



# Facing Challenges Together



Information and Privacy  
Commissioner of Ontario  
Commissaire à l'information et à la  
protection de la vie privée de l'Ontario

**TWO THOUSAND AND SIXTEEN  
STATISTICAL REPORT**



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## Requests by the Public under FIPPA/MFIPPA

There were 61,590 freedom of information (FOI) requests filed across Ontario in 2016, a 3% increase over 2015.

### TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	18,743	19,231	37,974
Provincial	8,296	15,320	23,616
<b>Total</b>	<b>27,039</b>	<b>34,551</b>	<b>61,590</b>

### TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	17,612	18,820	36,432
Provincial	8,154	14,163	22,317
<b>Total</b>	<b>25,766</b>	<b>32,983</b>	<b>58,749</b>

### TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

Source	Municipal	Provincial	Total
Individual/Public	22,122	4,105	26,227
Individual by Agent	8,150	6,340	14,490
Business	3,927	10,059	13,986
Academic/Researcher	84	122	206
Association/Group	334	468	802
Media	667	730	1,397
Government (all levels)	498	354	852
Other	650	139	789
<b>Total Requests</b>	<b>36,432</b>	<b>22,317</b>	<b>58,749</b>

### OUTCOME OF REQUESTS BY JURISDICTION

Source	Municipal	Provincial	Total
All Information Disclosed	10,354	5,545	15,899
Information Disclosed in Part	18,744	7,822	26,566
No Information Disclosed	3,292	1,459	4,751
No Responsive Records Exist	2,316	5,309	7,625
Request Withdrawn, Abandoned or Non-Jurisdictional	1,981	2,223	4,204
<b>Total Requests</b>	<b>36,687</b>	<b>22,358</b>	<b>59,045</b>

## TOTAL FEES COLLECTED AND WAIVED BY JURISDICTION

	Municipal	Provincial	Total
Total Application Fees Collected	\$ 178,876.45	\$ 117,952.05	\$ 296,828.50
Total Additional Fees Collected	\$ 474,483.58	\$ 541,622.88	\$ 1,016,106.46
<b>Total</b>	<b>\$ 653,360.03</b>	<b>\$ 659,574.93</b>	<b>\$ 1,312,934.96</b>
Total Fees Waived	\$ 40,002.43	\$ 17,454.30	\$ 57,456.73

## AVERAGE COST OF MUNICIPAL REQUESTS

	2012	2013	2014	2015	2016
Personal Information	\$ 9.75	\$ 8.27	\$ 8.86	\$ 9.49	\$ 10.75
General Records	\$ 27.20	\$ 28.12	\$ 26.04	\$ 25.69	\$ 24.66

## AVERAGE COST OF PROVINCIAL REQUESTS

	2012	2013	2014	2015	2016
Personal Information	\$ 4.98	\$ 6.04	\$ 4.48	\$ 13.37	\$ 13.86
General Records	\$ 41.55	\$ 40.26	\$ 41.35	\$ 38.67	\$ 38.59

## Provincial Compliance

### OVERALL PROVINCIAL COMPLIANCE:

<b>30-day:</b>	<b>69.9%</b>
<b>Extended:</b>	<b>75.9%</b>
<b>Over 90 days:</b>	<b>14.5%</b>

## TOP 10 PROVINCIAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
Ministry of the Environment and Climate Change	7,999	7,069	3,259	46.1	46.2	35.7
Ministry of Community Safety and Correctional Services	5,731	5,611	5,003	89.2	95.5	2.8
Ministry of Community and Social Services	3,096	3,122	2,075	66.5	75.6	8.3
Ministry of Labour	951	848	643	75.8	79.1	6
Ministry of Government and Consumer Services	595	601	559	93	97.5	1
Landlord and Tenant Board	448	450	447	99.3	99.3	0
Ministry of the Attorney General	407	398	365	91.7	95.2	1
Workplace Safety and Insurance Board	382	383	382	99.7	100	0
Ministry of Transportation	361	345	297	86.1	93.9	2.3
Ministry of Health and Long-Term Care	304	277	176	63.5	75.8	21.3

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

**RESPONSE RATE COMPLIANCE (PROVINCIAL INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES AND HOSPITALS)**

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of the Environment and Climate Change	7,999	7,069	3,259	46.1	46.2	2,523	35.7
Ministry of Community Safety and Correctional Services	5,731	5,611	5,003	89.2	95.5	158	2.8
Ministry of Community and Social Services	3,096	3,122	2,075	66.5	75.6	258	8.3
Ministry of Labour	951	848	643	75.8	79.1	51	6
Ministry of Government and Consumer Services	595	601	559	93	97.5	6	1
Landlord and Tenant Board	448	450	447	99.3	99.3	0	0
Ministry of the Attorney General	407	398	365	91.7	95.2	4	1
Workplace Safety and Insurance Board	382	383	382	99.7	100	0	0
Ministry of Transportation	361	345	297	86.1	93.9	8	2.3
Ministry of Health and Long-Term Care	304	277	176	63.5	75.8	59	21.3
LCBO	206	212	207	97.6	99.1	0	0
Ministry of Advanced Education and Skills Development	180	175	154	88	96	1	0.6
Ontario Lottery and Gaming Corporation	149	141	125	88.7	100	3	2.1
Human Rights Tribunal of Ontario	142	140	130	92.9	95	3	2.1
Ministry of Natural Resources and Forestry	128	117	64	54.7	90.6	10	8.5
Ministry of Finance	116	108	70	64.8	88	9	8.3
Criminal Injuries Compensation Board	90	102	46	45.1	45.1	0	0
Ontario Power Generation Inc.	84	94	62	66	100	13	13.8
Ontario Human Rights Commission	85	85	75	88.2	88.2	2	2.4
Cabinet Office	85	84	62	73.8	100	1	1.2
Ministry of Education	94	83	68	81.9	100	1	1.2
Independent Electricity System Operator	87	67	13	19.4	71.6	25	37.3
Ministry of Energy	64	60	30	50	85	9	15
Metrolinx	65	59	25	42.4	54.2	9	15.3
Legal Aid Ontario	56	53	27	50.9	100	1	1.9
Ministry of Municipal Affairs and Housing	43	50	40	80	92	6	12
Ministry of Children and Youth Services	40	46	29	63	93.5	2	4.3
Ministry of Citizenship, Immigration and International Trade	42	42	39	92.9	100	2	4.8
Ministry of Agriculture, Food and Rural Affairs	37	36	26	72.2	91.7	4	11.1
Ministry of Tourism, Culture and Sport	37	32	17	53.1	100	2	6.3
Infrastructure Ontario	25	28	24	85.7	100	1	3.6

