OFFICE OF THE
INFORMATION & PRIVACY
COMMISSIONER
for British Columbia

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SPECIAL REPORT

Timing is Everything: Report Card on Government's Access to Information Responses

April 1, 2015 – March 31, 2017

Drew McArthur
Acting Information and Privacy Commissioner for British Columbia

September 20, 2017

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COMMISSIONER'S MESSAGE

The *Freedom of Information and Protection of Privacy Act* (FIPPA) came into force in 1993 to make public bodies more accountable to the public and to protect personal privacy. My mandate is to enforce compliance with FIPPA and one way I accomplish this is by reporting on government's performance in responding to access to information requests. This report examines in detail the performance of all ministries and compares and analyzes the results.

Our review, conducted in spring and summer 2017, scores government responses to access requests from April 1, 2015 to March 31, 2017. Over this period we saw regular contraventions of FIPPA and deterioration of response times with some modest improvement at the beginning of 2017.

Overall I am frustrated to see that government routinely operates in contravention of BC law, especially considering the 75% increase in time extension requests to my office over the past two years. Time extensions under FIPPA are intended to be the exception rather than the norm, as each extension delays providing results to the applicant. Ministers need to prioritize responses to access to information requests.

I want to recognize that the team at Information Access Operations has made progress. In 2016-17, this group closed 9,857 access to information requests. I value and appreciate the ongoing efforts of these public servants.

However, as FIPPA requires 100% compliance with the timelines, and it also requires my office to enforce those timelines, I cannot consider an 80% success rate to be satisfactory. The government needs to accelerate its recent progress in improving timeliness toward the goal of total compliance.

BC's new government has an opportunity to make the necessary changes to comply with FIPPA and therefore provide transparency and accountability to the public. I expect it to do so.

September 20, 2017

ORIGINAL SIGNED BY

Drew McArthur
A/Information and Privacy Commissioner
 for British Columbia

EXECUTIVE SUMMARY

This special report is the latest in a series of timeliness reports to examine government performance in meeting its obligations to respond to access requests without delay and within the timelines set out in the *Freedom of Information and Protection of Privacy Act*.

Public bodies are required to respond to a request for records within 30 business days, though time extensions are permitted in specific circumstances. This review examines the percentage of requests responded to on time, the average processing days taken to respond to requests, and the average number of business days that responses were overdue.

The last timeliness report was published in 2013-14. We found that the on-time response rate was 74%, the average processing time was 44 days, and the average number of days overdue was 47. In 2015-16, the on-time response rate was also 74%. The average processing time increased to 46 days and the average business days overdue climbed to 57. In 2016-17, the on-time response rate improved to 80%. The average total process days continued to be 46 days, and the average processing days overdue increased to 62 days.

These results indicate that, while the on-time response rate has improved over the last two years, government continues to contravene its statutory obligations. The results also show a decline in government's performance from earlier this decade when the on-time response rate hovered around 90% for over 4 years.

This lack of compliance with FIPPA has occurred even though government use of time extensions has steadily increased from 16% in 2008 to 34% in 2016-17.

We reviewed 194 randomly selected files to identify where delays commonly occur in processing requests. The sample included files where the applicants were members of the media, as this applicant type had the lowest on-time response rate. Our review revealed that delays mainly occur at the search and sign-off stages, although we also saw delays at the review stage, which occurs prior to a request being signed-off by a ministry's delegated FIPPA head.

In addition to examining the timeliness of government's responses to access requests, this report revisits the issue of no responsive records, which we examined in previous reports. In one period covered in this report, 2016-17, the percentage of requests that yielded no responsive records was 12%, the lowest rate since 2004-05.

The report makes eight recommendations to proactively disclose records, address overdue files, and monitor and improve the process for responding to requests.

1.0 BACKGROUND

1.1 Introduction

The vitality of any democracy depends on government transparency. In British Columbia, individuals have a right under the *Freedom of Information and Protection of Privacy Act* (FIPPA) to request access to any records held by government. This promotes openness and enables fulsome public participation in civic governance.

FIPPA was passed unanimously by the Legislative Assembly in 1992 and was among the earliest of over 100 similar statutes passed around the world.[1] One of its main purposes is to "make public bodies more accountable to the public."[2]

When an individual requests records, a public body must respond to the applicant within 30 business days, subject to authorized time extensions.[3] Access rights are frustrated and public trust is diminished when government does not comply with FIPPA and responses are overdue. For this reason, my office routinely reviews government's timeliness in responding to requests.

On October 21, 2016, I informed government that my office would examine two aspects of its access to information process. First, we looked at the timeliness of government responses in both the 2015-16 and 2016-17 fiscal years. Second, we examined the percentage of general access requests to government that resulted in government finding no records that were responsive to the request. My office examined this issue in our 2013 investigation report, *Increase in No Responsive Records to General Access to Information Requests.[4]*

This report considers compliance with FIPPA and the timeliness of that compliance:

- *Compliance* is whether government complied with FIPPA in responding to an access request within the time limit required by s. 7 of FIPPA, including any time extensions authorized by s. 10.
- *Timeliness* is a score that considers how long government takes to reply to requests. The 30-day time limit in s. 7 should be the standard, so we deduct for any time beyond 30 business days, whether or not an extension is authorized by s. 10. Therefore, while an access request may be permitted by FIPPA to take 40 days with a valid time extension, it would result in a timeliness score of less than perfect because it took longer than the standard 30 business days. The formula for our timeliness score is detailed in section 3.1 of this report.

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[1] Centre for Law and Democracy, "Global Right to Information Rating – Country Data" http://www.rti-rating.org/country-data/.
[2] Section 3, *Freedom of Information and Protection of Privacy Act* [RSBC 1996], Chapter 165.
[3] Sections 7 and 10 of FIPPA.
[4] See Investigation Report F13-01, 2013: https://www.oipc.bc.ca/investigation-reports/1510.

1.2 Jurisdiction and application of FIPPA

My responsibility as the Acting Information and Privacy Commissioner for British Columbia, as described in s. 42 of FIPPA, is to monitor the administration of FIPPA to ensure that its purpose – to make public bodies more accountable to the public – is achieved. This examination was conducted pursuant to s. 42(1)(f) of FIPPA.

FIPPA applies to "all records in the custody or under the control of a public body, including government ministries."[5]

1.3 Legislative requirements of FIPPA

FIPPA sets out the responsibilities of all public bodies in responding to access requests.

Section 6, the "duty to assist applicants," requires that public bodies make every reasonable effort to respond to access requests without delay.

Section 7 requires public bodies to respond to an access request within 30 business days of receiving the request.

Section 10 allows a public body to take up to an additional 30 business days where:

a) the public body needs to obtain more detail about the request;
b) a large volume of records is requested or must be searched and meeting the time limit would unreasonably interfere in the public body's operations;
c) more time is needed to consult with a third party or another public body; or
d) the applicant has consented to a time extension.

A public body cannot take more than 60 business days to process an access request without permission from the Commissioner. My office may authorize such further extensions as permitted under s. 10 only if one of the above circumstances apply or if it is otherwise fair and reasonable to do so. If a public body responds to an applicant within the authorized time limits we consider that to be an on-time response and compliant with FIPPA. For example, a response provided within 40 business days that has been lawfully extended by 10 days under s. 10 would be considered on time.

If a public body does not respond to an applicant within the authorized time limits, we consider it "overdue" and in contravention of FIPPA.

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[5] Section 3(1) of FIPPA; see the definition of "public body" in Schedule 1.

1.4 Methodology

Review and analysis of statistics

For this examination, my office gathered information on timeliness from Information Access Operations (IAO) at the Ministry of Finance.[6] IAO is responsible for processing all access requests for records held by government ministries.

We gathered statistical information on three key timeliness indicators:

1. Percentage of requests responded to *on time* (compliant);
2. *Average processing days* to respond to access requests; and
3. *Average number of business days overdue* (in contravention).

We also collected statistics about timeliness by ministry, applicant type, and disposition type. We analyzed statistics for all files in 2015-16 and in 2016-17 to develop both our interview questions and determine which files would require further analysis.

Since our examination showed a significant reduction in the number of access requests receiving a no responsive records reply, we chose not to conduct detailed reviews of those files.

Interviews

We interviewed the Executive Director and the Senior Director of Access and Open Information, as well as seven IAO managers. We followed up with those managers throughout this review when we required further detail or clarification.

File reviews

We reviewed and analyzed 194 files for this report. Most of these files were stored in IAO's processing system called AINS ATIPXpress (AXIS). The remainder of them had been opened using the Corporate Request Tracking System (CRTS) file processing system that IAO used prior to the transition to AXIS.

We examined two groups of files: overdue files from ministries where on-time performance declined and overdue files where the applicants were members of the media. For both groups

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[6] IAO moved from the Ministry of Finance to the Ministry of Citizens' Services in August 2017.

of files, we calculated the business days at taken each processing stage by reviewing the communications between the applicant, IAO, and the ministry.[7]

In some cases the date that a communication was entered into AXIS was not the actual date of the communication. In these instances we relied on the dates of the communications themselves rather than the data-entry dates.

Given that one in every five access requests is not responded to on time, and thus contravenes FIPPA, we focused on identifying where delays occur.

