://www.cio.gov.bc.ca/services/privacy/Public_Sector/CRTSstats/default.asp

time taken for time extension as permitted under s. 10 of FIPPA.[4] In other words, a request was not considered overdue until the initial 30 business day time period plus any on-hold time, and/or any time extension period had expired.

Audit confirmation

We also conducted spot audits on 209 FOI files from 10 different ministries to confirm the validity of the data. Those audits included 162 requests made by the media, 24 files where a public body had taken a time extension, and 23 files placed on-hold.

The intent of this audit strategy was to:

- confirm that dates entered into CRTS were accurate and supported by evidence in the file;

- determine whether on-hold time was authorized under s. 7 of FIPPA and supported by evidence in the file; and

- determine whether time extensions were authorized under s. 10 of FIPPA and supported by evidence in the file.

4.0   RESULTS

Overall Average Performance by Government: **88/100**

The chart below compares government's performance in calendar year 2008 and fiscal year 2010 in our three key areas:

Year	Number of Requests Closed	Average Processing Time (Business Days)	% on Time	Average Number of Business Days Overdue
2008	5,999	35	71%	37
2009	7,750	24	90%	25

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[4] The most common reason for a request being placed on-hold is that the public body has issued a fee estimate and is awaiting a response from the applicant. Other permitted reasons for placing a request on-hold include that a third party has asked for a review by the commissioner or the public body has requested authorization from the commissioner to disregard a request.

Comparative Chart: Performance by Ministry

The number score for each ministry are listed in the table below:

Compliance Report Card Summary		
Status	**Ministry**	**Score**
Excellent ★★★	Tourism, Culture & the Arts	100
Above Average ★★☆	Children & Family Development	97
	Health Services	95
	Labour	95
	Forests & Range	94
	Transportation & Infrastructure	94
	Community & Rural Development	93
	Healthy Living & Sport	92
	Small Business, Technology & Economic Development	92
Average ★☆☆	Agriculture & Lands	90
	Citizens' Services	90
	Education	90
	Advanced Education & Labour Market Development	89
	All Ministries Total	88
	Environment	88
	Office of the Premier	86
Below Average ☆☆☆	Attorney General	83
	Housing & Social Development	82
	Energy Mines & Petroleum Resources	80
	Public Safety and Solicitor General	80
	Finance	78
	Aboriginal Relations & Reconciliation	73

Percentage of Requests on Time

Every ministry significantly increased the number of responses provided on time. "On time" means requests were processed within the time period permitted under FIPPA. A request placed on-hold under s. 7 of FIPPA or a request where a time extension was taken under s. 10 of FIPPA would still be "on time" in our calculations.

The greatest improvements in on time responses occurred at the Office of the Premier (64% improvement) and the Ministry of Tourism, Culture and the Arts (64% improvement). These improvements occurred despite an increase in the number of requests to both of those agencies. Only 1 of the 21 ministries fell below an 80% on time rate, as opposed to 18 of 22 in our previous report.

The five *lowest* performing ministries by percentage of on time requests are:

> ➢ Aboriginal Relations & Reconciliation 78%
> ➢ Public Safety and Solicitor General 83%
> ➢ Housing & Social Development 84%
> ➢ Finance 84%
> ➢ Attorney General 88%

The five *highest* performing ministries by percentage of on time requests are:

> ➢ Tourism Culture & the Arts 100%
> ➢ Children and Family Development 99%
> ➢ Community and Rural Development 98%
> ➢ Health Services 98%
> ➢ Labour 98%

Average Processing Time

Another measure of performance by ministries is *average* processing time. Processing time incorporates the day the request is received to the day it is responded to and closed, which includes time taken for authorized extensions. In our previous report, only four ministries had average processing times of 30 business days or less. Ten ministries have now met this standard.

Average Number of Business Days Overdue

The third factor we considered in developing the scoring scheme was, of the responses that were over the time limit, what was the average number of business days they were *overdue*?

The chart below illustrates the average number of business days ministries were overdue for files closed between April 1, 2009 and March 31, 2010:

Average Number of Business Days Overdue
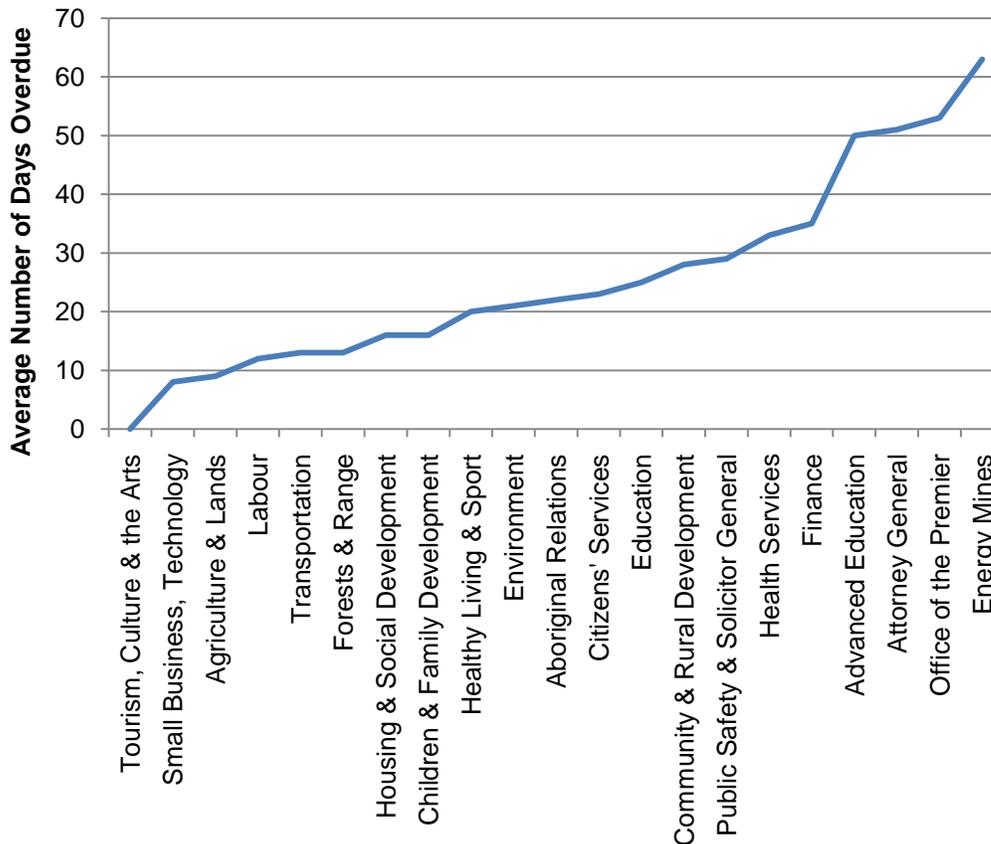
This can also be considered in the context of the percentage of the total number of requests, by ministry, that were overdue. Across government, of the 7,750 requests closed between April 1, 2009 and March 31, 2010, 801 of the requests received late responses. The figure below illustrates the proportion of each ministry's access requests that received on time and late responses. The chart shows that, in terms of the actual number of late requests, the Ministry of Public Safety and Solicitor General and the Ministry of Housing and Social Development had the highest actual number of late responses – accounting for 615 of the 801 late responses, or 77%.