## RESPONSE RATE COMPLIANCE (PROVINCIAL INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES AND HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of Economic Development and Growth	30	27	10	37	100	6	22.2
Treasury Board Secretariat	24	25	19	76	100	1	4
Financial Services Commission of Ontario	29	21	12	57.1	71.4	3	14.3
Ontario Securities Commission	25	20	10	50	95	0	0
Ministry of Northern Development and Mines	15	17	9	52.9	82.4	2	11.8
Ministry of Research, Innovation and Science	10	10	3	30	100	0	0
Pay Equity Commission	9	9	9	100	100	0	0
Ontario Agency for Health Protection and Promotion	7	7	7	100	100	0	0
Education Quality and Accountability Office	8	6	6	100	100	0	0
Ministry of Indigenous Relations and Reconciliation	8	6	3	50	100	0	0
Ontario Energy Board	6	6	1	16.7	83.3	1	16.7
Niagara Escarpment Commission	5	5	3	60	100	0	0
ORNGE	5	5	3	60	100	0	0
The Niagara Parks Commission	6	5	4	80	80	0	0
Health Professions Appeal and Review Board	4	4	4	100	100	0	0
Office of Francophone Affairs	4	4	4	100	100	0	0
South East Local Health Integration Network	4	4	2	50	50	1	25
eHealth Ontario	4	4	4	100	100	0	0
Agricorp	5	3	1	33.3	100	0	0
Ontario Health Quality Council	3	3	3	100	100	0	0
Ontario Trillium Foundation	3	3	3	100	100	0	0
Trillium Gift of Life Network	3	3	3	100	100	0	0
Cancer Care Ontario	5	2	1	50	100	0	0
Champlain Local Health Integration Network	2	2	2	100	100	0	0
Conflict of Interest Commissioner	2	2	2	100	100	0	0
Erie St. Clair LHIN	3	2	1	50	100	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	3	2	1	50	100	1	50
Ministry of Infrastructure	5	2	2	100	100	0	0
Ministry of Intergovernmental Affairs	2	2	2	100	100	0	0
North West Local Health Integration Network	3	2	1	50	100	1	50

**RESPONSE RATE COMPLIANCE (PROVINCIAL INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES AND HOSPITALS) – CONTINUED**

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ontario Clean Water Agency	3	2	0	0	100	0	0
Workplace Safety and Insurance Appeals Tribunal	2	2	2	100	100	0	0
Central Local Health Integration Network	1	1	0	0	0	0	0
Central West Local Health Integration Network	1	1	1	100	100	0	0
Crown Employees Grievance Settlement Board	1	1	1	100	100	0	0
Crown Timber Board of Examiners	1	1	1	100	100	0	0
Custody Review Board	2	1	1	100	100	0	0
Fish and Wildlife Heritage Commission	1	1	1	100	100	0	0
Higher Education Quality Council of Ontario	1	1	1	100	100	0	0
Metropolitan Toronto Convention Centre	1	1	0	0	100	0	0
Mississauga Halton Local Health Integrated Network	1	1	0	0	0	1	100
North East Local Health Integration Network	1	1	1	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	1	1	0	0	0	0	0
Northern Ontario School of Medicine	1	1	0	0	100	0	0
Ontario Food Terminal Board	1	1	1	100	100	0	0
Ontario Labour Relations Board	1	1	1	100	100	0	0
Ontario Northland Transportation Commission	4	1	0	0	100	0	0
Ontario Place Corporation	2	1	0	0	100	1	100
Ontario Science Centre	1	1	1	100	100	0	0
Ontario Women's Directorate	1	1	0	0	100	0	0
Public Service Grievance Board	1	1	1	100	100	0	0
Social Benefits Tribunal	1	1	0	0	0	0	0
South West Local Health Integration Network	1	1	0	0	100	0	0
Toronto Central LHIN	5	1	0	0	100	0	0
Toronto Organizing Committee for the 2015 Pan American and Parapan American Games	1	1	1	100	100	0	0
<b>Total</b>	<b>22,408</b>	<b>21,158</b>	<b>14,688</b>	<b>69.4</b>	<b>74.9</b>	<b>3,189</b>	<b>15.1</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## RESPONSE RATE COMPLIANCE (HOSPITALS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Bellwood Health Services	65	65	65	100	100	0	0
Hôpital Smooth Rock Falls Hospital	65	65	65	100	100	0	0
Deep River and District Hospital	36	36	36	100	100	0	0
The Ottawa Hospital	27	29	17	58.6	82.8	7	24.1
London Health Sciences Centre	25	24	20	83.3	100	0	0
The University Health Network	27	24	17	70.8	83.3	1	4.2
Hamilton Health Sciences	22	23	17	73.9	95.7	2	8.7
Hotel Dieu Hospital	16	16	16	100	100	0	0
St. Joseph's Healthcare Hamilton	17	16	12	75	93.8	2	12.5
St. Michael's Hospital	13	16	4	25	50	6	37.5
William Osler Health Centre	16	16	16	100	100	0	0
Sunnybrook Health Sciences Centre	20	15	7	46.7	73.3	1	6.7
Mackenzie Health - Richmond Hill Site	14	14	14	100	100	0	0
Trillium Health Partners	13	14	6	42.9	100	4	28.6
North Bay Regional Health Centre	12	11	8	72.7	90.9	0	0
Royal Victoria Regional Health Centre	11	11	9	81.8	100	1	9.1
Rouge Valley Health System	9	9	8	88.9	88.9	0	0
Cambridge Memorial Hospital	9	8	3	37.5	100	0	0
Markham Stouffville Hospital	8	8	4	50	100	2	25
Queensway Carleton Hospital	8	8	7	87.5	100	0	0
Lakeridge Health	10	7	5	71.4	100	0	0
Sault Area Hospital	7	7	6	85.7	100	0	0
Windsor Regional Hospital	7	7	5	71.4	100	0	0
Children's Hospital of Eastern Ontario	6	6	5	83.3	100	0	0
Humber River Hospital	6	6	6	100	100	0	0
Niagara Health Systems	8	6	4	66.7	100	1	16.7
Scarborough and Rouge Hospital - Birchmount and General sites	6	6	6	100	100	0	0
Sinai Health System	6	6	2	33.3	66.7	2	33.3
St. Joseph's Health Care London	5	6	3	50	100	1	16.7
Thunder Bay Regional Health Sciences Centre	6	6	6	100	100	0	0
Grand River Hospital	9	5	4	80	100	0	0
Joseph Brant Hospital	4	5	3	60	100	1	20
North York General Hospital	7	5	4	80	80	0	0
St. Mary's General Hospital	6	5	5	100	100	0	0
The Hospital for Sick Children	3	5	4	80	80	1	20



## RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Centre for Addiction and Mental Health (CAMH)	4	4	4	100	100	0	0
Halton Healthcare	3	4	2	50	100	0	0
Health Sciences North	7	4	3	75	100	0	0
Orillia Soldiers' Memorial Hospital	3	4	4	100	100	0	0
Southlake Regional Hospital	4	4	2	50	75	0	0
St. Joseph's Health Centre	3	4	1	25	75	2	50
Waypoint Centre for Mental Health Care	4	4	3	75	75	0	0
Brant Community Healthcare System	4	3	3	100	100	0	0
Bruyere Continuing Care	2	3	2	66.7	100	0	0
Campbellford Memorial Hospital	3	3	2	66.7	66.7	0	0
Chatham-Kent Health Alliance	3	3	1	33.3	33.3	0	0
Georgian Bay General Hospital	3	3	2	66.7	100	0	0
Hôpital Montfort	2	3	2	66.7	100	0	0
Kingston General Hospital	4	3	3	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	5	3	1	33.3	100	0	0
Quinte Health Care	3	3	3	100	100	0	0
Royal Ottawa Health Care Group	3	3	1	33.3	100	0	0
Runnymede Healthcare Centre	3	3	2	66.7	66.7	0	0
Timmins & District Hospital	3	3	3	100	100	0	0
West Park Healthcare Centre	2	3	2	66.7	100	1	33.3
Alexandra Marine and General Hospital	2	2	1	50	100	0	0
Baycrest	3	2	2	100	100	0	0
Dryden Regional Health Centre	2	2	1	50	100	0	0
Groves Memorial Community Hospital	2	2	1	50	100	0	0
Guelph General Hospital	3	2	2	100	100	0	0
Listowel Memorial Hospital	2	2	2	100	100	0	0
Michael Garron Hospital	3	2	1	50	100	0	0
North Wellington Health Care	2	2	1	50	100	0	0
Northumberland Hills Hospital	2	2	2	100	100	0	0
Providence Care	2	2	0	0	100	0	0
Riverside Health Care Facilities	2	2	2	100	100	0	0
Ross Memorial Hospital	2	2	2	100	100	0	0
St. Joseph's General Hospital Elliot Lake	2	2	2	100	100	0	0
St. Joseph's Health Centre Guelph	2	2	2	100	100	0	0
Stevenson Memorial Hospital	2	2	2	100	100	0	0
Toronto Grace Health Centre	3	2	2	100	100	0	0

## RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
West Haldimand General Hospital	2	2	1	50	100	0	0
Woodstock Hospital	2	2	2	100	100	0	0
Alexandra Hospital	1	1	0	0	0	0	0
Almonte General Hospital / Fairview Manor	1	1	1	100	100	0	0
Anson General Hospital	1	1	1	100	100	0	0
Arnprior & District Memorial Hospital	1	1	1	100	100	0	0
Atikokan General Hospital	1	1	1	100	100	0	0
Bluewater Health	1	1	1	100	100	0	0
Brockville General Hospital	1	1	0	0	100	0	0
Carleton Place & District Memorial Hospital	1	1	0	0	100	0	0
Chapleau Health Services	1	1	1	100	100	0	0
Cornwall Community Hospital	1	1	0	0	100	0	0
Englehart and District Hospital	1	1	1	100	100	0	0
Espanola Regional Hospital and Health Centre	1	1	1	100	100	0	0
Grey Bruce Health Services	1	1	1	100	100	0	0
Haldimand War Memorial Hospital	1	1	1	100	100	0	0
Headwaters Health Care Centre	1	1	1	100	100	0	0
Hôpital Glengarry Memorial Hospital	1	1	1	100	100	0	0
Hôpital de Mattawa Hospital	1	1	0	0	100	0	0
Hotel-Dieu Grace Healthcare	1	1	1	100	100	0	0
Kemptville District Hospital	1	1	1	100	100	0	0
Kirkland and District Hospital	1	1	1	100	100	0	0
Lady Dunn Health Centre	1	1	1	100	100	0	0
Lake of the Woods District Hospital	1	1	1	100	100	0	0
Manitoulin Health Centre	1	1	1	100	100	0	0
Middlesex Hospital Alliance	1	1	1	100	100	0	0
Muskoka Algonquin Healthcare	1	1	1	100	100	0	0
Nipigon District Memorial Hospital	1	1	1	100	100	0	0
Norfolk General Hospital	1	1	0	0	100	0	0
Pembroke Regional Hospital	1	1	1	100	100	0	0
Perth and Smiths Falls District Hospital	1	1	1	100	100	0	0
Peterborough Regional Health Centre	3	1	1	100	100	0	0
Renfrew Victoria Hospital	1	1	1	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	1	1	1	100	100	0	0
South Huron Hospital Association	1	1	0	0	0	0	0
St. Thomas Elgin General Hospital	1	1	0	0	0	1	100

## RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
Tillsonburg District Memorial Hospital	1	1	0	0	0	0
University of Ottawa Heart Institute	1	1	1	100	100	0
Weeneebayko Area Health Authority	1	1	1	100	100	0
West Nipissing General Hospital	2	1	1	100	100	0
Wingham & District Hospital	1	1	1	100	100	0
Women's College Hospital	2	1	1	100	100	0
<b>Total</b>	<b>681</b>	<b>659</b>	<b>524</b>	<b>79.5</b>	<b>93.9</b>	<b>36</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES)

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
University of Toronto	53	53	49	92.5	98.1	1
Ryerson University	65	50	45	90	100	0
University of Ottawa	48	50	38	76	98	2
Brock University	38	39	33	84.6	100	0
York University	30	29	15	51.7	100	0
Carleton University	26	25	15	60	80	2
University of Western Ontario	24	23	17	73.9	95.7	0
Collège La Cité	14	20	15	75	75	0
Georgian College of Applied Arts and Technology	20	19	10	52.6	52.6	1
University of Guelph	10	16	5	31.3	100	1
University of Waterloo	17	15	15	100	100	0
Centennial College	16	14	14	100	100	0
Humber College Institute of Technology and Advanced Learning	6	12	4	33.3	100	0
McMaster University	14	12	6	50	75	0
Durham College	13	11	9	81.8	100	0
University of Ontario Institute of Technology	11	11	7	63.6	100	0
Wilfrid Laurier University	14	11	10	90.9	100	0
Mohawk College	12	10	7	70	100	1
The Fanshawe College of Applied Arts and Technology	9	9	9	100	100	0

## RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Queen's University	9	8	8	100	100	0	0
Laurentian University of Sudbury	9	7	5	71.4	100	2	28.6
Nipissing University	7	7	7	100	100	0	0
University of Windsor	16	7	5	71.4	100	0	0
Lakehead University	5	6	3	50	50	2	33.3
Seneca College	6	6	6	100	100	0	0
Algonquin College	5	5	3	60	60	2	40
Trent University	5	5	3	60	100	0	0
Niagara College	4	4	4	100	100	0	0
Sir Sandford Fleming College	3	3	3	100	100	0	0
Northern College	2	2	2	100	100	0	0
OCAD University	2	2	1	50	100	0	0
Canadore College	1	1	0	0	100	1	100
Confederation College	1	1	1	100	100	0	0
George Brown College	1	1	1	100	100	0	0
Loyalist College of Applied Arts and Technology	1	1	1	100	100	0	0
Sault College	1	1	1	100	100	0	0
The Sheridan College Institute of Technology and Advanced Learning	1	1	1	100	100	0	0
<b>Total</b>	<b>519</b>	<b>497</b>	<b>378</b>	<b>76.1</b>	<b>94</b>	<b>15</b>	<b>3</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Municipal Compliance

### OVERALL MUNICIPAL COMPLIANCE:

<b>30-day:</b>	<b>78.7%</b>
<b>Extended:</b>	<b>83.2%</b>
<b>Over 90 days:</b>	<b>4.5%</b>

### TOP 30 MUNICIPAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,973	5,390	3,336	61.9	62.2	975	18.1
City of Toronto	3,106	2,856	1,581	55.4	63.8	140	4.9
Durham Regional Police Service	1,458	1,473	1,370	93	99.9	2	0.1

## TOP 30 MUNICIPAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
York Regional Police	1,444	1,472	630	42.8	42.8	11	0.7
Peel Regional Police	1,400	1,400	1,400	100	100	0	0
Hamilton Police Service	1,289	1,310	1,274	97.3	98.2	0	0
Town of Oakville	1,205	1,210	1,209	99.9	100	0	0
Halton Regional Police Service	1,200	1,118	701	62.7	66.3	76	6.8
Waterloo Regional Police Service	1,006	1,002	563	56.2	62.9	76	7.6
Niagara Regional Police Service	1,321	973	393	40.4	44.4	207	21.3
City of Kitchener	957	957	952	99.5	99.5	1	0.1
Ottawa Police Service	929	930	798	85.8	97.4	6	0.6
London Police Service	918	905	462	51	92.8	8	0.9
City of Ottawa	828	819	657	80.2	86.4	25	3.1
City of Mississauga	789	786	775	98.6	99.2	0	0
Town of Richmond Hill	705	699	661	94.6	95	0	0
City of Burlington	682	682	681	99.9	100	1	0.1
Windsor Police Service	629	629	529	84.1	97.3	0	0
The Corporation of the City of Brampton	603	598	588	98.3	98.3	0	0
Region of Peel	500	451	439	97.3	99.8	1	0.2
City of Cambridge	421	428	428	100	100	0	0
Guelph Police Service	414	426	412	96.7	100	1	0.2
Barrie Police Service	429	412	411	99.8	99.8	0	0
Brantford Police Service	346	337	254	75.4	83.7	8	2.4
Bradford West Gwillimbury/Innisfil Police Services Board	256	267	232	86.9	89.5	0	0
Sarnia Police Service	244	254	230	90.6	100	1	0.4
City of Greater Sudbury	275	252	246	97.6	100	0	0
City of Hamilton	218	228	186	81.6	82	7	3.1
Peterborough Police Service	228	225	179	79.6	89.3	0	0
Chatham-Kent Police Service	218	218	206	94.5	94.5	0	0

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## RESPONSE RATE COMPLIANCE (SCHOOL BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
District School Board of Niagara	125	120	112	93.3	93.3	0	0
Toronto District School Board	64	63	40	63.5	85.7	4	6.3
Halton Catholic District School Board	46	42	40	95.2	100	0	0
York Region District School Board	21	21	18	85.7	85.7	0	0
Thames Valley District School Board	19	19	18	94.7	100	0	0

## RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Durham Catholic District School Board	16	16	16	100	100	0	0
Greater Essex County District School Board	0	16	15	93.8	93.8	1	6.3
Ottawa-Carleton District School Board	24	16	14	87.5	100	0	0
Toronto Catholic District School Board	16	15	7	46.7	46.7	0	0
Peel District School Board	16	14	9	64.3	92.9	1	7.1
London District Catholic School Board	11	11	11	100	100	0	0
Ottawa Catholic District School Board	10	11	11	100	100	0	0
Rainy River District School Board	11	11	11	100	100	0	0
Conseil des écoles catholiques du Centre-Est	9	9	9	100	100	0	0
Hamilton Wentworth District School Board	10	9	7	77.8	77.8	0	0
Rainbow District School Board	9	9	9	100	100	0	0
Waterloo Region District School Board	9	9	4	44.4	44.4	1	11.1
Conseil des écoles publiques de l'Est de l'Ontario	10	7	5	71.4	85.7	0	0
Dufferin-Peel Catholic DSBoard	8	7	2	28.6	42.9	0	0
Grand Erie District School Board	8	7	7	100	100	0	0
Conseil scolaire catholique de district des Grandes Rivières	6	6	6	100	100	0	0
Limestone District School Board	6	6	4	66.7	100	1	16.7
Halton District School Board	5	5	3	60	80	0	0
Renfrew County District School Board	5	5	4	80	100	0	0
Waterloo Catholic District School Board	5	5	3	60	100	0	0
Windsor-Essex Catholic District School Board	5	5	3	60	100	0	0
Campbell Children's School Authority	4	3	3	100	100	0	0
Catholic District School Board of Eastern Ontario	3	3	3	100	100	0	0
Conseil scolaire de district catholique Centre-Sud	2	3	1	33.3	66.7	1	33.3
Peterborough Victoria Northumberland and Clarington Catholic District School Board	3	3	2	66.7	100	0	0
Simcoe County District School Board	4	3	2	66.7	100	0	0
Upper Canada District School Board	4	3	3	100	100	0	0
York Catholic District School Board	4	3	3	100	100	0	0
Algonquin and Lakeshore Catholic District School Board	3	2	1	50	100	0	0
Bluewater District School Board	2	2	2	100	100	0	0
Brant Haldimand Norfolk Catholic District School Board	2	2	2	100	100	0	0
Conseil scolaire Viamonde	2	2	0	0	50	1	50

## RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Hastings and Prince Edward District School Board	2	2	2	100	100	0	0
Kawartha Pine Ridge District School Board	2	2	2	100	100	0	0
Kenora Catholic District School Board	2	2	0	0	0	0	0
Trillium Lakelands District School Board	2	2	2	100	100	0	0
Upper Grand District School Board	2	2	1	50	100	0	0
Bruce-Grey Catholic District School Board	1	1	1	100	100	0	0
Conseil scolaire catholique Providence	1	1	1	100	100	0	0
Conseil scolaire public du Grand Nord de l'Ontario	2	1	1	100	100	0	0
Conseil scolaire public du Nord-Est de l'Ontario	1	1	1	100	100	0	0
Huron-Perth Catholic District School Board	1	1	1	100	100	0	0
Lambton Kent District School Board	1	1	1	100	100	0	0
Near North District School Board	1	1	0	0	100	0	0
The Protestant Separate School Board of the Town of Penetanguishene	1	1	1	100	100	0	0
<b>Total</b>	<b>526</b>	<b>511</b>	<b>424</b>	<b>83</b>	<b>90.8</b>	<b>10</b>	<b>2</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## RESPONSE RATE COMPLIANCE (HEALTH BOARDS)

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Simcoe Muskoka District Health Unit	49	51	45	88.2	88.2	0	0
Huron County Health Unit	29	29	29	100	100	0	0
Windsor-Essex County Health Unit	23	23	22	95.7	95.7	0	0
North Bay Parry Sound District Health Unit	19	19	19	100	100	0	0
Peterborough Public Health	11	11	10	90.9	90.9	0	0
Hastings and Prince Edward Counties Health Unit	8	8	8	100	100	0	0
Sudbury and District Health Unit	10	8	7	87.5	100	0	0
Chatham-Kent Board of Health	7	7	7	100	100	0	0
Northwestern Health Unit	7	7	7	100	100	0	0
Grey Bruce Health Unit	6	6	6	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	6	6	6	100	100	0	0
Middlesex-London Health Unit	6	6	4	66.7	100	1	16.7
Kingston, Frontenac ,Lennox and Addington Public Health	5	5	5	100	100	0	0

## RESPONSE RATE COMPLIANCE (HEALTH BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Porcupine Health Unit	5	5	5	100	100	0	0
Brant County Health Unit	4	4	4	100	100	0	0
Elgin-St. Thomas Health Unit	3	3	3	100	100	0	0
Renfrew County and District Health Unit	3	3	3	100	100	0	0
Wellington Dufferin Guelph Public Health	3	3	3	100	100	0	0
Eastern Ontario Health Unit	1	1	1	100	100	0	0
Lambton Health Unit	1	1	1	100	100	0	0
Perth District Health Unit	1	1	1	100	100	0	0
Thunder Bay District Health Unit	1	1	1	100	100	0	0
<b>Total</b>	<b>208</b>	<b>208</b>	<b>197</b>	<b>94.7</b>	<b>96.2</b>	<b>1</b>	<b>0.5</b>

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## RESPONSE RATE COMPLIANCE (POLICE)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,973	5,390	3,336	61.9	62.2	975	18.1
Durham Regional Police Service	1,458	1,473	1,370	93	99.9	2	0.1
York Regional Police	1,444	1,472	630	42.8	42.8	11	0.7
Peel Regional Police	1,400	1,400	1,400	100	100	0	0
Hamilton Police Service	1,289	1,310	1,274	97.3	98.2	0	0
Halton Regional Police Service	1,200	1,118	701	62.7	66.3	76	6.8
Waterloo Regional Police Service	1,006	1,002	563	56.2	62.9	76	7.6
Niagara Regional Police Service	1,321	973	393	40.4	44.4	207	21.3
Ottawa Police Service	929	930	798	85.8	97.4	6	0.6
London Police Service	918	905	462	51	92.8	8	0.9
Windsor Police Service	629	629	529	84.1	97.3	0	0
Guelph Police Service	414	426	412	96.7	100	1	0.2
Barrie Police Service	429	412	411	99.8	99.8	0	0
Brantford Police Service	346	337	254	75.4	83.7	8	2.4
Bradford West Gwillimbury/Innisfil Police Services Board	256	267	232	86.9	89.5	0	0
Sarnia Police Service	244	254	230	90.6	100	1	0.4
Peterborough Police Service	228	225	179	79.6	89.3	0	0
Chatham-Kent Police Service	218	218	206	94.5	94.5	0	0
Thunder Bay Police Service	187	184	182	98.9	99.5	0	0
Strathroy-Caradoc Police Service	150	150	150	100	100	0	0
City of Kawartha Lakes Police Service	131	131	128	97.7	97.7	0	0



## RESPONSE RATE COMPLIANCE (POLICE) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Woodstock Police Service	101	104	95	91.3	91.3	0	0
St. Thomas Police Service	85	85	80	94.1	94.1	1	1.2
Timmins Police Service	66	66	66	100	100	0	0
Orangeville Police Service	61	60	45	75	75	1	1.7
Stratford Police Service	65	60	51	85	85	2	3.3
Port Hope Police Service	54	53	39	73.6	79.2	0	0
Cornwall Community Police Service	55	50	50	100	100	0	0
Greater Sudbury Police Service	48	46	37	80.4	87	0	0
Wingham Police Service	35	35	35	100	100	0	0
LaSalle Police Service	40	34	30	88.2	91.2	0	0
Cobourg Police Service	39	31	11	35.5	38.7	3	9.7
Amherstburg Police Service	28	28	28	100	100	0	0
Hanover Police Service	26	27	23	85.2	88.9	1	3.7
Shelburne Police Service	27	27	27	100	100	0	0
Midland Police Services Board	25	25	23	92	100	0	0
West Grey Police Service	23	23	23	100	100	0	0
Belleville Police Service	21	21	4	19	23.8	9	42.9
Saugeen Shores Police Services	21	21	14	66.7	90.5	0	0
Smiths Falls Police Service	17	17	17	100	100	0	0
Sault Ste. Marie Police Service	15	16	12	75	81.3	0	0
Dryden Police Service	13	13	12	92.3	100	0	0
Gananoque Police Services Board	13	12	10	83.3	100	0	0
Brockville Police Service	11	11	8	72.7	72.7	0	0
Aylmer Police	8	8	8	100	100	0	0
Kingston Police Services Board	8	8	1	12.5	12.5	2	25
Deep River Police Services Board	7	7	7	100	100	0	0
West Nipissing Police Service	5	5	5	100	100	0	0
North Bay Police Service	4	4	4	100	100	0	0
County of Prince Edward Police Services Board	1	1	1	100	100	0	0
Orillia Police Services Board	1	1	0	0	100	0	0
<b>Total</b>	<b>21,093</b>	<b>20,105</b>	<b>14,606</b>	<b>72.6</b>	<b>77.5</b>	<b>1,390</b>	<b>6.9</b>

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## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS)