Each file documents the processing stages of an access request from submission to when the applicant is responded to. Access requests are generally processed through the following stages:

- Call – IAO sends a request for responsive records to a ministry;
- Search – a ministry searches for records;
- Review – IAO reviews the responsive records provided by the ministry;
- Sign-off – a ministry signs off on the reviewed and redacted records; and
- Response – IAO sends the records to the applicant.

For both groups of files that we reviewed, we calculated the number of days that each overdue file spent at each stage of processing. We considered it problematic if 50% or more of a ministry's files had processing days at the various stages of greater than:

- Call – 2 days;
- Search – 10 days;
- Review – 13 days;
- Sign-off – 3 days; and
- Response – 2 days.

We first reviewed 134 overdue access requests. We selected five ministries where performance had dropped 20% since our 2013-14 timeliness report:

- Aboriginal Relations and Reconciliation;
- Finance;
- Transportation and Infrastructure;

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[7] If a records call went to multiple program areas within a ministry or to multiple ministries, we counted the latest response as the day that the records were received by IAO. When a ministry had feedback on the records review conducted by IAO, we counted that process as part of the records review stage rather than as part of the records sign-off stage. Time extension days and "on hold" days (e.g.: fee estimates) were also included in the number of processing days counted at each stage.

- Agriculture; and

- Community, Sport and Cultural Development.

We randomly selected and analyzed 25% of overdue files from these ministries to determine where delays occur. We evaluated the number of business days an overdue request took to move through each of the five stages and identified trends in the stages where delays occurred.

Next we reviewed access requests from media applicants, which have the poorest on-time response of all applicant types, at 61% in 2015-16 and 75% in 2016-17. As with the first group of files, for this group we looked for trends and we also reviewed media applicant files for indications that they may have been treated differently.

We reviewed 60 overdue media files from four ministries from 2015-16 and 2016-17, which comprised 25% of the overdue files from those ministries. We chose the Office of the Premier and the three ministries in each year that were subject to the most requests by media and also performed below average in responding to those requests on time.

Additional information gathering

During this examination, we also gathered information from the Ministry of Children and Family Development (MCFD), which processes the most access requests in government and has performed below average for a number of years.

We met with MCFD's Director of Information Policy and Privacy, Executive Director of Modelling, Analysis and Information Management, and Manager of the Disclosure and Document Management Unit. They presented my office with changes MCFD has made since 2014 to improve the timeliness of its responses to access requests. This material is discussed in further detail in section 4.4 of this report.

Our examination also included a review of government announcements about access to information. These announcements informed our interview questions as well as the analysis and discussion in this report.

1.5 Government's current access request process

IAO overview and process for access requests

Formed by government in 2009 to centrally process access requests, IAO is responsible for "providing services that assist public bodies in fulfilling their statutory duties under the *Freedom of Information and Protection of Privacy Act.*"[8]

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[8] Government of British Columbia, "Information Access Operations – About Us" http://www2.gov.bc.ca/gov/content/careers-myhr/job-seekers/featured-careers/iao.

Access requests are received by intake at IAO and assigned to an analyst who works with the applicant, as necessary, to clarify, narrow, or better understand what records the applicant is seeking. The analyst then identifies the relevant ministry and program area and sends a request for any responsive records in that ministry's custody or control.

The ministry conducts a search and any responsive records are sent back to IAO staff, who review them and work with ministry staff to apply severing recommendations based on the exceptions to disclosure in Part 2 of FIPPA. IAO is also notified when the ministry finds no records that are responsive to an access request.

Once review and severing is complete, the IAO analyst and team lead or manager sign off on recommended severing for the record and return it to the ministry for final sign-off by the ministry. IAO then responds to the applicant and provides any responsive records.

Access request is received by intake at IAO and assigned to an analyst	→	Analyst works with the applicant to clarify or narrow the request as needed	→	Analyst identifies the relevant ministry and requests any responsive records	→	The ministry conducts a search, sends responsive records to IAO, and identifies potential exceptions.
IAO reviews and makes severing recommendations	→	IAO analyst and team lead/manager sign off on recommended severing and returns record to the ministry	→	The ministry reviews and signs off on the access request	→	IAO responds to the applicant and discloses the records

IAO monitors the legislative timelines for responding to access requests and may remind the ministry if a response is not received on time. IAO may also initiate or request a time extension if authorized under s. 10 of FIPPA.

IAO sometimes releases records in stages when responsive records from one program area have been reviewed and signed off, but records from another program area for the same access request are still under review.

Personal request vs. general request

Two types of access requests are processed by IAO: "general" access requests and "personal" access requests.

Applicants make general access requests for any records held by government and can include notes from meetings, plans, strategies, program information, or decisions on policy matters or financial spending.

Personal access requests are for an individual's own personal information. These requests happen across all ministries, although those that routinely manage personal information, such as MCFD, receive more of these requests.

Access to information statistics

IAO publishes statistics on the numbers and types of access to information requests processed by government in its annual report.[9] Government also publishes ministry-specific statistics on access requests on a quarterly basis in the BC Data Catalogue.[10]

The AXIS system can produce a range of statistical reports, some of which were used for this review, including government-wide and ministry-specific results for on-time performance, average processing time, and average business days overdue that can be refined by personal and general requests as needed.

AXIS also contains IAO file information for access requests, including documentation of the request received, the call for records, the records received from the ministries, any severing applied, sign-off at IAO and then at the ministry, and correspondence relating to the file, including the response to the applicant. This information was the subject of our file reviews.

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[9] See "Freedom of Information Request Statistics – Annual Reports and One Year Trends" http://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/performance-measures-statistics.

[10] These datasets date back to 2010 and are available in CSV and XLS formats. The information can be filtered for further analysis. See "Freedom of Information (FOI) Statistics" on the BC Data catalogue at https://catalogue.data.gov.bc.ca/dataset/freedom-of-information-foi-statistics.

2.0   COMPLIANCE WITH FIPPA

When we reviewed government's compliance with FIPPA in responding to access requests on time, we found that it was in contravention of the Act between 20 and 26% of the time from 2013 to 2017. That is, in some years, one in every four access requests was not responded to as required by FIPPA.

Table 1 – Government Compliance January 1, 2008 to March 31, 2017		
Year	Number of Requests Closed	% in contravention
2008	5,999	29%
2009-10	7,750	10%
2010-11	7,939	7%
2011-12	8,212	10%
2012-13	9,525	13%
2013-14	9,832	26%
2014-15	8,377	21%
2015-16	8,809	26%
2016-17	9,857	20%

Since our last report in 2013-14, government's compliance with FIPPA rose from 74% to 80%.

This means that government exceeded the statutory 30-day time limit *and any legitimate extensions* in 26% of all access requests in 2015-16 and in 20% of access requests in 2016-17.

This and previous timeliness reports from my office have found that government routinely operates in contravention of BC law. This should be an extraordinary finding; however, I am concerned that it has instead become normal for government to operate in violation of FIPPA.

This level of contravention is unacceptable. I find it difficult to imagine a circumstance where government would tolerate its citizens breaking the law 20% of the time, yet this is the circumstance in which government found itself.

The only recommendation that I can reasonably make in these circumstances is that government must take whatever action necessary to come into compliance with the law. My office will follow this timeliness report with another for the current fiscal year, by which time I expect government to have brought itself into compliance with FIPPA.

> **RECOMMENDATION 1**
>
> Government must take whatever action necessary to respond to access requests within the timelines allowed by FIPPA.

3.0   TIMELINESS OF RESPONSES

3.1 Methodology for determining timeliness

We scored government's timeliness using a methodology similar to our last four reports. This allows us to compare the results for each ministry over time, by accounting for on-time responses, the total length of time taken to reply to access requests, as well as for those requests that are overdue. This metric does not account for the actual productivity of government in processing access requests, as it does not consider the increased volume and complexity of requests in recent years. Nevertheless, the true measure will always be compliance with FIPPA.

We assign a timeliness score by taking the base score (on-time percentage) and deducting points for average processing time and the length of time a response is overdue:

1) **Base score: Percentage on time (compliant)**
    The base score is the percentage of requests responded to "on time," that is, when government responds to the applicant in compliance with FIPPA, which is within 30 business days of an access request or with a legitimate time extension.

    In some circumstances, public bodies may put requests "on hold." For example, if a public body has issued a fee estimate to an applicant, the 30-day clock stops until the applicant responds.

2) **First deduction: Processing time**
    We then make an adjustment based on the ministry's *average* processing days. We deduct points based on the number of processing days that exceed the initial 30 business days. The deduction is calculated by subtracting 30 days from the average processing days and dividing the result by 3. For example, if a ministry took on average 46 business days to respond, we deduct 5.33 points from the base score calculated as follows: 46 – 30 = 16/3 = 5.33.

3) **Second deduction: Average business days in contravention of FIPPA**
    Once average processing time is deducted from the base score, we make another adjustment based on the average number of business days overdue. We deduct points based on the number of business days beyond the initial 30 days and any legitimate extensions or "on hold" time.

    The deduction is calculated by dividing the average number of business days overdue by 10. For example, if a ministry averaged 22 business days overdue, we deduct 2.2 points from the base score calculated as follows: 22/10 = 2.2.