Number of Requests Closed Late
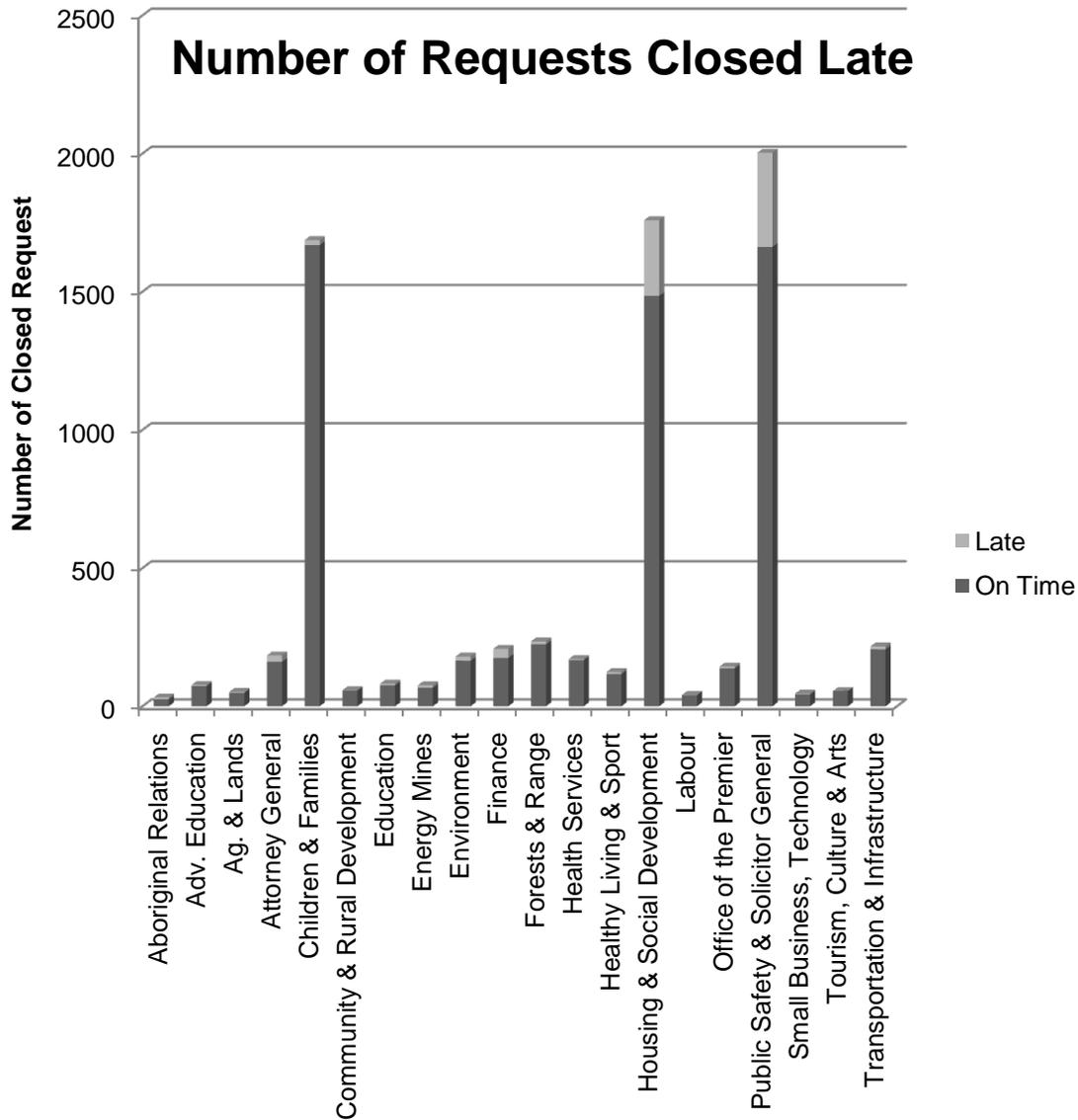
Response Time by Applicant Type

Previously, we found that response times for certain *types* of applicants were unacceptably tardy. Responses to requests by the media, political parties and interest groups were significantly late compared to other types of requesters. Political parties, in particular, were receiving responses to their access requests substantially later than other groups. The current data shows that, while much improved, the pattern of delay for media and political party responses continues. Appendix 5 shows response time by ministry, and by applicant type.