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
City of Toronto	3,106	2,856	1,581	55.4	63.8	140	4.9
Town of Oakville	1,205	1,210	1,209	99.9	100	0	0
City of Kitchener	957	957	952	99.5	99.5	1	0.1
City of Ottawa	828	819	657	80.2	86.4	25	3.1
City of Mississauga	789	786	775	98.6	99.2	0	0
Town of Richmond Hill	705	699	661	94.6	95	0	0
City of Burlington	682	682	681	99.9	100	1	0.1
The Corporation of the City of Brampton	603	598	588	98.3	98.3	0	0
Region of Peel	500	451	439	97.3	99.8	1	0.2
City of Cambridge	421	428	428	100	100	0	0
City of Greater Sudbury	275	252	246	97.6	100	0	0
City of Hamilton	218	228	186	81.6	82	7	3.1
Corporation City of London	234	218	190	87.2	87.2	1	0.5
York Region	213	202	181	89.6	94.1	0	0
City of Oshawa	189	200	196	98	98	0	0
Town of Halton Hills	193	194	188	96.9	97.4	0	0
City of Vaughan	189	174	122	70.1	92	0	0
Regional Municipality of Durham	191	171	165	96.5	98.2	0	0
City of Guelph	150	156	149	95.5	99.4	0	0
The Corporation of the City of Windsor	119	120	108	90	96.7	0	0
City of Markham	107	112	83	74.1	78.6	0	0
City of Peterborough	119	110	103	93.6	100	2	1.8
Niagara Region	110	104	102	98.1	99	0	0
Town of Georgina	99	99	98	99	100	0	0
Corporation of the County of Grey	97	97	97	100	100	0	0
City of Thunder Bay	81	79	61	77.2	96.2	2	2.5
The Corporation of the City of Waterloo	79	79	78	98.7	100	0	0
City of Sault Ste. Marie	87	78	78	100	100	0	0
City of Kawartha Lakes	72	72	64	88.9	100	1	1.4
City of Kingston	70	66	66	100	100	0	0
The Corporation of the City of North Bay	66	66	60	90.9	100	1	1.5
City of St. Catharines	64	64	42	65.6	65.6	8	12.5
Town of Caledon	68	64	51	79.7	84.4	5	7.8
Corporation of the City of Brantford	68	62	60	96.8	100	1	1.6
Town of Whitby	57	57	57	100	100	0	0
Regional Municipality of Waterloo	83	54	49	90.7	100	1	1.9
City of Clarence-Rockland	48	48	48	100	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
The Corporation of the City of Barrie	52	48	42	87.5	100	0	0
Town of Newmarket	49	48	40	83.3	87.5	1	2.1
Municipality of Chatham-Kent	47	47	46	97.9	97.9	0	0
Norfolk County	45	45	44	97.8	97.8	0	0
The Regional Municipality of Halton	52	44	40	90.9	97.7	0	0
The Corporation of Haldimand County	41	41	38	92.7	100	0	0
The Corporation of the City of Cornwall	47	41	25	61	97.6	3	7.3
Corporation of the Town of Ajax	40	40	40	100	100	0	0
Town of East Gwillimbury	38	40	38	95	100	0	0
The Corporation of the Town of Aurora	31	37	35	94.6	100	1	2.7
Township of King	36	36	36	100	100	0	0
County of Oxford	32	32	32	100	100	0	0
Municipality of Clarington	33	32	25	78.1	78.1	0	0
City of Belleville	32	30	17	56.7	100	0	0
Corporation of the County of Brant	29	29	22	75.9	100	0	0
County of Simcoe	30	29	28	96.6	100	0	0
The Corporation of the County of Lambton	29	29	24	82.8	96.6	2	6.9
Town of New Tecumseth	28	28	26	92.9	96.4	1	3.6
Township of Oro-Medonte	31	28	23	82.1	100	0	0
The Corporation of the County of Wellington	26	26	26	100	100	0	0
The Corporation of the County of Prince Edward	26	25	24	96	96	0	0
City of Pickering	24	24	24	100	100	0	0
Town of Milton	24	24	23	95.8	95.8	1	4.2
City of Stratford	21	22	13	59.1	72.7	1	4.5
Town of Amherstburg	22	22	20	90.9	90.9	1	4.5
Town of Bradford West Gwillimbury	22	22	20	90.9	100	1	4.5
The Corporation of the City of Welland	21	21	21	100	100	0	0
The District Municipality of Muskoka	21	21	21	100	100	0	0
Town of Lakeshore	21	21	19	90.5	90.5	0	0
Township of Uxbridge	21	21	17	81	100	0	0
Town of Whitchurch-Stouffville	24	20	17	85	85	0	0
The Corporation of the Town of Niagara-on-the-Lake	19	19	17	89.5	100	0	0
Town of Collingwood	18	18	8	44.4	83.3	1	5.6
Town of Pelham	18	18	4	22.2	72.2	8	44.4

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Township of Muskoka Lakes	15	18	13	72.2	72.2	1	5.6
Town of Fort Erie	17	17	15	88.2	94.1	0	0
City of Sarnia	18	16	11	68.8	81.3	0	0
Corporation of the Municipality of Meaford	16	16	15	93.8	93.8	0	0
The Corporation of the Town of Kingsville	18	16	15	93.8	100	0	0
Township of Scugog	16	16	16	100	100	0	0
City of Port Colborne	15	15	13	86.7	86.7	0	0
City of Timmins	15	15	5	33.3	100	0	0
Corporation of the Town of Essex	15	15	11	73.3	100	0	0
County of Dufferin	16	15	15	100	100	0	0
Town of Cobourg	15	15	14	93.3	100	0	0
United Counties of Leeds and Grenville	13	15	11	73.3	100	0	0
Corporation of the Municipality of Port Hope	18	14	14	100	100	0	0
Town of Orangeville	14	14	11	78.6	78.6	0	0
Town of Wasaga Beach	14	14	4	28.6	78.6	0	0
Township of Ramara	13	14	12	85.7	100	1	7.1
The Corporation of the City of Owen Sound	12	13	10	76.9	100	0	0
Township of South Stormont	13	13	7	53.8	61.5	2	15.4
Corporation of the City of Orillia	12	12	11	91.7	100	0	0
Township of Russell	12	12	8	66.7	100	0	0
Township of Springwater	14	12	5	41.7	41.7	2	16.7
City of Thorold	11	11	6	54.5	63.6	2	18.2
Corporation of the County of Essex	12	11	11	100	100	0	0
The Corporation of the City of Brockville	12	11	11	100	100	0	0
Town of The Blue Mountains	13	11	0	0	18.2	5	45.5
Township of South Frontenac	11	11	10	90.9	90.9	1	9.1
Corporation of the Township of Brock	10	10	10	100	100	0	0
Municipality of Brighton	13	10	10	100	100	0	0
The Corporation of the Township of Rideau Lakes	11	10	9	90	100	0	0
Town of Cochrane	10	10	10	100	100	0	0
Township of Alfred and Plantagenet	10	10	10	100	100	0	0
Township of Centre Wellington	10	10	10	100	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	10	10	9	90	100	0	0
Municipality of St. Charles	6	9	1	11.1	100	6	66.7