Thus each ministry received a score based on this calculation:

Ministry timeliness score	=	Base score	−	Processing time	−	Average days in contravention of FIPPA
		Compliance (% requests responded to on time)		processing time over 30 days divided by 3		average business days overdue divided by 10
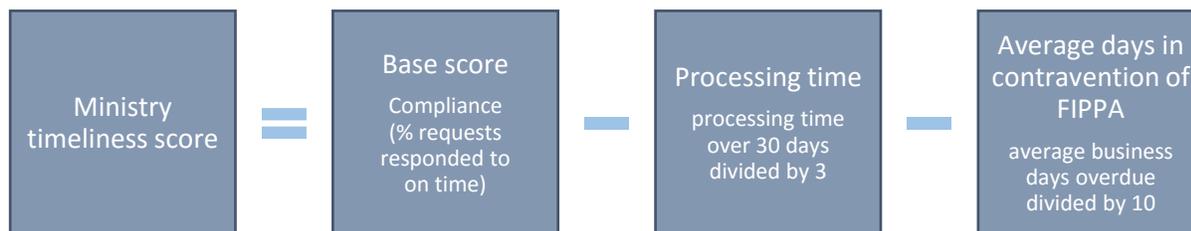
We applied this calculation to each ministry based on files closed from April 1, 2015 to March 31, 2016, and again for files closed from April 1, 2016 to March 31, 2017.

3.2 Overall Results

Table 2 shows government's performance for each of our three key measurements, from the 2008 calendar year to the 2016-17 fiscal year.

Table 2 – Government Performance January 1, 2008 to March 31, 2017					
Year	**Number of Requests Closed**	**% On Time (compliant)**	**Average Processing Time (Business Days)**	**Average Number of Business Days in Contravention**	**Score**
2008	5,999	71%	35	37	**65**
2009-10	7,750	90%	24	25	**87**
2010-11	7,939	93%	22	17	**91**
2011-12	8,212	90%	26	16	**88**
2012-13	9,525	87%	30	22	**85**
2013-14	9,832	74%	44	47	**64**
2014-15	8,377	79%	43	55	**69**
2015-16	8,809	74%	46	57	**63**
2016-17	9,857	80%	46	62	**68**

The 2015-16 on-time results were among the poorest since 2008. Government took much longer to respond to access requests than in previous years with average processing days reaching a high of 46.

In addition, the overall scores are low: 63 for 2015-16 and 68 for 2016-17, the result of high average processing time and high average business days overdue. This continues a trend that began in 2013-14 from which government has not recovered.

The 2015-16 overall score of 63 is the lowest score for any year since we started publishing timeliness reports. This is in part due to low on-time performance at 74%, but is further depressed by extremely poor performance in average number of processing days and average number of business days in contravention. Thus in 2016-17, even with a slight improvement in on-time performance, government only achieves a timeliness score of 68.

Base score: Percentage on-time (compliant) responses[11]

The base number for the timeliness score is the percentage of requests responded to on time. This improved to 80% in 2016-17 from 74% in 2015-16.

The five ministries with the *highest* on-time performance for 2015-16:	
Forests, Lands, and Natural Resource Operations	95%
Public Safety and Solicitor General	95%
International Trade	92%
Education	90%
Social Development and Social Innovation	86%
The five ministries with the *lowest* on-time performance for 2015-16:	
Children and Family Development (MCFD)	66%
Environment	66%
Energy and Mines	57%
Aboriginal Relations and Reconciliation	53%
Finance	38%
The five ministries with the *highest* on-time performance for 2016-17:	
International Trade	91%
Public Safety and Solicitor General	91%
Small Business and Red Tape Reduction	91%
Forests, Lands and Natural Resource Operations	90%
Jobs, Tourism and Skills Training	88%
The five ministries with the *lowest* on-time performance for 2016-17:	
Energy and Mines	73%
Community, Sport and Cultural Development	69%
Education	69%
Health	63%
Agriculture	59%

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[11] See Appendices 1 – 3 for a summary of the data for all ministries.

The Ministry of Finance significantly improved in 2016-17, with 77% of access requests responded to on time, up from just 38% in 2015-16. Nevertheless, its below average performance is very troubling, as it is typically in the top five ministries in terms of volume of access requests. Finance was also the ministry responsible for FIPPA for some of 2015-16 and all of the 2016-17 fiscal year.[12] That said, this ministry closed more than twice as many requests in 2016-17 than it closed the previous year.

The Ministry of Agriculture also performed poorly: 77% for 2015-16 and only 59% in 2016-17. In 2013-14, it responded to 91% of requests on time, so this significant decline is particularly disappointing.

MCFD improved to 75% in 2016-17, up from 66% in 2015-16. While responding to 75% of access requests on time is below the average of 80%, MCFD has steadily improved from 52% in 2013-14. This improvement is important for government's overall on-time performance as MCFD receives the highest volume of access requests in government (about 20%).

First deduction: Average processing time (business days)

The first timeliness score deduction is the average time taken to process access requests. Processing time starts from the day after IAO receives a request until the day government provides a response, and *includes* time taken for authorized extensions.

In both 2015-16 and 2016-17, government's average processing time slightly increased to 46 business days since 2013-14, when it was 44 business days. This is much higher than 2010-11, when on average government took 22 business days to process requests.[13]

Second deduction: Average number of business days in contravention of FIPPA

The second deduction accounts for the average length of time a response is overdue. This number does *not* include legitimate time extensions or "on hold" time, which means that each instance is a contravention of FIPPA.

Government has shown a steady and significant decrease in performance since 2013-14, when average processing days overdue was 47. Government's average in 2015-16 was 57 days and in

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[12] The Ministry of Finance was responsible for FIPPA from December 16, 2015 to July 18, 2017. See Statement, Office of the Premier, "Premier's statement on freedom of information and records management improvements" December 16, 2015, online: https://news.gov.bc.ca/releases/2015PREM0099-002106, and Order in Council No. 213, approved and ordered on July 18, 2017, online:
http://www.bclaws.ca/civix/document/id/oic/oic_cur/0213_2017 .

[13] See *Report Card on the Timeliness of Government's Access to Information Responses, April 1, 2010 – March 31, 2011.* Published September 22, 2011 at https://www.oipc.bc.ca/special-reports/1267.

2016-17 it was 62 days. This performance is considerably worse than 2010-11, when average days overdue was 17.[14]

Timeliness scores by ministry

Table 3 lists the scores for each ministry in 2015-16 and 2016-17.[15] Appendix 1A sets out the criteria used to calculate the timeliness scores and the scores themselves for each ministry for 2015-16. Appendix 1B sets out the same for 2016-17.

Compliance with provincial law is mandatory for government ministries. So while all ministries need to improve their timeliness performance, any ministry with a score below 85 should immediately make it a priority to improve response and processing times for access requests. In 2013-14, only six of 19 ministries received a score of 85 or better.[16] In 2015-16, just five of 21 ministries received a score of 85 or better. In 2016-17 only four of 21 ministries received a score of 85 or better.

The number of ministries with an unacceptable score has increased. The 2016-17 drop can be in part attributed to a steady rise in average number of business days overdue, which rose from 47 in 2013-14 to 57 in 2015-16 and to 62 in 2016-17, as shown in Appendix 3.

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[14] See *Report Card on the Timeliness of Government's Access to Information Responses, April 1, 2010 – March 31, 2011.* Published September 22, 2011 at https://www.oipc.bc.ca/special-reports/1267.

[15] See section 3.1 in this report for a detailed explanation of the scoring methodology.

[16] See *Special Report – A Step Backwards: Report Card on Government's Access to Information Responses April 1, 2013 - March 31, 2014,* September 23, 2014: https://www.oipc.bc.ca/special-reports/1696.

**Table 3 – Scores by Ministry for 2015-16 and 2016-17**

Status	Ministry	2015-16 Score	Ministry	2016-17 Score
Score = 100				
Score = 91 – 99	Public Safety & Solicitor General	94		
	International Trade	92		
	Forests, Lands & Natural Resource Operations	91		
Score = 85 – 90	Education	89	Public Safety & Solicitor General	89
	Social Development & Social Innovation	85	Small Business & Red Tape Reduction	87
			Forests, Lands & Natural Resource Operations	86
			International Trade	86
Score <85	Jobs, Tourism & Skills Training	80	Jobs, Tourism & Skills Training	82
	Office of the Premier	79	Justice	79
	Natural Gas Development	77	Social Development & Social Innovation	79
	Justice	76	Natural Gas Development	77
	Agriculture	75	Transportation & Infrastructure	75
	Small Business & Red Tape Reduction	75	Technology, Innovation & Citizens' Services	74
	Advanced Education	73	Aboriginal Relations & Reconciliation	73
	Transportation & Infrastructure	69	Advanced Education	72
	Health	68	Office of the Premier	68
	Community, Sport & Cultural Development	67	Environment	65
	Technology, Innovation & Citizens' Services	64	Education	62
	Environment	62	Finance	61
	Energy & Mines	48	Community, Sport & Cultural Development	57
	Aboriginal Relations & Reconciliation	41	Agriculture	51
	Children & Family Development	32	Children & Family Development	51
	Finance	24	Energy & Mines	51
			Health	51

"On hold" time and time extensions

Time extensions and "on hold" time, while authorized by FIPPA, add to the time an applicant must wait for a response to an access request.