The chart below shows the scores for response time by applicant type:

Score by Applicant Type		
Excellent ★★★		
Above Average ★★☆	Other Governments	98
	Other Public Bodies	97
	Business	93
Average ★☆☆	Individual	88
	Researcher	86
	Law Firm	85
	Interest Group	85
Below Average ☆☆☆	Political Party	83
	Media	82

5.0   GOVERNMENT'S MITIGATION STRATEGY

Since the issuance of our last report, the government has made significant progress towards meeting the statutory deadline for responding to requests, increasing its overall on time response rate by 19%.

How did it accomplish this?

Government's Explanation for the Improvement in Response Times

The government attributes its improvement in response times to the following four strategies:

➢   Executive involvement;

➢   Effective use of technology;

➢   Delegation of decisions; and

➢   Staff training and commitment.

Executive Involvement

Following publication of our previous report, government moved to centralize freedom of information operations. This resulted in significant executive attention - Deputy Ministers, Assistant Deputy Ministers and Executive Directors - to the problem at hand. Executive management supported the centralization process and made the goals of information access operations ministry-wide goals, not just program area goals. Government explained that this resulted in greater awareness across ministries of the obligations under FIPPA and that tasks associated with processing access requests - records collection, consultations and approval - have become priorities. Executive management now receive automated weekly reports on the status of all outstanding access requests and adhere to a six-day time limit for all sign-off activity. Executive is aware of and monitor their ministry's compliance with the 30 business day response deadline.

Effective Use of Technology

Ministries and IAO have begun to use technology to assist in the processing of requests in three significant ways. First, IAO now uses an electronic records management system (TRIM) as a case management tool. Some ministries also use TRIM and this will allow them to collect records electronically in less time. Program areas responsible for searching for and providing the requested records to the FOI unit also often scan records resulting in quicker delivery of responsive records. Second, IAO now has the capability to electronically redact (take out) information from records. This process is more efficient than the previous paper based approach. Sign-off can now be electronic and can be sent out simultaneously to everyone who needs to sign-off. It also means monitoring sign-off is easier and more efficient and that individuals who delay sign-off can receive electronic reminders of their sign off obligations.

Delegation of Decisions

Some ministries have delegated the power to levy and waive fees, thus reducing sign-off time. Most ministries have reduced the number of individuals required to sign-off responses to ensure that they meet the six day sign-off deadline.

Staff Training and Commitment

The centralization of access operations has resulted in consistent and regular staff training. Also, with centralization, all privacy related duties were moved outside of Information Access Operations thus focussing staff solely on the timely processing of access requests. Ministries are benefiting from sharing best practices with each other. Finally, in the past year, staff worked a significant amount of overtime in an attempt to improve their ministries' compliance with FIPPA.

6.0   ANALYSIS AND DISCUSSION

Many of the strategies employed by government to alleviate delay were recommended in our first timeliness report. To be certain that the improvements were due to the mitigation strategies employed by government and not, for example, on misleading data or the result of a dramatic increase in time extensions, we sought to rule out "other factors" which may have contributed to government's success. Those factors being:

a.   Inaccurate data entered into CRTS;

b.   Changes to the format of the data entered into CRTS from the first timeliness report;

c.   Excessive reliance on on-hold time and time extensions;

d.   Ministries responding to access requests by releasing less information – more requests with access being denied; and

e.   Improvements were due to improved responses to requests for personal information rather than requests for general information.

a.   *Inaccurate data entered into CRTS?*

Our audits showed that for the most part, dates entered into CRTS were supported by file documentation. Twenty-three of the files had some errors resulting in under-reporting of processing time by those ministries, but not significantly enough to affect overall quality of the data. We were satisfied that that the CRTS data reviewed, while not 100% accurate, was reasonably accurate for our purposes.

b.   *Changes to the format of the data entered into CRTS?*

In order to determine whether the formulas entered into CRTS were different from the first timeliness report, we compared the supporting data from last year's report with the supporting data from this report. In addition, we interviewed the data-base manager. We confirmed that the formulas used to calculate all of the key statistics for this report were the same as for our last report.

c.   *Excessive reliance on time extensions and on-hold time?*

We evaluated the use of on-hold and time extensions in two ways. First, we reviewed files to ensure that when on-hold time or time extensions were taken, they were compliant with FIPPA. Second, we compared the number of on-hold and extended files to assess frequency from this report to the last.

Of the 24 files with time extensions, our investigators determined that all but two had proper supporting documentation. Two extensions were taken beyond the

permitted 30 business day time line and hence, were invalid. A 8% error rate on time extensions is concerning. However, our sample was small and both errors were the result of a minor time miscalculation. We did not find evidence of a significant problem with the use of time extensions. [5]

We reviewed 23 files delayed by on-hold time. Twenty-one of those files had proper documentation supporting the decision to put the request on-hold. Two files had errors. In both cases it appeared that the request was left in an on-hold status in the database in error. In one case, the analyst recognized the error and noted it in the case notes. The error in the other went undetected resulting in the file being 24 business days overdue rather than on time as reported in CRTS. We concluded that there was no evidence of a significant or systemic problem with the use of on-hold time.

The following chart shows the total number of files delayed by on-hold time and by time extensions, current and 2008:

Percentage of Requests with On-hold Time and Percentage of Requests with Time Extensions Taken			
Request Type	*Total # of Closed Requests*	*% of Requests with On-hold Time*	*% of Requests with Time Extensions Taken*
General			
2008	1828	23%	28%
2009-2010	2479	19%	31%
Personal			
2008	4204	7%	10%
2009-2010	5271	1%	13%
Total			
2008	6032	12%	16%
2009-2010	7750	7%	19%

The number of on-hold requests was notably reduced. This is significant as on-hold time reduces the percentage of requests considered late. It also reduces the overall average processing time. We note that from an applicant's perspective, they believe their request is being processed, and frequently do not realise that the request is put on-hold. Therefore a reduction in the use of on-hold time is a positive service improvement by government ministries.