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
The Corporation of the Municipality of West Nipissing	9	9	9	100	100	0	0
The Corporation of the Township of Clearview	9	9	8	88.9	100	0	0
Town of Espanola	9	9	9	100	100	0	0
Township of Puslinch	9	9	8	88.9	100	0	0
The Corporation of the City of Quinte West	8	8	8	100	100	0	0
Township of Essa	8	8	7	87.5	100	0	0
Township of South Glengarry	8	8	2	25	25	1	12.5
Corporation of the Township of Georgian Bay	7	7	5	71.4	100	0	0
County of Huron	7	7	6	85.7	100	0	0
County of Middlesex	7	7	7	100	100	0	0
Municipality of Lambton Shores	7	7	5	71.4	71.4	0	0
Municipality of Leamington	7	7	6	85.7	85.7	0	0
The Corporation of the City of Kenora	8	7	7	100	100	0	0
The Corporation of the Township of Seguin	7	7	7	100	100	0	0
Town of Hearst	8	7	6	85.7	100	0	0
Town of Huntsville	8	7	5	71.4	71.4	0	0
Town of South Bruce Peninsula	11	7	5	71.4	100	0	0
Township of Whitewater Region	7	7	6	85.7	85.7	0	0
Township of Woolwich	8	7	7	100	100	0	0
County of Hastings	6	6	5	83.3	83.3	0	0
County of Northumberland	6	6	6	100	100	0	0
Municipality of Marmora and Lake	6	6	4	66.7	100	0	0
Municipality of North Middlesex	6	6	6	100	100	0	0
The Corporation of the Township of Guelph/Eramosa	6	6	6	100	100	0	0
The Nation Municipality	6	6	6	100	100	0	0
Town of Carleton Place	6	6	6	100	100	0	0
Town of LaSalle	9	6	6	100	100	0	0
Town of Parry Sound	6	6	4	66.7	100	0	0
Township of Leeds and the Thousand Islands	7	6	0	0	83.3	1	16.7
Township of West Lincoln	4	6	4	66.7	100	2	33.3
Township of Wilmot	6	6	5	83.3	100	0	0
City of Woodstock	5	5	5	100	100	0	0
Corporation of the Town of Gravenhurst	7	5	5	100	100	0	0
Municipality of Bluewater	5	5	4	80	100	0	0
Municipality of Magnetawan	5	5	5	100	100	0	0
Municipality of Mississippi Mills	10	5	4	80	80	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Municipality of Trent Hills	5	5	5	100	100	0	0
The Corporation of the Municipality of Brockton	7	5	4	80	100	0	0
Town of Arnprior	5	5	5	100	100	0	0
Town of Kapuskasing	5	5	5	100	100	0	0
Town of Saugeen Shores	5	5	5	100	100	0	0
Township of Brudenell, Lyndoch and Raglan	8	5	3	60	100	2	40
Township of Cavan Monaghan	5	5	5	100	100	0	0
City of Temiskaming Shores	4	4	3	75	75	1	25
Corporation of the Town of Iroquois Falls	7	4	2	50	50	0	0
Corporation of the Township of Lake of Bays	5	4	2	50	100	0	0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	3	4	3	75	75	1	25
Municipality of Bayham	4	4	4	100	100	0	0
Municipality of South Dundas	4	4	4	100	100	0	0
Municipality of South Huron	4	4	4	100	100	0	0
Municipality of Trent Lakes	4	4	4	100	100	0	0
Municipality of West Grey	4	4	4	100	100	0	0
The Corporation of Loyalist Township	4	4	4	100	100	0	0
The Corporation of the Town of Midland	2	4	2	50	75	1	25
The Corporation of the Township of Champlain	4	4	4	100	100	0	0
The Corporation of the Township of Tiny	4	4	4	100	100	0	0
The Township of North Dumfries	4	4	4	100	100	0	0
Town of Cobalt	4	4	3	75	75	0	0
Town of Mattawa	4	4	3	75	75	0	0
Town of Petawawa	3	4	4	100	100	0	0
Town of Smiths Falls	4	4	4	100	100	0	0
Township of Minden Hills	4	4	3	75	100	0	0
Township of North Glengarry	4	4	4	100	100	0	0
United Counties of Prescott and Russell	4	4	4	100	100	0	0
Wellington County Museum and Archives	4	4	4	100	100	0	0
City of St. Thomas	4	3	3	100	100	0	0
Corporation Township of Hamilton	3	3	3	100	100	0	0
Corporation of the Township of Amaranth	3	3	3	100	100	0	0
County of Bruce	3	3	3	100	100	0	0
County of Elgin	3	3	3	100	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
County of Frontenac	3	3	3	100	100	0	0
Municipality of North Perth	3	3	3	100	100	0	0
Municipality of Powassan	6	3	3	100	100	0	0
Municipality of Wawa	3	3	3	100	100	0	0
Municipality of Whitestone	3	3	3	100	100	0	0
The Corporation of the County of Peterborough	3	3	3	100	100	0	0
The Corporation of the Municipality of Kincardine	5	3	2	66.7	100	0	0
The Corporation of the Municipality of Red Lake	3	3	3	100	100	0	0
The Corporation of the Town of Bracebridge	3	3	3	100	100	0	0
The Corporation of the Township of Carlow/Mayo	3	3	3	100	100	0	0
Town of Erin	3	3	2	66.7	100	0	0
Town of Greater Napanee	3	3	2	66.7	100	0	0
Town of Prescott	3	3	2	66.7	66.7	0	0
Town of Tillsonburg	3	3	3	100	100	0	0
Township of Adjala-Tosorontio	3	3	3	100	100	0	0
Township of Bonfield	3	3	3	100	100	0	0
Township of Central Frontenac	3	3	1	33.3	33.3	0	0
Township of Dorion	3	3	3	100	100	0	0
Township of Havelock-Belmont-Methuen	3	3	3	100	100	0	0
Township of North Dundas	3	3	3	100	100	0	0
Township of North Huron	3	3	3	100	100	0	0
Township of Otonabee-South Monaghan	3	3	1	33.3	33.3	0	0
Township of St. Clair	3	3	3	100	100	0	0
Corporation of The Town of St. Marys	2	2	2	100	100	0	0
Corporation of the City of Dryden	2	2	2	100	100	0	0
Corporation of the Municipality of French River	2	2	2	100	100	0	0
Corporation of the Town of Hawkesbury	2	2	2	100	100	0	0
Corporation of the Town of Northeastern	2	2	2	100	100	0	0
Manitoulin and the Islands							
County of Perth	2	2	2	100	100	0	0
Municipality of Grey Highlands	2	2	2	100	100	0	0
Municipality of Sioux Lookout	2	2	0	0	0	2	100