Table 4 – Percentage of Requests with "On Hold" Time and Percentage of Requests with Time Extensions Taken			
Request Type	**Total # of Closed Requests**[17]	**% of Requests with "On Hold" Time**	**% of Requests with Time Extensions Taken**
General requests			
2008	1,828	23%	28%
2009-10	2,479	19%	31%
2010-11	2,774	18%	26%
2011-12	3,181	12%	24%
2012-13	4,565	9%	22%
2013-14	5,235	10%	21%
2014-15	4,262	11%	21%
2015-16	4,415	11%	28%
2016-17	5,380	11%	37%
Personal requests			
2008	4,204	7%	10%
2009-10	5,271	1%	13%
2010-11	5,165	0.3%	13%
2011-12	5,038	0.1%	15%
2012-13	4,966	0.1%	20%
2013-14	4,597	0.2%	26%
2014-15	4,115	0.4%	30%
2015-16	4,394	2%	26%
2016-17	4,477	1%	30%
Total requests			
2008	6,032	12%	16%
2009-10	7,750	7%	19%
2010-11	7,939	7%	17%
2011-12	8,219	5%	19%
2012-13	9,531	4%	21%
2013-14	9,832	5%	23%
2014-15	8,377	6%	25%
2015-16	8,809	6%	27%
2016-17	9,857	6%	34%

[17] 2008 – 2012/13 numbers are from our 2013/14 Timeliness Report.

An access request can be put "on hold" for reasons set out in FIPPA, such as when IAO is waiting to hear back from an applicant on a fee estimate.[18] In the 2015-16 and 2016-17 fiscal years 6% of total requests had "on hold" time. I am not concerned about this number as it remains at about half of what is was when my office issued our first timeliness report for the 2008 calendar year.

However, I do have concerns about time extensions. Section 10 of FIPPA authorizes a public body to take an extension of up to 30 additional business days when more detail is needed from the applicant, a large number of records need to be searched, or when more time is needed to consult with a third party or another public body. The percentage of requests where time extensions have been taken has steadily increased from 16% in 2008 to 34% in 2016-17.

Time extensions can also be granted with the applicant's consent or with permission from my office.[19] Requests for time extensions received by my office under s. 10(2) of FIPPA have also nearly doubled between 2015-16 and 2016-17 from 734 to 1,282 requests.

IAO staff told my investigators that they are reviewing an increasing number of pages to respond to access requests. This may explain the recent increase in time extensions, but cannot be confirmed as AXIS did not track numbers of pages per request until the 2016-17 fiscal year when it reported that 1.8 million pages were reviewed to process access requests.

In addition, access requests relating to high profile or topical issues can result in a significant number of requests that may also require reviewing a large number of pages. For example, IAO reported that access requests related to the breach of the Mount Polley mine tailings pond dam required staff to review over 300,000 pages.[20]

FIPPA sets out clear rules for when a public body may take time extensions, including when a large number of records must be searched and meeting the time limit may unreasonably interfere with a public body's operations. While I acknowledge the increasing complexity and volume associated with access requests, government could better manage this by implementing an information management system that addresses the full life-cycle of a record from creation to disposition.

Government is aligning and integrating management of freedom of information requests, privacy, proactive disclosure, and records management, providing an excellent opportunity to implement such an information management system. This could also be designed to ensure that records are created for key decisions and actions by government and that duplicate records (as occur in email chains) can be removed from access requests, streamlining review of

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[18] See s. 7 of FIPPA which sets out the time limits for public bodies to respond to access requests.

[19] See s. 10 of FIPPA for details.

[20] A tailings pond dam at the Mount Polley copper-gold mine was breached in August 2014. This breach has been the topic of considerable public interest. My office also examined public interest disclosure in the context of this dam breach in Investigation Report F15-02.

those requests. These and other issues identified in consultation with stakeholders should be addressed by government in the design of its information management system.

Timeliness scores by applicant type

We also evaluated the timeliness of government responses for different applicant types. Using the same criteria for the timeliness scores (percentage on time, average processing days, and average number of days in contravention) we analyzed whether different applicants are treated differently.

Status	Ministry	2015-16 Score	Ministry	2016-17 Score
Table 5 – Scores by Applicant Type for 2015-16 and 2016-17				
Score = 100				
Score = 91 – 99			Other Governments	**93**
Score = 85 – 90				
Score <85	Business	**81**	Interest Group	**77**
	Other Governments	**79**	Business	**76**
	Law Firm	**72**	Researcher	**74**
	Other Public Body	**70**	Other Public Body	**72**
	Interest Group	**69**	Individual	**69**
	Political Party	**67**	Law Firm	**68**
	Individual	**58**	Political Party	**67**
	Researcher	**58**	Media	**65**
	Media	**52**		

Table 5 shows that government should make it a priority to improve response times to all applicant types,[21] except to other governments.

Since media applicants represent the lowest score two years in a row we also focused on media files in our file reviews. Our aim was to determine whether media applicants are treated differently than other applicant types.

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[21] My office found similar results in 2013-14.

4.0 IMPROVING TIMELINESS

4.1 Address overdue files and staffing issues

Our 2013-14 report discussed how overdue files negatively impact access requests. At that time IAO reported that the number of overdue files had reached 700 in January 2014. Several factors contributed to this: a steady increase in access requests from 2008 to 2013-14, staffing levels that remained the same since 2009 despite that increase, and a 15 to 20% turnover in staff.

By March 2017 government had reduced the number of overdue files from 700 to 350 by increasing staffing, improving processes and technology, training, and allowing staff to work overtime. All ministries have also created their own freedom of information liaison to provide a points of contact for IAO and the expertise necessary for more effective responses to access requests. In addition, IAO added 15 full-time positions and reclassified some positions to help retain experienced staff.

According to IAO, these efforts have started to show results in the last two quarters of 2016-17. IAO told us in April 2017 that the number of overdue files was down to 200 and should be below 100 within the next 6 months.

However, when resources are diverted from new files it necessarily decreases overall timeliness because new files are not addressed as quickly. Government must eliminate its overdue files and improve its response times to new access requests.

> **RECOMMENDATION 2**
>
> Government should allocate the necessary resources to
> close all overdue files.

4.2 Continue to identify records for proactive disclosure

Proactive disclosure is an effective way to improve government transparency without individuals having to go through the freedom of information process.

In 2016, the Minister of Finance issued eight Ministerial Directives requiring the proactive disclosure of certain classes of documents.[22] IAO is working on these proactive disclosures,

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[22] See Government of British Columbia, "Proactive Disclosure Directives" at http://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/ministerial-directives-proactive-releases.

often posting information that would have previously been released in response to access requests. This includes Ministers' and Deputy Ministers' calendars and travel expenses, information on directly awarded contracts, information on contracts valued over $10,000, as well as summaries of opened and closed FOI requests and records released in response to FOI requests.[23]

Proactive disclosures are processed separately from access requests, so they are not included in IAO's timeliness statistics. We recognize that many of the proactively disclosed records would have been the subject of access requests, may have been some of the easier access requests to respond to, and may therefore have contributed to better timeliness scores.

Nevertheless, increased proactive disclosure could reduce the number of access requests made to government. I recommend that government expand its proactive disclosure program to include records that are routinely requested. This will improve transparency and accountability and could reduce the resources required to respond to access requests.

> **RECOMMENDATION 3**
>
> Government should expand its proactive disclosure program.

4.3 Monitor stage data

Government should monitor the different stages of processing access requests to identify trends and focus resources on areas where they will have the most impact.

IAO staff use the AXIS system to document their communications. However, prior to this review IAO was not using AXIS to produce reports showing the time that access files spent in the various stages of processing.

IAO stated that this information was not captured because AXIS is not yet capable of automated process reporting, but instead requires manual data entry by staff. IAO chose instead to focus on processing access requests and on working collaboratively with ministries. However, pending system enhancements will enable this automated monitoring.

IAO also noted that the stages of processing may overlap. For example, an access request that needs records from multiple ministries may result in each ministry responding at different times, making it difficult to pinpoint a date when the request moves from the records call stage to the records review stage.

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[23] Most of the directives came into effect in April or May 2016. The directives on directly awarded contracts and the directive on contracts with values over $10,000 came into effect in November 2016.

Monitoring progress through processing stages does not consider the quality of a response to a request but it can assist in improving timeliness. For example, when the Ministry of Finance dropped to 38% on-time performance in 2015-16, information about the time spent in the stages of processing would likely have exposed the problem and presented an opportunity for earlier resolution. Both IAO and ministries could use these indicators to monitor their performance and to anticipate problem areas.

Relying on stage data requires that the information entered into the AXIS system is accurate. We found that entries did not always accurately record the date that a communication occurred between a ministry and IAO, or IAO and an applicant. For example, an email communication might show that discussions about sign-off happened on a particular date, but the system might show the communication as being logged two days later. This information must be entered accurately into AXIS for stage data to be a reliable tool.

RECOMMENDATION 4

Government should monitor stage data to evaluate and correct delays in processing access requests. Government should ensure data entered into AXIS is accurate.

4.4 Correct delays at search, review, and sign-off

Underperforming ministries

We only examined files in ministries performing below average *and* with a 20% or greater drop in on-time performance between our last timeliness report in 2013-14 and either of the years addressed in this report (2015-16 or 2016-17). We examined 25% of the overdue files in those ministries that met these criteria.

We found that delays occur primarily at search and sign-off. We also identified delays at the review stage for Finance in 2015-16 and Transportation and Infrastructure in 2015-16. IAO had delays in making the initial call for records to the Ministry of Agriculture in 2016-17.