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[5] Under s. 10 of FIPPA, public bodies can request that the OIPC approve additional time extensions. Before doing so, OIPC staff first evaluate whether or not the initial time extension taken by the public body was valid. Between April 1, 2009 and March 31, 2010 we received 343 time extension requests from all types of public bodies. In discharging this duty, we routinely provide feedback to public bodies regarding the requirements under FIPPA for time extensions.

With respect to time extensions, there was a slight increase in the number of time extensions taken for both personal and general request types in fiscal 2010. Time extensions are permitted under FIPPA and extensions would both increase the overall average processing time of each ministry and increase the percentage of on time responses, provided the response was provided before the extension expired.

As part of the time extension process, applicants must be advised of the length of the time extension and the reasons for the extension. While we encourage ministries to try to complete as many requests as possible within the 30 business day time limit, there are circumstances requiring extensions of time as permitted under FIPPA.

d.   Ministries releasing less information?

Another possible explanation for the significantly improved performance might be that ministries were simply denying access or determining there were no records responsive to their requests. Such responses could occur quickly thus reducing response times. The government produces publicly available statistical reports about its responses to access requests[6]. One of these reports lists the number of closed requests in a year by the way in which it was closed, for example, full disclosure, access denied and request abandoned.

Using these reports, we compared outcomes from this assessment to our last. A detailed breakdown of the outcome of access requests is provided in Appendix 5.

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[6]   These reports from the CRTS system are available online at: http://www.gov.bc.ca/citz/iao/foi/crts_statistics/index.html

The chart below summarizes how access request files were closed:

Outcome of Access to Information Requests				
Disposition Type	*Number of Closed Files*	*2008/2009 Percentage of Closed Files*	*Number of Closed Files*	*2009/2010 Percentage of Closed Files*
No Response (Abandoned, Cancelled, Withdrawn, Undetermined)	985	15%	1256	16%
No Records Released (Access Denied, Access Denied – s. 20, No Resp. Records Exist, Outside scope of Act	1432	22%	1895	24%
Partial Release (Partial Release)	2813	42%	3086	40%
Full Disclosure (Full Disclosure, Routinely Releasable)	1260	19%	1327	17%
Other (Annotated, Correction, Outside Consultation, Transferred)	163	2%	186	3%
TOTAL	**6653**	**100%**	**7750**	**100%**

This chart shows a slight increase in the number of requests closed as "no response" or "no records released" and a slight decrease in the number of requests where "full disclosure" was given. Overall, the general pattern of responses remained the same between fiscal 2009 and fiscal 2010.

e. Requests for Personal Information versus Requests for General Information?

One final possible alternative explanation for the increase in timeliness might be that the improvement was primarily related to requests for personal information. While the right to access one's own information is a fundamental right, the processing of those files is typically less complicated than requests for general government information. Requests for general information usually relate to government documents, plans, strategies, controversies, spending habits, decisions, actions, responses and misdeeds and represent what Information Commissioner of Canada, John Reid referred to as "the oxygen of democracy".

The chart below compares government's performance in fiscal 2008 and fiscal 2009. It illustrates that ministries made significant improvements in the processing of both personal and general access requests. Both request types have now almost reached a 90% on time rate. However, the average response

time for personal requests is only 20 business days, while the average response time for general requests is 33 business days. Perhaps most troubling is that when responses are late, responses to general requests are much later than responses to personal requests. The average overdue time for general requests is 40 business days, almost twice as long as the average overdue time for personal requests.

Processing Time by Request Type Personal v. General				
Request Type	*Number of Requests Closed*	*Average Processing Time (business days)*	*% On Time*	*Average number of business. days overdue*
Personal				
2008	4204	28	75%	33
2009-2010	5271	20	90%	21
General				
2008	1828	51	61%	44
2009-2010	2479	33	89%	40
Total				
2008	6032	35	71%	38
2009-2010	7750	24	90%	27

Since 68% of requests are personal requests, it is true that improvements in the processing time for personal requests had a significant positive effect on government's compliance with statutory timelines. However, it is important to also note that the greatest improvements were in the timeliness of responses to general requests. Average processing time improved by 18 business days and the percentage of general requests closed on time improved by 28%. Also, while it is encouraging to see this improvement in response times to general access requests, we note that, for each ministry (see Appendix 7) the majority processed personal requests faster than general requests.[7]

f.   Requests from the Media and Political Parties

As previously noted, our first timeliness report exposed widespread problems in responding to requests from the media and political parties. Was this problem addressed?

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[7] Of the 16 ministries that processed both general and personal access requests, 13 ministries processed personal requests faster than general requests. The Ministry of Labour, Office of the Premier and Ministry of Transportation and Infrastructure are exceptions to this pattern.

The response times for requests from the media and political parties improved significantly in the last year. The percentage of on time requests for media improved by 39% and for political parties by 36%. While these are important improvements, there is still work to be done in responding to these types of applicants in a timely fashion.

The fact that requests from the media and political parties continue to be plagued by delay is especially troubling. British Columbians depend on the media to report current events and on political parties to challenge the current administration. The quality of our democracy is diminished when access is delayed, and especially when access is delayed to those who use and report that information in the public interest.

Response times for media and political parties received below average scores. Ministries must continue to work towards developing strategies to ensure that these requesters receive equal and prompt responses to their access requests.

7.0   RECOMMENDATIONS

Based on interviews, investigations and evaluations of CRTS data, I find that government's overall and individual compliance with the statutory deadlines has greatly improved since our last report.

Government should be pleased with this very significant improvement in response times, accomplished in less than eighteen months. There is no doubt that the commitment and dedication of staff in the IAO branch contributed significantly to the overall success of the project. There is also no doubt that executive support of the project was critical to the success of this endeavour.

I accept that the improved performance is due mainly to the following four factors:

➢   Executive involvement;

➢   Effective use of technology;

➢   Delegation of decisions; and

➢   Staff training and commitment.