In May 2016, the Ministry of Finance introduced a presumptive sign-off policy for ministerial files that deemed a response to have been signed off once it had waited five days. According to government this would "help speed up responses to access requests."[24] However, its effect has been very limited because it applies only to access requests for records in ministers' offices.

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[24] See Government of BC, "New measures enhance B.C. government openness, transparency" News Release, May 9, 2016, Victoria BC, at https://archive.news.gov.bc.ca/releases/news_releases_2013-2017/2016FIN0017-000746.htm

This policy should be expanded to cover more requests to move responses quickly through the sign-off stage.

In May 2016 government announced that ministers would have public servants dedicated to assisting with access requests.[25] Government has confirmed that FOI liaisons are now working across all ministries. These positions are key to facilitating timely processing of access requests, particularly at the records search and sign-off stages.

As this report shows, delays occur at search and sign-off in a number of ministries. FOI Liaisons should be provided with adequate resources to address delays at those stages, and if sign-off is causing delays then authority to sign off should be delegated where necessary.

RECOMMENDATION 5

Government should expand its policy of presumptive sign-off where possible and ensure that sign-off is appropriately delegated to prevent delays.

RECOMMENDATION 6

Government should ensure that accountability for monitoring and improving responses to access requests is clearly defined in each ministry and require each ministry to regularly review its practices to reduce delays at search and sign-off.

Media applicants

We examined 25% of overdue media applicant files in the three ministries that received the highest volume of media requests *and* were performing below average in on-time performance. For these files we examined the number of business days taken to process access requests at each stage.

Like general access requests, delays for media applicants happen at search and sign-off in all of the ministries examined.

However, media files are unique in that delays also occur at the review stage, which contributed to the lower on-time performance for media applicants. These delays could result from a number of factors. For example, many media applicants make complex requests and sometimes request the same records from multiple ministries.

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[25] See Government of BC, "New measures enhance B.C. government openness, transparency" News Release, May 9, 2016, Victoria BC, at https://archive.news.gov.bc.ca/releases/news_releases_2013-2017/2016FIN0017-000746.htm

We found no evidence that media requests are intentionally treated differently than any other requests, but government should investigate why additional delays occur at review.

> **RECOMMENDATION 7**
>
> Government should investigate and take action to correct the cause of delays at the review stage for media applicants.

Coordinating responses to multiple similar requests

When it receives multiple requests for the same records, IAO often works on those requests as a single project, citing administrative efficiency and consistency. For example, if requests are for identical records from various ministries, IAO seeks to ensure the requests are interpreted consistently across each ministry and that the records disclosed to each applicant are similarly redacted.

As I noted earlier, IAO reviewed over 300,000 pages in response to access requests regarding the failure of the Mount Polley tailings pond dam and processed over 100 access requests relating to the Ministry of Health firings and subsequent investigation. In these cases, IAO coordinated its approach to dealing with multiple requests on the same matter.

One file reviewed by my office, related to the Ministry of Health firings, took 91 business days at the review stage. The file contained no indication that any work was completed during that period. IAO explained that it received many requests on that issue and had implemented a project approach to respond to all of them – and while the files did not appear to be moving forward, work was being undertaken during that time.

I am concerned that taking such an approach on issues of significant public interest may result in delays to applicants. While IAO may undertake a coordinated response to many requests for the same or similar records, government must find ways to resource those requests to ensure an on-time response. Delays in responses for issues like these illustrate how multiple requests related to the same topic can result in delays at the review stage unless properly managed.

Some access requests will be more complicated or applicants may make multiple requests for similar records, but government should be prepared for these instances. Its approach should be to ensure that applicants, including media applicants, do not experience delays in processing, even where requests relating to topical events result in a surge in access requests. Indeed, in circumstances such as these, timely responses are even more necessary for accountability.

> **RECOMMENDATION 8**
>
> Government should ensure that, when it receives a surge of access requests about a topical issue, the processing of those requests is not delayed.

Continue improvements at MCFD

MCFD performance has improved steadily since 2013-14, when just 52% of access requests were responded to on time; this improved to 66% in 2015-16 and 75% in 2016-17. We attribute this to changes implemented at MCFD and IAO since 2015. They resolved the printing and retrieval issues with the Integrated Case Management system and improved the process for responding to access requests. MCFD filled two vacant positions, added two additional positions, hired three temporary staff, and authorized overtime to address overdue files. MCFD also set a goal of 10 days to produce records in the search stage and developed management reporting tools to help meet this target.

These improvements enabled MCFD to close the overdue files within its own ministry by mid-2015. It returned records for IAO review within 10 days 81% of the time in 2015-16 and 88% of the time in 2016-17. Delays at the search stage are typical in all ministries that struggle with timeliness, so MCFD may have advice for other ministries to reduce delays at this stage.

It is not until an overdue file is closed that the number of processing days is recorded. This means that as IAO's overdue files are closed, MCFD will continue to record a high number of overdue days despite making significant improvement in its own performance in process of responding to access requests.

5.0   NO RESPONSIVE RECORDS

In 2014, my office reported publicly on the number of access requests to which government had indicated that there were "no responsive records" and we committed to monitoring this issue.[26] Since then changes by government have reduced the number of access requests that receive a "no responsive records" response.

Both 2015-16 and 2016-17 show a decline in the percentage of general access requests to government that resulted in "no responsive records" to the applicant. The 2016-17 number is the lowest no records response rate since 2004-05.

I am satisfied that the negative trend between 2009 and 2013 has been reversed and may indicate improved information management practices.

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[26] See *Increase in No Responsive Records to General Access to Information Requests: Government of British Columbia*, https://www.oipc.bc.ca/investigation-reports/1510.

Table 6 shows the total number of general requests closed and the percentage of those requests where the government did not release any records.

Table 6 – Total General Requests Closed by Government and Percentage of No Records Responses		
Fiscal Year	**General Requests Closed**	**% No Responsive Records**
2002-03	1,885	11%
2003-04	1,567	11%
2004-05	2,063	10%
2005-06	1,627	14%
2006-07	2,081	13%
2007-08	1,855	14%
2008-09	1,842	13%
2009-10	2,495	18%
2010-11	2,778	21%
2011-12	3,182	25%
2012-13	4,566	26%
2013-14	5,235	19%
2014-15	4,262	17%
2015-16	4,415	17%
2016-17	5,380	12%

5.1 Reasons for improvement in no responsive records

Working with applicants to appropriately direct requests

In our 2013-14 timeliness report we focused on no records responses from the Office of the Premier, which was 45% in 2011-12 and 42% in 2013-14.[27] At that time IAO submitted that many requests to the Office of the Premier should more appropriately be sent to another Ministry. Our review confirmed that explanation.

Ten percent of general access requests to the Office of the Premier resulted in no records responses in 2016-17. This decrease is partly due to efforts by IAO to work with applicants to ensure that their requests are directed to the appropriate public body. I encourage IAO to continue this approach.

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[27] See page 12 of *A Step Backwards: Report Card on Government's Access to Information Responses April 1, 2013 - March 31, 2014*, https://www.oipc.bc.ca/special-reports/1696.

Addressing records management practices that undermine access

The reduction in no records responses may demonstrate the benefits of modern records management practices. Our 2013-14 timeliness report noted that the Office of the Premier was inappropriately deleting emails that it viewed to be transitory, and that emails should be retained when they may be relevant to key government decisions. My office recommended that government implement an email management system for senior government officials to document key decisions.

During this review for this report, government stated that the Executive Records Schedule, which applies to Assistant Deputy Ministries and above, contains similarities to the Capstone approach, for emails, that my office recommended government implement in our 2013-14 timeliness report.[28]

In our 2013-14 timeliness report we also recommended that government introduce a legislated "duty to document" and create records of key government deliberations, actions, and decisions. We made that recommendation again in *Access Denied*,[29] an investigation report into government's records retention and disposal practices. That investigation uncovered practices that threaten the integrity of access to information in BC, such as permanently deleting emails responsive to access requests and deleting all sent emails in an overly broad interpretation of the definition of transitory records.

In March 2017 government passed legislation requiring government bodies[30] to create and maintain a record of their key decisions.[31] This must be done in accordance with directives or guidelines issued by the Chief Records Officer.

In addition, the Privacy, Compliance, and Training Branch, then at the Ministry of Finance, designed a training program that teaches an integrated approach to information management, addressing email management, transitory records, adequate search, privacy, and access to information in general. Government reports that this training was provided to all staff at Ministers' Offices and the Premier's Office in May 2016. Anyone hired to a Minsters' Office or the Office of the Premier after May receives training at the earliest opportunity. It was also provided to all Ministers and Chiefs of Staff, FOI liaisons, and ministry executives, including

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[28] Capstone is an email management system used in the United States. It categorizes emails for retention or destructing depending on the position of the employee. Employees in positions that require email retention for legal, business, or archival purposes would be categorized for permanent retention. My office's 2013-14 timeliness report discussed that this approach simplifies email management for the end user though a policy could permit the deletion of transitory or permanent records.

[29] See Investigation Report F15-03, *Access Denied: Records Retention and Disposal Practices of the Government of British Columbia*, October 22, 2015, https://www.oipc.bc.ca/investigation-reports/1874

[30] "Government bodies" is defined in the *Information Management Act* to include "a ministry of the government of British Columbia." http://www.bclaws.ca/civix/document/id/lc/statreg/15027#section1

[31] See the *Information Management (Documenting Government Decisions) Amendment Act*, 2017, sections 2(a) and 5(a), which repeal and replace sections 6(1)(c) and 19(1.1) of the *Information Management Act*.

Deputy Ministers and Assistant Deputy Ministers. All staff had to complete an online version of the course, and by the end of 2016-17 approximately 26,000 staff had completed this training. I hope that this will improve the quality and timeliness of responses to access requests.

In addition, government states that it is developing formalized systems for retaining records of key government decisions, and it is looking at tools to assist with email management as well as the appropriate retention and disposal of documents. I look forward to receiving updates from government on these systems.

I share my predecessor's view that a duty to document and proper email management promote accountability and good government in British Columbia and contribute to the integrity of the access to information system. My office will continue to monitor developments from government in these areas.

6.0   SUMMARY OF RECOMMENDATIONS

RECOMMENDATION 1

Government must take whatever action necessary to respond to access requests within the timelines allowed by FIPPA.

RECOMMENDATION 2

Government should allocate the necessary resources to close all overdue files.

RECOMMENDATION 3

Government should expand its proactive disclosure program.

RECOMMENDATION 4

Government should monitor stage data to evaluate and correct delays in processing access requests. Government should ensure data entered into AXIS is accurate.

RECOMMENDATION 5

Government should expand its policy of presumptive sign-off where possible and ensure that sign-off is appropriately delegated to prevent delays.

RECOMMENDATION 6

Government should ensure that accountability for monitoring and improving responses to access requests is clearly defined in each ministry and require each ministry to regularly review its practices to reduce delays at search and sign-off.

RECOMMENDATION 7

Government should investigate and take action to correct the cause of delays at the review stage for media applicants.

RECOMMENDATION 8

Government should ensure that, when it receives a surge of access requests about a topical issue, the processing of those requests is not delayed.

7.0   CONCLUSION

Over the years, my office has published four timeliness reports and made 25 recommendations, yet government performance in responding to access requests is still unsatisfactory. In 2016-17, government responded on time to just 80% of access requests. Nothing less than 100% compliance with FIPPA should be considered acceptable. I recognize that access requests have increased from about 6,000 in 2008 to just under 10,000 in 2017. Government may be receiving more access requests now compared to when FIPPA was first enacted, but the law does not permit non-compliance simply because more people are exercising their rights.

New technologies present challenges as more records are requested. But technology also presents opportunities for better records management. My office has in the past recommended that government adopt an information management framework to better manage digital records. It is critical that government ensure records are created for key decisions and actions and that these records are made available to the public.

I make eight recommendations in this report including closing overdue files, expanding presumptive sign-off and proactive disclosure, and monitoring stage data. These measures, if adopted, *will* improve government's performance. I am hopeful that ministers will now prioritize access to information, one of the most fundamental of our democratic rights.

OIPC File No.:   F16-67611

8.0   ACKNOWLEGMENTS

Government cooperated fully with my office's examination.

I would like to thank oline Twiss, Director of Investigations, Tina Doehnel, Investigator, and Erin Beattie, Director of Communications, who contributed to this report.

September 20, 2017

ORIGINAL SIGNED BY

Drew McArthur
Acting Information and Privacy Commissioner
 for British Columbia

9.0 APPENDICES

Appendix 1A – All Ministries
April 1, 2015 – March 31, 2016

Public Body	Number of Requests Closed	% On Time (compliant)	Average Processing Time (business days)	Average # Business Days in Contravention	Score
Aboriginal Relations & Reconciliation	106	53%	56	34	41
Advanced Education	317	77%	34	25	73
Agriculture	101	77%	34	9	75
Children & Family Development	1,927	66%	89	139	32
Community, Sport & Cultural Development	117	73%	39	28	67
Education	124	90%	32	8	89
Energy & Mines	144	57%	48	29	48
Environment	367	66%	36	20	62
Finance	527	38%	59	40	24
Forests, Lands & Natural Resource Operations	422	95%	35	26	91
Health	254	77%	47	35	68
International Trade	75	92%	29	3	92
Jobs, Tourism & Skills Training	228	83%	33	20	80
Justice	1,566	78%	30	18	76
Natural Gas Development	139	79%	31	13	77
Office of the Premier	527	80%	29	12	79
Public Safety & Solicitor General	299	95%	17	15	94
Small Business & Red Tape Reduction	87	78%	34	19	75
Social Development & Social Innovation	937	86%	25	12	85
Technology, Innovation & Citizens' Services	188	71%	42	28	64
Transportation & Infrastructure	357	73%	37	16	69
All Ministries Total	**8,809**	**74%**	**46**	**57**	**63**

Appendix 1B – All Ministries
April 1, 2016 – March 31, 2017

Public Body	Number of Requests Closed	% On Time (compliant)	Average Processing Time (business days)	Average # Business Days In Contravention	Score
Aboriginal Relations & Reconciliation	79	78%	39	22	73
Advanced Education	364	81%	42	47	72
Agriculture	101	59%	46	29	51
Children & Family Development	1,879	75%	69	111	51
Community, Sport & Cultural Development	106	69%	51	50	57
Education	145	69%	46	18	62
Energy & Mines	165	73%	68	93	51
Environment	362	75%	47	44	65
Finance	1,347	77%	59	67	61
Forests, Lands & Natural Resource Operations	393	90%	38	13	86
Health	293	63%	55	36	51
International Trade	93	91%	33	38	86
Jobs, Tourism & Skills Training	237	88%	36	40	82
Justice	267	84%	33	44	79
Natural Gas Development	197	84%	40	39	77
Office of the Premier	568	78%	42	57	68
Public Safety & Solicitor General	1,535	91%	24	19	89
Small Business & Red Tape Reduction	149	91%	32	30	87
Social Development & Social Innovation	929	84%	34	36	79
Technology, Innovation & Citizens' Services	177	85%	42	66	74
Transportation & Infrastructure	471	81%	38	38	75
All Ministries Total	**9,857**	**80%**	**46**	**62**	**68**

Appendix 2A – All Ministries Closed Files and Percentage On Time (Compliant)
April 1, 2015 – March 31, 2016

Public Body	Number of Requests Closed	% On Time (compliant)
Forests, Lands & Natural Resource Operations	422	95%
Public Safety & Solicitor General	299	95%
International Trade	75	92%
Education	124	90%
Social Development & Social Innovation	937	86%
Jobs, Tourism & Skills Training	228	83%
Office of the Premier	527	80%
Natural Gas Development	139	79%
Justice	1,566	78%
Small Business & Red Tape Reduction	87	78%
Advanced Education	317	77%
Agriculture	101	77%
Health	254	77%
All Ministries Total	**8,809**	**74%**
Community, Sport & Cultural Development	117	73%
Transportation & Infrastructure	357	73%
Technology, Innovation & Citizens' Services	188	71%
Children & Family Development	1,927	66%
Environment	367	66%
Energy & Mines	144	57%
Aboriginal Relations & Reconciliation	106	53%
Finance	527	38%

Appendix 2B – All Ministries Closed Files and Percentage On Time (Compliant) April 1, 2016 – March 31, 2017

Public Body	Number of Requests Closed	% On Time (compliant)
International Trade	93	91%
Public Safety and Solicitor General	1,535	91%
Small Business and Red Tape Reduction	149	91%
Forests, Lands and Natural Resource Operations	393	90%
Jobs, Tourism and Skills Training	237	88%
Technology, Innovation and Citizens' Services	177	85%
Justice	267	84%
Natural Gas Development	197	84%
Social Development and Social Innovation	929	84%
Advanced Education	364	81%
Transportation and Infrastructure	471	81%
All Ministries Total	9,857	**80%**
Aboriginal Relations and Reconciliation	79	78%
Office of the Premier	568	78%
Finance	1,347	77%
Children and Family Development	1,879	75%
Environment	362	75%
Energy and Mines	165	73%
Community, Sport and Cultural Development	106	69%
Education	145	69%
Health	293	63%
Agriculture	101	59%