I note, however, that this improvement was aided by a slight increase in time extensions as well as a slight increase in files closed as "no response" or "no records released", which requires further monitoring. This report has dealt only with the timeliness of responses, and makes no findings on the quality or correctness of those responses. Based on my observations of the factors that contributed to the success of this project I have the following recommendations:

RECOMMENDATION 1:

ROUTINE PROACTIVE DISCLOSURE

In our first timeliness report we listed routine proactive disclosure as one of the key features of a good access to information program. Routine disclosure could reduce the costs of freedom of information by avoiding the necessity of responding individually to specific and often repeated access requests for the same information, and enhance openness. The benefit of implementing routine disclosure goes beyond easier public access to information: reports by participating public bodies have indicated that the initial investment is repaid through a reduction in access request processing costs.

Routine disclosure means public bodies actively and regularly publish, without formal access requests, records of interest to the public. At the very least, records such as program audits, financial audits, impact assessments, and records previously released in response to access requests are posted on the internet and otherwise made available. As part of a successful disclosure program, program area staff regularly review their records for posting and staff are encouraged to identify records for proactive release.[8]

Freedom of information laws exist around the world, and many of those require public bodies to maximize information routinely released, without a request. In British Columbia, the all-party special committee reviewing FIPPA recommended that the Act be amended to legally require proactive disclosure and to better utilize technology to facilitate that disclosure. [9]

Proactive disclosure of certain records has already been implemented at the federal level in Canada. If implemented, routine disclosure would also align British Columbia with the trend towards open government in the USA and, closer to home, with municipal initiatives underway in the cities of Vancouver and Nanaimo.

The Vancouver Police Department also routinely publishes on its website, all records released in response to access requests, a progressive step towards accountability.

Effective proactive release programs can be implemented in a number of ways. We suggest:

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[8]http://www.oipc.bc.ca/investigations/reports/F08-35580_Calendar_2008_Report_Card (Feb_2009).pdf at p. 18.
[9] http://www.oipc.bc.ca/pdfs/public/Rpt-FOI-39-2-Rpt-2010-MAY-31.pdf

- Program areas evaluate files and record collections that attract access requests. Identify record types in the file or collection that can be released immediately by front line staff without the need for a formal access request.

- Evaluate new access requests to determine what portion of the responsive records can be immediately and proactively released.

- Proactively release general records[10] that have been disclosed in response to access requests.

- Create an electronic reading room and place these documents in the room. Evaluate the types of access requests that are the most common, and/or the most time consuming. Consider proactively releasing similar types of records.

Next year, I intend to add another benchmark, that being whether each ministry can demonstrate that it has developed and implemented a routine proactive disclosure strategy to provide access to records of interest to the public on a regular basis. We will look for evidence of proactive disclosure of such records as audits, studies, reports, impact assessments and records previously released in response to access requests. Proactive disclosure will become part of the criteria used to evaluate the ministries' performance.

RECOMMENDATION 2:

REGULAR REPORTING BY THE RESPONSIBLE MINISTER

In my office's first report card it was noted that under s. 68 of FIPPA, the Minister of Citizens' Services "must prepare an annual report on its administration and lay the report before the Legislative Assembly as soon as possible." The Minister was urged to fulfill this reporting obligation with a report for 2008-2009.

I am of the view that there are significant benefits to such a report. An annual report would be an excellent measure for achieving greater transparency and accountability respecting all aspects of FIPPA's administration. Annual reports to the Legislative Assembly would allow government to report on its progress in meeting FIPPA's timelines, as well as a host of other access to information and privacy issues arising under FIPPA. That is what FIPPA contemplates.

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[10] Public bodies cannot release records containing personal information even if they were disclosed in response to an access request. Our recommendation is to publish only those records that were released and contained no personal information.

RECOMMENDATION 3:

IMPROVE RESPONSE TIMES FOR REQUESTS MADE BY THE MEDIA AND POLITICAL PARTIES

Timely processing of requests from these two applicant types continues to be a challenge for government ministries. Much of the challenge (and the opportunity) lies in the fact that these applicant types are knowledgeable and sophisticated users of FIPPA. Their requests can be more complex, cross government ministries or involve multiple programs, which may provide a partial explanation as to why ministries have some difficulty employing regular processes for responding to these requests.

Ministries must take steps to improve response times for requests from media and political parties. In doing so, ministries must re-examine their access strategies for these applicant types and determine better ways to process these requests.

One possible approach ministries may consider is two-pronged:

- First, upon receiving a request, ministries should consider routinely disclosing as much information as possible on the topic. This may reduce the number of records that must go through the formal severing and sign-off process.

- Second, an executive member could be given the responsibility for ensuring that the request is processed on time.

The timeliness of responses to media and political parties is too important to leave until next year's report card. As a result, I will be conducting a review of progress made by government ministries in improving response times to media and political applicants in six month's time. I will provide a public report on the strategies and outcomes of government's efforts following the six month review.

RECOMMENDATION 4:

STAY THE COURSE

Since government has made substantial gains in the timeliness of the processing of access requests, I recommend the current strategy be continued.

I recommend that government continue to provide executive support for timeliness in processing access requests including regular weekly monitoring of compliance.

I also encourage ongoing recognition of those who work on a day to day basis, processing access requests. I am aware that the improvements in timeliness are attributable to the dedication, hard work and significant overtime of those working in the field. Retaining staff in this fast-paced and high stress environment will no doubt be an ongoing challenge for ministries. I recommend that this hard work be supported through ongoing training and recognition programs.

Finally, I encourage government to continue to use technology to speed up the processing of access requests.

8.0 CONCLUSIONS

The purpose of this report has been to hold ministries to account for how well they are meeting the statutory obligations under FIPPA to respond to requests without delay. Some observers may believe that I have been a "hard marker." My reply is that timelines are not negotiable, and that open government depends on those timelines.