Appendix 3 – All Ministries
Comparison of 2013-14, 2015-16, and 2016-17

Public Body	Number of Requests Closed			% On Time (compliant)			Average Processing Time (business days)			Average # Business Days in Contravention		
	13-14	15-16	16-17	13-14	15-16	16-17	13-14	15-16	16-17	13-14	15-16	16-17
Aboriginal Relations & Reconciliation	108	106	79	90%	53%	78%	33	56	39	7	34	22
Advanced Education	163	317	364	87%	77%	81%	34	34	42	32	25	47
Agriculture	152	101	101	91%	77%	59%	26	34	46	5	9	29
Children & Family Development	2,048	1,927	1,879	52%	66%	75%	85	89	69	87	139	111
Community, Sport & Cultural Development	146	117	106	89%	73%	69%	39	39	51	19	28	50
Education	165	124	145	82%	90%	69%	41	32	46	30	8	18
Energy & Mines	260	144	165	66%	57%	73%	45	48	68	23	29	93
Environment	423	367	362	73%	66%	75%	34	36	47	13	20	44
Finance	626	527	1,347	73%	38%	77%	35	59	59	26	40	67
Forests, Lands & Natural Resource Operations	415	422	393	97%	95%	90%	34	35	38	13	26	13
Health	307	254	293	82%	77%	63%	44	47	55	26	35	36
International Trade	102	75	93	89%	92%	91%	28	29	33	6	3	38
Jobs, Tourism & Skills Training	299	228	237	65%	83%	88%	47	33	36	26	20	40
Justice	2,074	1,566	267	72%	78%	84%	34	30	33	26	18	44
Natural Gas Development	182	139	197	77%	79%	84%	31	31	40	20	13	39
Office of the Premier	611	527	568	73%	80%	78%	29	29	42	11	12	57
Public Safety & Solicitor General	n/a	299	1,535	n/a	95%	91%	n/a	17	24	n/a	15	19
Small Business & Red Tape Reduction	n/a	87	149	n/a	78%	91%	n/a	34	32	n/a	19	30
Social Development & Social Innovation	980	937	929	94%	86%	84%	20	25	34	15	12	36
Technology, Innovation & Citizens' Services	423	188	177	75%	71%	85%	32	42	42	19	28	66
Transportation & Infrastructure	348	357	471	97%	73%	81%	28	37	38	11	16	38
All Ministries Total	**9,832**	**8,809**	**9,857**	**74%**	**74%**	**80%**	**44**	**46**	**46**	**47**	**57**	**62**

Appendix 4A – Score Breakdown by Applicant Type
April 1, 2015 – March 31, 2016

Applicant Type	Number of Requests Closed	% On Time (compliant)	Average Processing Time (business days)	Average # Business Days in Contravention	Score
Business	320	84%	31	29	81
Individual	3,960	75%	55	91	58
Interest Group	193	74%	37	23	69
Law Firm	1,390	79%	39	42	72
Media	638	61%	47	35	52
Other Governments	10	80%	23	15	79
Other Public Body	27	78%	41	42	70
Political Party	2,216	72%	38	25	67
Researcher	55	64%	42	18	58
Total	**8,809**	74%	46	57	**63**

Appendix 4B – Score Breakdown by Applicant Type
April 1, 2016 – March 31, 2017

Applicant Type	Number of Requests Closed	% On Time (compliant)	Average Processing Time (business days)	Average # Business Days in Contravention	Score
Business	280	83%	39	37	76
Individual	4717	83%	48	79	69
Interest Group	440	82%	36	26	77
Law Firm	1432	79%	46	52	68
Media	1238	75%	45	48	65
Other Governments	20	95%	27	16	93
Other Public Body	34	82%	44	56	72
Political Party	1589	77%	45	55	67
Researcher	107	81%	38	43	74
Total	**9857**	**80%**	**46**	**62**	**68**

Appendix 5 – Outcome of Access Requests
Fiscal Years 2013-14, 2015-16, and 2016-17

Outcome	2013/14		2015/16		2016/17	
	Number of Requests Closed	%	Number of Requests Closed	%	Number of Requests Closed	%
Abandoned	713	7.3%	843	9.6%	660	6.7%
Access Denied	209	2.1%	224	2.5%	209	2.1%
Access Denied – Section 20	21	0.2%	3	0.03%	14	0.14%
Cancelled	48	0.5%	44	0.5%	54	0.55%
Correction	n/a	n/a	n/a	n/a	1	0.01%
Full Disclosure	1,267	12.9%	1,014	11.5%	1,685	17%
No Responsive Records Exist/Located	1,458	14.8%	1,045	11.9%	856	8.7%
Outside Scope of Act	40	0.4%	35	0.4%	16	0.16%
Partial Disclosure	5,319	54.1%	4,958	56%	5,307	54%
Records in another min/org	175	1.8%	93	1.1%	132	1.3%
Refuse to Confirm or Deny	n/a	n/a	3	0.03%	8	0.08%
Routinely Releasable	61	0.6	69	.78%	67	0.68%
Transferred	141	1.4%	143	1.6%	208	2%
Undetermined	4	0.04%	n/a	n/a	n/a	n/a
Withdrawn	376	3.8%	335	3.8%	640	6.5%
Total	9,832		8,809		9,857	

Appendix 6A – Individual Ministry Compliance Reports
2015-16 and 2016-17

Aboriginal Relations & Reconciliation					2015-16 score **41**		2016-17 score **73**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	106	79	53%	78%	56	39	34	22
Personal	1	0	0%	n/a	102	n/a	42 *	n/a
General	105	79	53%	78%	55	39	34	22

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	5	5	40%	100%	39	0
Individual	10	10	70%	70%	35	33
Interest Group	2	9	50%	89%	24	1
Law Firm	4	5	50%	60%	32	30
Media	10	8	40%	50%	31	22
Other Public Body	1	1	0%	0%	120	88
Political Party	74	39	54%	85%	32	6
Researcher		2		100%		0

* This number was reported in subsequently supplied "OIPC detailed report for FY 1516 and FY 1617" as "NA," however, in the file list previously provided, this one file's average overdue days was 42. Even appropriately weighted, it would likely not significantly affect the average number of business days overdue number (34) for "All Requests" previously reported.

Advanced Education						2015-16 score 73		2016-17 score 72	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention		
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	
All Requests	317	364	77%	81%	34	42	25	47	
Personal	9	10	100%	70%	25	50	0	57	
General	308	354	77%	81%	35	42	25	46	

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	1	3	100%	67%	0	5
Individual	50	41	92%	80%	9	37
Interest Group	15	24	80%	83%	38	16
Law Firm	5	3	100%	100%	0	0
Media	43	141	63%	79%	35	39
Other Public Body	194		78%		24	
Political Party	9	147	33%	83%	13	67
Researcher		5		60%		16

Agriculture					2015-16 score **75**		2016-17 score **51**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	101	101	77%	59%	34	46	9	29
Personal	1	2	100%	0%	6	39	0	9
General	100	99	77%	61%	34	46	9	30

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	3	8	100%	38%	0	21
Individual	12	18	67%	44%	8	56
Interest Group	6	11	67%	64%	15	26
Law Firm	5	5	100%	100%	0	0
Media	8	7	25%	86%	8	27
Political Party	67	49	84%	59%	8	18
Researcher		3		67%		19

Children and Family Development						2015-16 score **32**	2016-17 score **51**
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	1927 *	1879	66%	75%	89	69	139	111
Personal	1807	1782	65%	73%	93	71	144	112
General	121	97	78%	96%	31	29	19	13

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	8	9	75%	89%	75	27
Individual	1541	1533	64%	73%	151	119
Interest Group	3	19	67%	95%	7	92
Law Firm	277	234	69%	77%	97	64
Media	31	30	71%	93%	21	15
Other Government	1	5	100%	80%	0	16
Other Public Body		1		100%		0
Political Party	63	45	83%	96%	14	10
Researcher	3	3	67%	100%	26	0

* Note that this number was reported as 1928 in subsequently supplied "OIPC detailed report for FY 1516 and FY 1617", however we left it at 1927 in this table as that was the number of closed requests originally reported and upon which the overall score was calculated.

Community, Sport, and Cultural Development					2015-16 score **67**		2016-17 score **57**	
	Number of Closed Requests		**% On Time (compliant)**		**Average Processing Time (business days)**		**Average Number of Business Days in Contravention**	
	2015-16	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**
All Requests	117	106	73%	69%	39	51	28	50
Personal	1	0	0%	n/a	123	n/a	18	n/a
General	116	106	73%	69%	38	51	29	50

Breakdown by Applicant Type						
	Number of Closed Requests		**% On Time (compliant)**		**Average Number of Business Days in Contravention**	
	2015-16	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**
Business	1		0%	67%	54	39
Individual	10	21	100%	100%	0	0
Interest Group	4	8	75%	100%	1	50
Law Firm	3	3	67%	100%	18	0
Media	18	21	67%		53	
Other Public Body	1		100%		0	
Political Party	80	53	71%	68%	23	51

Education					2015-16 score **89**		2016-17 score **62**	
	Number of Closed Requests		**% On Time (compliant)**		**Average Processing Time (business days)**		**Average Number of Business Days in Contravention**	
	2015-16	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**
All Requests	124	145	90%	69%	32	46	8	18
Personal	9	11	78%	82%	34	28	4	4
General	115	134	90%	68%	31	48	9	19

Breakdown by Applicant Type						
	Number of Closed Requests		**% On Time (compliant)**		**Average Number of Business Days in Contravention**	
	2015-16	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**
Business	3	2	100%	100%	0	0
Individual	20	34	85%	74%	10	13
Interest Group	6	23	67%	65%	9	21
Law Firm	6	2	83%	100%	2	0
Media	12	24	83%	58%	9	24
Other Public Body	2	2	50%	50%	1	40
Political Party	74	54	95%	70%	9	16
Researcher	1	4	100%	75%	0	8

Energy and Mines					2015-16 score **48**		2016-17 score **51**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	144	165	57%	73%	48	68	29	93
Personal	1	0	100%	n/a	11	n/a	0	n/a
General	143	165	57%	73%	48	68	29	93

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	6	19	50%	63%	18	65
Individual	24	31	46%	77%	25	47
Interest Group	6	12	50%	92%	6	13
Law Firm	11	13	73%	54%	76	58
Media	20	29	50%	72%	52	164
Other Government	1		100%		0	
Other Public Body	1		0%		36	
Political Party	71	57	59%	75%	20	111
Researcher	4	4	100%	75%	0	65

Environment					2015-16 score **62**		2016-17 score **65**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	367	362	66%	75%	36	47	20	44
Personal	6	5	17%	40%	55	78	8	43
General	361	357	67%	76%	36	46	20	44

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	76	48	86%	90%	18	11
Individual	65	81	66%	83%	9	19
Interest Group	21	45	71%	73%	8	36
Law Firm	35	32	60%	63%	23	108
Media	49	67	57%	72%	26	41
Other Government	2		100%		0	
Other Public Body	1	3	0%	100%	34	0
Political Party	113	75	60%	65%	22	42
Researcher	5	11	40%	82%	32	17

Finance					2015-16 score **24**		2016-17 score **61**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	527	1,347	38%	77%	59	59	40	67
Personal	183	244	43%	54%	50	72	17	65
General	344	1,103	36%	82%	64	56	51	68

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	10	11	80%	73%	28	16
Individual	135	765	43%	91%	28	68
Interest Group	16	35	44%	54%	51	35
Law Firm	114	167	41%	52%	21	58
Media	67	211	39%	65%	66	59
Other Government	1	1	100%	100%	0	0
Other Public Body	2	2	50%	100%	16	0
Political Party	176	149	29%	52%	49	92
Researcher	6	6	33%	67%	13	64

Forests, Lands, and Natural Resource Operations					2015-16 score **91**		2016-17 score **86**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	422	393	95%	90%	35	38	26	13
Personal	10	16	100%	81%	30	49	0	17
General	412	377	95%	90%	35	37	26	13

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	71	58	96%	84%	8	10
Individual	136	162	99%	89%	6	7
Interest Group	49	62	88%	92%	12	23
Law Firm	46	40	89%	93%	68	50
Media	20	16	100%	94%	0	3
Other Government	2	1	100%	100%	0	0
Other Public Body	6	1	100%	100%	0	0
Political Party	83	41	96%	98%	25	6
Researcher	9	12	89%	83%	9	12

Health					2015-16 score **68**		2016-17 score **51**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	254	293	77%	63%	47	55	35	36
Personal	31	51	87%	84%	33	30	26	19
General	223	242	76%	58%	49	61	36	37

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	8	8	63%	63%	92	97
Individual	68	95	85%	75%	14	21
Interest Group	14	26	86%	62%	7	25
Law Firm	15	36	87%	61%	7	29
Media	50	49	60%	49%	60	37
Other Public Body	1	3	100%	67%	0	118
Political Party	97	66	78%	56%	19	42
Researcher	1	10	100%	70%	0	76

International Trade					2015-16 score **92**		2016-17 score **86**	
	Number of Closed Requests		**% On Time (compliant)**		**Average Processing Time (business days)**		**Average Number of Business Days in Contravention**	
	2015-16	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**
All Requests	75	93	92%	91%	29	33	3	38
Personal	0	0	n/a	n/a	n/a	n/a	n/a	n/a
General	75	93	92%	91%	29	33	3	38

Breakdown by Applicant Type						
	Number of Closed Requests		**% On Time (compliant)**		**Average Number of Business Days in Contravention**	
	2015-16	**2016-17**	**2015-16**	**2016-17**	**2015-16**	**2016-17**
Business		2		100%		0
Individual		7		86%		3
Interest Group	2	7	100%	100%	0	0
Law Firm	1		100%		0	
Media	6	35	83%	89%	1	52
Other Public Body						
Political Party	66	40	92%	93%	3	31
Researcher		2		100%		0

Jobs, Tourism, and Skills Training					2015-16 score **80**		2016-17 score **82**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	228	237	83%	88%	33	36	20	40
Personal	52	68	87%	93%	33	36	14	9
General	176	169	82%	86%	33	36	21	47

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	11	10	91%	90%	6	1
Individual	38	30	89%	87%	22	13
Interest Group	4	50	100%	96%	0	6
Law Firm	28	55	75%	93%	13	12
Media	32	29	69%	72%	25	78
Other Public Body		1		100%		0
Political Party	112	58	85%	84%	19	43
Researcher	3	4	100%	100%	0	0

Justice					2015-16 score **76**		2016-17 score **79**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	1,566	267	78%	84%	30	33	18	44
Personal	1,198	98	83%	85%	25	25	11	37
General	368	169	60%	83%	46	38	27	48

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	34	3	79%	100%	5	0
Individual	1098	128	82%	85%	14	29
Interest Group	6	9	67%	89%	10	1
Law Firm	239	33	79%	64%	19	70
Media	63	43	51%	91%	31	25
Other Government		1		100%		0
Other Public Body	5		80%		47	
Political Party	119	45	55%	87%	28	66
Researcher	2	5	0%	80%	0	12

Natural Gas Development						2015-16 score **77**		2016-17 score **77**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention		
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	139	197	79%	84%	31	40	13	39
Personal	6	4	83%	75%	19	37	3	43
General	133	193	79%	84%	31	40	13	39

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	3	5	100%	100%	0	0
Individual	19	33	79%	91%	11	19
Interest Group	1	8	0%	100%	13	0
Law Firm	4	6	75%	100%	1	0
Media	14	65	86%	86%	2	32
Other Government		1		100%		0
Political Party	97	75	79%	76%	15	45
Researcher	1	4	0%	75%	9	60

Office of the Premier						2015-16 score **79**	2016-17 score **68**
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	527	568	80%	78%	29	42	12	57
Personal	4	6	75%	67%	17	63	1	81
General	523	562	80%	78%	29	42	12	56

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	3	5	100%	60%	0	41
Individual	29	28	86%	71%	12	79
Interest Group	13	19	69%	79%	15	21
Law Firm	5	4	100%	25%	0	96
Media	67	133	67%	62%	24	54
Other Public Body	3	2	100%	50%	0	84
Political Party	402	369	82%	85%	7	57
Researcher	5	8	60%	63%	31	49

Public Safety and Solicitor General						2015-16 score **94**		2016-17 score **89**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention		
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	
All Requests	299	1,535	95%	91%	17	24	15	19	
Personal	236	1,332	99%	93%	15	23	3	15	
General	63	2,03	81%	80%	27	35	16	27	

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	6	12	83%	75%	24	5
Individual	205	1,183	96%	92%	13	18
Interest Group	2	17	50%	82%	7	4
Law Firm	58	211	100%	85%	0	17
Media	15	55	73%	82%	16	32
Other Government		1		100%		0
Other Public Body		5		100%		0
Political Party	12	43	100%	91%	0	26
Researcher	1	8	100%	100%	0	0

Small Business and Red Tape Reduction					2015-16 score **75**		2016-17 score **87**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	87	149	78%	91%	34	32	19	30
Personal	3	5	100%	60%	16	26	0	2
General	84	144	77%	92%	34	32	19	35

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	11	11	73%	91%	32	1
Individual	9	12	67%	83%	13	2
Interest Group		10		100%		0
Law Firm	10	14	90%	79%	7	13
Media	10	53	80%	96%	19	60
Political Party	47	49	79%	90%	19	46

Social Development and Social Innovation					2015-16 score **85**		2016-17 score **79**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	937	929	86%	84%	25	34	12	36
Personal	825	839	90%	86%	23	33	6	37
General	112	90	57%	69%	39	42	21	35

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	12	9	92%	78%	98	54
Individual	362	350	87%	83%	9	45
Interest Group	10	26	60%	77%	50	20
Law Firm	473	484	91%	86%	6	33
Media	6	9	50%	78%	19	24
Other Government		4		100%		0
Other Public Body	2	3	100%	67%	0	2
Political Party	70	34	59%	74%	17	14
Researcher	2	10	100%	90%	0	111

Technology, Innovation, and Citizens' Services				2015-16 score **64**		2016-17 score **74**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	188	177	71%	85%	42	42	28	66
Personal	6	2	67%	100%	37	41	6	0
General	182	175	71%	85%	42	43	29	66

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	9	3	67%	100%	76	0
Individual	29	32	69%	91%	14	29
Interest Group	3	7	67%	71%	60	26
Law Firm	5	7	100%	71%	0	293
Media	35	78	83%	91%	3	41
Other Government		1		100%		0
Other Public Body	2		100%		0	
Political Party	105	48	66%	75%	30	59
Researcher		1		100%		0

Transportation and Infrastructure					2015-16 score **69**		2016-17 score **75**	
	Number of Closed Requests		% On Time (compliant)		Average Processing Time (business days)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
All Requests	357 *	471	73%	81%	37	38	16	38
Personal	5	2	100%	100%	10	12	0	0
General	351	469	72%	81%	37	38	16	38

Breakdown by Applicant Type						
	Number of Closed Requests		% On Time (compliant)		Average Number of Business Days in Contravention	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
Business	39	49	82%	90%	13	95
Individual	100	123	81%	84%	21	28
Interest Group	10	13	90%	92%	8	45
Law Firm	46	78	85%	87%	32	93
Media	62	135	53%	73%	13	25
Other Government	3	2	33%	100%	15	0
Other Public Body		13		92%		3
Political Party	94	53	65%	68%	13	30
Researcher	3	5	100%	100%	0	0

* Note that this number was reported as 356 in subsequently supplied "OIPC detailed report for FY 1516 and FY 1617," however we left it at 357 in this table as that was the number of closed requests originally reported and upon which the overall scores were calculated.