This year government made extraordinary efforts to meet its timeliness obligations under FIPPA. Overall, it receives a well deserved 88% for its efforts. I believe that it will take a sustained and determined effort to maintain and improve this rating.

In my report next year I will follow up on my 6-month evaluation of response times to access requests from the media and political parties. I also hope to see government-wide adoption of my recommendations to sustain and build on these improvements, regardless of the type of request or requester.

I will carefully monitor the outcome of access requests in fiscal year 2011 to ensure that the recent increase in "no responses" and "no records released" does not continue.

I intend to examine the practices of those ministries with the lowest scores, and make my findings and recommendations public.

I am optimistic that all ministries will be able to achieve full compliance with the time requirements under FIPPA. I am certain that the combination of a robust routine release program and strong executive support will be effective in accomplishing this goal.

The challenge for government in this current fiscal year will be its ability to sustain the effort and commitment of the past eighteen months. The other, perhaps larger challenge is reviving the public's confidence in the FOI process. Judging from presentations to the Special Committee examining FIPPA and

media reports suggesting the system is sluggish and less than open, the public and requesters seem unaware that government has significantly improved its performance despite the evidence presented in this report.

My commitment to promoting openness and transparency will be demonstrated by my work with government to ensure these recommendations are implemented.

COMPLIANCE REPORT CARD APPENDICES

Appendix 1: Scoring Scheme	
Overall Score	*Factors*
Excellent ★★★ 100	• 100% of requests processed on time. • Average overall processing time less than or equal to 30 business days. • No overdue time.
Above Average ★★☆ 91-99	• 93% – 100% of requests processed on time. • Average overall processing time less than or equal to 40 business days. • Average overdue time less than or equal to 35 business days.
Average ★☆☆ 85-90	• 90% -95% of requests processed on time. • Average overall processing time less than or equal to 40 business days. • Average overdue time less than or equal to 50 business days.
Below Average ☆☆☆ <85	• 75% -95% of requests processed on time. • High average overall processing time of up to 45 business days. • Excessive average overdue time up to 65 business days.

Appendix 2: All Ministries – Compliance Report Card Summary		
Excellent ★★★	Tourism, Culture & the Arts	100
Above Average ★★☆	Children & Family Development	97
	Health Services	95
	Labour	95
	Forests & Range	94
	Transportation & Infrastructure	94
	Community & Rural Development	93
	Healthy Living & Sport	92
	Small Business, Technology & Economic Development	92
Average ★☆☆	Agriculture & Lands	90
	Citizens' Services	90
	Education	90
	Advanced Education & Labour Market Development	89
	Environment	88
	Office of the Premier	86
Below Average ☆☆☆	Attorney General	83
	Housing & Social Development	82
	Energy Mines & Petroleum Resources	80
	Public Safety and Solicitor General	80
	Finance	78
	Aboriginal Relations & Reconciliation	73

Appendix 3: All Ministries – CRTS Data April 1, 2009 – March 31, 2010					
Public Body	*# of closed requests*	*Avg. processing time (business days)*	*% on time*	*Avg. # days overdue (business days)*	*Score*
All Ministries Total	**7750**	**24**	**90%**	**25**	**88**
Aboriginal Relations & Reconciliation	32	39	78%	22	73
Advanced Education & Labour Market Development	77	34	95%	50	89
Agriculture & Lands	52	35	92%	9	90
Attorney General	184	28	88%	51	83
Children & Family Development	1687	19	99%	16	97
Citizens' Services	320	32	93%	23	90
Community & Rural Development	58	36	98%	28	93
Education	82	31	93%	25	90
Energy Mines & Petroleum Resources	75	38	89%	63	80
Environment	180	35	92%	21	88
Finance	208	40	84%	35	78
Forests & Range	235	27	95%	13	94
Health Services	171	22	98%	33	95
Healthy Living & Sport	124	28	94%	20	92
Housing & Social Development	1759	18	84%	16	82
Labour	41	35	98%	12	95
Office of the Premier	144	43	95%	53	86
Public Safety and Solicitor General	2003	25	83%	29	80
Small Business, Technology & Economic Development	46	27	93%	8	92
Tourism, Culture & the Arts	55	30	100%	0	100
Transportation & Infrastructure	217	28	95%	13	94

Appendix 4 – Comparisons between Calendar 2008 & Fiscal 2009/2010

All Ministries - Compliance Report Summary								
Public Body	*Number of Requests Closed*		*Average Processing Time (Business Days)*		*% on Time*		*Average Number Business Days Overdue*	
	2008	**2009**	**2008**	**2009**	**2008**	**2009**	**2008**	**2009**
All Ministries Total	**5999**	**7750**	**35**	**24**	**71%**	**90%**	**37**	**25**
Aboriginal Relations & Reconciliation	12	32	106	39	42%	78%	52	22
Advanced Education & Labour Market Development [11]	50	77	44	34	72%	95%	34	50
Agriculture & Lands	73	52	42	35	71%	92%	18	9
Attorney General	133	184	44	28	71%	88%	57	51
BC Public Service Agency [12]	115		47		37%		23	
Children & Family Development	1469	1687	21	19	94%	99%	13	16
Citizen Services[13]		320		32		93%		23
Community (& Rural) Development	41	58	80	36	56%	98%	90	28
Economic Development[14]	18		52		61%		34	
Education	96	82	35	31	72%	93%	23	25

[11] 2009 Advanced Education & Labour Market Development figures came from a report titled "Report Card – ALM (FY 09-10)".

[12] BC Public Service Agency figures included with Citizens' Services in 2009

[13] In 2008 Citizens' Services was part of the Ministry of Labour and Citizens' Services but became a separate ministry in 2009-2010.

[14] In 2009 the Ministry of Economic Development became part of the Ministry of Small Business, Technology and Economic Development

Public Body	Number of Requests Closed		Average Processing Time (Business Days)		% on Time		Average Number of Business Days Overdue	
	2008	2009	2008	2009	2008	2009	2008	2009
Energy Mines & Petroleum Resources	37	75	78	38	41%	89%	47	63
Environment	185	180	38	35	82%	92%	22	21
Finance	151	208	53	40	53%	84%	35	35
Forests & Range	192	235	30	27	77%	95%	24	13
Health Services	161	171	31	22	67%	98%	26	33
Healthy Living & Sport	9	124	29	28	100%	94%	0	20
Housing & Social Development	1336	1759	18	18	73%	84%	8	16
Labour & Citizens' Services [15]	69		68		35%		41	
Labour		41		35		98%		12
Office of the Premier	99	144	86	43	31%	95%	59	53
Public Safety and Solicitor General	1413	2003	48	25	55%	83%	56	29
Small Business & Revenue	58		35		91%		61	
Small Business, Technology & Economic Development [16]		46		27		93%		8
Tourism, Culture & the Arts	39	55	94	30	36%	100%	79	0
Transportation (& Infrastructure)	243	217	45	28	66%	95%	42	13

[15] Labour & Citizens' Services split into two ministries – Citizens' Services <u>and</u> Labour.
[16] Economic Development & Small Business & Revenue amalgamated into one ministry – Small Business, Technology & Economic Development

		Appendix 5: Score Breakdown by Applicant Type			
Applicant Type	*Number of Requests Closed*	*Average Processing Time (business days)*	*% on time*	*Average number of business days overdue*	*Grade*
Business	231	19	94%	14	93
Individual	3614	23	90%	22	88
Interest Group	317	34	92%	58	85
Law Firm	2011	21	87%	21	85
Media	446	35	88%	42	82
Other Governments	225	6	99%	11	98
Other Public Bodies	229	8	98%	14	97
Political Party	647	40	89%	32	83
Researcher	30	37	90%	20	86
Total	**7750**	**24**	**90%**	**25**	88

Appendix 6: Outcome of Access Request 2008/2009 – 2009/2010 Comparison Detailed Breakdown				

Outcome	2008-2009		2009-2010	
	Number of closed requests	*2008/2009 Percentage*	*Number of closed requests*	*2009/2010 Percentage*
Abandoned	626	9%	757	10%
Access Denied	167	3%	199	3%
Access Denied – Section 20	17	.5%	24	0%
Annotated	6	0%	2	0%
Cancelled	109	2%	139	2%
Correction	8	0%	5	0%
Full Disclosure	1200	18%	1251	16%
No Resp. Records Exist/Located	1199	18%	1625	21%
Outside Consultation	3	0%	1	0%
Outside Scope of Act	49	1%	47	1%
Partial Disclosure	2813	42%	3086	40%
Routinely Releasable	60	1%	76	1%
Transferred	146	2%	178	2%
Undetermined	21	.5%	25	0%
Withdrawn	229	3%	335	4%
TOTAL	**6653**	**100%**	**7750**	**100%**

Appendix 6: Outcome of Access Request (cont'd) 2008/2009 – 2009/2010 Comparison Summary				
	2008		**2009-2010**	
Disposition Type	*Number of closed requests*	*2008/2009 Percentage*	*Number of closed requests*	*2009/2010 Percentage*
No Response (Abandoned, Cancelled, Withdrawn, Undetermined)	985	15%	1256	16%
No Records Released (Access Denied, Access Denied – s. 20, No Resp. Records Exist, Outside scope of Act	1432	22%	1895	24%
Partial Disclosure (Partial Disclosure)	2813	42%	3086	40%
Full Disclosure (Full Disclosure, Routinely Releasable)	1260	19%	1327	17%
Other (Annotated, Correction, Outside Consultation, Transferred)	163	2%	186	3%
TOTAL	**6653**	**100%**	**7750**	**100%**

Appendix 7: Individual Ministry Compliance Reports

Ministry of Aboriginal Relations & Reconciliation				**Below Average 73**
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	32	39	78%	22
Personal	3	21	67%	2
General	29	41	79%	26

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Individual	4	75%	2
Interest Group	7	100%	0
Law Firm	2	0%	49
Media	2	100%	0
Other Public Body	1	100%	0
Political Party	16	75%	14

Ministry of Advanced Education & Labour Market Development				Average 89
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	77	34	95%	50
Personal	18	18	100%	0
General	59	39	93%	50

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Individual	28	93%	27
Interest Group	7	100%	0
Law Firm	6	100%	0
Media	9	89%	21
Other Governments	1	100%	0
Political Party	26	96%	124

Ministry of Agriculture & Lands			Average 90

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	52	35	92%	9
Personal	1	0	100%	0
General	51	36	92%	9

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	4	75%	3
Individual	8	88%	2
Interest Group	11	100%	0
Law Firm	7	86%	9
Media	5	100%	0
Political Party	17	94%	21

Ministry of Attorney General			Below Average 83
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	184	28	88%	51
Personal	78	15	92%	5
General	106	36	84%	67

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Individual	105	93%	12
Interest Group	11	82%	246
Law Firm	12	83%	10
Media	23	87%	130
Other Governments	2	100%	0
Other Public Body	3	67%	2
Political Party	28	71%	23

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
Ministry of Children & Family Development			**Above Average 97**	
All Requests	1687	19	99%	16
Personal	1610	19	99%	4
General	77	33	91%	34

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	2	100%	0
Individual	1609	99%	4
Interest Group	19	100%	0
Law Firm	18	100%	0
Media	9	89%	66
Other Public Body	2	100%	0
Political Party	28	82%	34

Ministry of Citizens' Services			**Average 90**	
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	320	32	93%	23
Personal	155	29	94%	18
General	165	36	92%	27

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Business	2	100%	0
Individual	121	93%	12
Interest Group	31	90%	52
Law Firm	86	93%	28
Media	44	89%	22
Other Governments	1	100%	0
Political Party	35	97%	2

Ministry of Community & Rural Development			Above Average 93	

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	58	36	98%	28
Personal	0			
General	58	36	98%	28

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	1	100%	0
Individual	16	100%	0
Interest Group	11	100%	0
Law Firm	5	100%	0
Media	7	100%	0
Political Party	18	94%	28

Ministry of Education			Average 90
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	82	31	93%	25
Personal	20	12	100%	0
General	62	37	90%	25

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Business	3	67%	38
Individual	23	91%	6
Interest Group	10	80%	49
Law Firm	17	100%	0
Media	4	75%	5
Political Party	24	100%	0
Researcher	1	100%	0

Ministry of Energy, Mines & Petroleum Resources				Below Average 80
	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	75	38	89%	63
Personal	0			
General	75	38	89%	63

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	3	100%	0
Individual	14	93%	91
Interest Group	9	89%	22
Law Firm	12	75%	84
Media	13	100%	0
Other Public Body	1	100%	0
Political Party	21	86%	46
Researcher	2	100%	0

Ministry of Environment			Above Average 88
	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	180	35	92%	21
Personal	1	26	100%	0
General	179	35	92%	21

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	20	90%	12
Individual	54	91%	9
Interest Group	26	77%	29
Law Firm	26	92%	37
Media	21	100%	0
Other Governments	2	100%	0
Political Party	28	100%	0
Researcher	3	100%	0

Ministry of Finance			Below Average 78
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	208	40	84%	35
Personal	20	24	85%	15
General	188	42	84%	37

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Business	2	50%	9
Individual	53	87%	9
Interest Group	18	83%	32
Law Firm	9	67%	34
Media	58	84%	44
Other Governments	2	100%	0
Political Party	66	85%	48

Ministry of Forests & Range			**Above Average 94**
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	235	27	95%	13
Personal	8	20	100%	0
General	227	27	95%	13

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Business	32	100%	0
Individual	87	93%	14
Interest Group	24	100%	0
Law Firm	28	89%	12
Media	21	95%	19
Other Governments	2	100%	0
Other Public Body	6	100%	0
Political Party	28	100%	0
Researcher	7	86%	4

Ministry of Health Services			Above Average 95
	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	171	22	98%	33
Personal	57	9	100%	0
General	114	28	96%	33

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	5	100%	0
Individual	77	100%	0
Interest Group	23	96%	6
Law Firm	14	100%	0
Media	21	100%	0
Political Party	31	90%	42

Ministry of Healthy Living & Sport			Above Average 92

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	124	28	94%	20
Personal	0			
General	124	28	94%	20

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	1	100%	0
Individual	11	100%	0
Interest Group	11	100%	0
Law Firm	4	100%	0
Media	51	88%	23
Political Party	46	98%	4

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
Ministry of Housing & Social Development			**Below Average 82**	
All Requests	1759	18	84%	16
Personal	1559	16	87%	12
General	200	38	67%	27

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	16	69%	13
Individual	452	75%	16
Interest Group	25	92%	142
Law Firm	772	83%	12
Media	44	75%	21
Other Governments	208	99%	14
Other Public Body	205	100%	16
Political Party	34	71%	36
Researcher	3	33%	28

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
Ministry of Labour			**Above Average 95**	
All Requests	41	35	98%	12
Personal	9	35	100%	0
General	32	35	97%	12

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Individual	9	100%	0
Interest Group	12	92%	12
Law Firm	3	100%	0
Media	2	100%	0
Political Party	15	100%	0

Office of the Premier			Average 86
	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	144	43	95%	53
Personal	3	49	100%	0
General	141	43	95%	53

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Individual	7	100%	0
Interest Group	12	92%	2
Law Firm	2	100%	0
Media	31	87%	54
Political Party	92	98%	76

| | | | Ministry of Public Safety & Solicitor General | | | Below Average 80 |

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	2003	25	83%	29
Personal	1727	25	83%	28
General	276	27	84%	35

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	123	97%	18
Individual	847	77%	29
Interest Group	18	89%	54
Law Firm	938	88%	29
Media	32	69%	65
Other Governments	6	83%	4
Other Public Body	7	71%	20
Political Party	32	59%	24

Ministry of Small Business, Technology & Economic Development			**Above Average 92**	
	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	46	27	93%	8
Personal	0			
General	46	27	93%	8

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	1	100%	0
Individual	8	100%	0
Interest Group	11	91%	2
Law Firm	2	100%	0
Media	8	100%	0
Political Party	15	87%	11
Researcher	1	100%	0

<table>
<tr><td colspan="4">Ministry of Tourism, Culture & the Arts</td><td>Excellent 100</td></tr>
</table>

	Number of Closed Requests	*Average Processing Time (business days)*	*% on Time*	*Average Number of Business Days Overdue*
All Requests	55	30	100%	0
Personal	0			
General	55	30	100%	0

Breakdown by Applicant Type			
	Number of Closed Requests	*% on Time*	*Average Number of Business Days Overdue*
Business	1	100%	0
Individual	10	100%	0
Interest Group	6	100%	0
Law Firm	1	100%	0
Media	16	100%	0
Other Public Body	1	100%	0
Political Party	20	100%	0

Ministry of Transportation & Infrastructure			Above Average 94

	Number of Closed Requests	Average Processing Time (business days)	% on Time	Average Number of Business Days Overdue
All Requests	217	28	95%	13
Personal	2	52	100%	0
General	215	28	95%	13

Breakdown by Applicant Type			
	Number of Closed Requests	% on Time	Average Number of Business Days Overdue
Business	15	93%	1
Individual	71	97%	3
Interest Group	15	100%	0
Law Firm	47	96%	37
Media	25	88%	18
Other Governments	1	100%	0
Other Public Body	3	100%	0
Political Party	27	89%	3
Researcher	13	100%	0