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Municipality of Strathroy-Caradoc	2	2	2	100	100	0	0
Municipality of Temagami	3	2	1	50	100	0	0
Municipality of West Elgin	2	2	2	100	100	0	0
Tay Valley Township	2	2	0	0	100	0	0
The Corporation of the Municipality of Shuniah	3	2	2	100	100	0	0
The Corporation of the Town of Petrolia	2	2	2	100	100	0	0
The Corporation of the Township of Cramahe	2	2	2	100	100	0	0
The Corporation of the Township of Severn	2	2	2	100	100	0	0
Town of Penetanguishene	2	2	1	50	100	0	0
Town of Renfrew	2	2	2	100	100	0	0
Township of Hornepayne	2	2	2	100	100	0	0
Township of Ignace	2	2	0	0	0	0	0
Township of Madawaska Valley	2	2	0	0	0	0	0
Township of Mapleton	2	2	1	50	50	0	0
Township of Papineau-Cameron	2	2	2	100	100	0	0
Township of Stirling-Rawdon	2	2	2	100	100	0	0
Township of Tay	2	2	1	50	100	0	0
Township of Tehkummah	2	2	2	100	100	0	0
Township of The Archipelago	2	2	2	100	100	0	0
Corporation of The Town of Aylmer	1	1	1	100	100	0	0
Corporation of the County of Haliburton	1	1	1	100	100	0	0
Corporation of the Municipality of Calvin	2	1	0	0	100	0	0
Corporation of the Town of Fort Frances	1	1	1	100	100	0	0
Corporation of the Town of Ingersoll	1	1	0	0	100	0	0
Corporation of the Township of Algonquin Highlands	2	1	1	100	100	0	0
Corporation of the Township of Bonnechere Valley	1	1	0	0	100	0	0
Corporation of the Township of Chapleau	1	1	1	100	100	0	0
Corporation of the Township of Douro-Dummer	1	1	1	100	100	0	0
Corporation of the Township of Howick	1	1	1	100	100	0	0
Corporation of the Township of Montague	0	1	1	100	100	0	0
Corporation of the Township of South Algonquin	1	1	0	0	100	0	0
County of Lennox & Addington	1	1	1	100	100	0	0
Lanark County	1	1	1	100	100	0	0
Municipalite - East Ferris - Municipality	1	1	1	100	100	0	0



## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Municipality of Callander	1	1	1	100	100	0	0
Municipality of Central Huron	1	1	0	0	100	0	0
Municipality of Highlands East	1	1	1	100	100	0	0
Municipality of Huron East	1	1	1	100	100	0	0
Municipality of Neebing	1	1	0	0	0	1	100
Municipality of Northern Bruce Peninsula	1	1	1	100	100	0	0
Municipality of Oliver Paipoonge	1	1	1	100	100	0	0
Municipality of South Bruce	1	1	1	100	100	0	0
Municipality of Southwest Middlesex	1	1	1	100	100	0	0
Municipality of Thames Centre	1	1	1	100	100	0	0
The Corporation of Town of Minto	1	1	1	100	100	0	0
The Corporation of the Municipality of Arran-Elderslie	1	1	0	0	0	0	0
The Corporation of the Municipality of Charlton and Dack	1	1	0	0	100	0	0
The Corporation of the Municipality of Killarney	1	1	1	100	100	0	0
The Corporation of the Town of Kearney	1	1	1	100	100	0	0
The Corporation of the Township of Conmee	1	1	0	0	0	1	100
The Corporation of the Township of Lanark Highlands	1	1	1	100	100	0	0
The Corporation of the Township of O'Connor	1	1	1	100	100	0	0
The Corporation of the Township of South-West Oxford	1	1	0	0	100	0	0
The Municipality of Huron Shores	1	1	1	100	100	0	0
Town of Atikokan	1	1	1	100	100	0	0
Town of Deep River	0	1	0	0	100	0	0
Town of Laurentian Hills	1	1	1	100	100	0	0
Town of Lincoln	1	1	1	100	100	0	0
Township of Alnwick/Haldimand	1	1	1	100	100	0	0
Township of Asphodel-Norwood	1	1	1	100	100	0	0
Township of Beckwith	1	1	1	100	100	0	0
Township of Billings	0	1	1	100	100	0	0
Township of Chisholm	1	1	0	0	100	0	0
Township of East Hawkesbury	1	1	0	0	100	0	0
Township of Edwardsburgh/Cardinal	1	1	0	0	0	0	0
Township of Elizabethtown-Kitley	1	1	1	100	100	0	0

**ACCESS**

**RESPONSE RATE COMPLIANCE (OTHER MUNICIPAL INSTITUTIONS) – CONTINUED**

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Township of Gillies	1	1	1	100	100	0	0
Township of Huron-Kinloss	1	1	1	100	100	0	0
Township of Laird	1	1	1	100	100	0	0
Township of McMurrich/Monteith	1	1	1	100	100	0	0
Township of Melancthon	1	1	1	100	100	0	0
Township of Nipissing	2	1	1	100	100	0	0
Township of North Kawartha	1	1	1	100	100	0	0
Township of Perth East	1	1	1	100	100	0	0
Township of Strong	2	1	1	100	100	0	0
Township of Terrace Bay	1	1	1	100	100	0	0
Village of Sundridge	1	1	1	100	100	0	0
<b>Total</b>	<b>15,233</b>	<b>14,741</b>	<b>12,612</b>	<b>85.6</b>	<b>89.8</b>	<b>251</b>	<b>1.7</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Summary of Appeals — 2016 vs. 2015

	2016 General Records Appeals			2016 Personal Information Appeals			2016 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	555	603	<b>1,158</b>	181	209	<b>390</b>	736	812	<b>1,548</b>
Closed	505	530	<b>1,035</b>	172	193	<b>365</b>	677	723	<b>1,400</b>

	2015 General Records Appeals			2015 Personal Information Appeals			2015 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	536	478	<b>1,014</b>	179	210	<b>389</b>	715	688	<b>1,403</b>
Closed	506	428	<b>934</b>	186	209	<b>395</b>	692	637	<b>1,329</b>

### ISSUES IN APPEALS OPENED

Issue	Provincial	%	Municipal	%	Total	%
Exemptions only	233	31.7	285	35.1	518	33.5
Third Party	184	25.0	63	7.8	247	16.0
Exemptions with Other Issues	46	6.3	114	14.0	160	10.3
Reasonable Search	63	8.6	82	10.1	145	9.4
Deemed Refusal	54	7.3	85	10.5	139	9.0
Act Does Not Apply	47	6.4	45	5.5	92	5.9
Other	34	4.6	48	5.9	82	5.3
Fee and Fee Waiver	17	2.3	18	2.2	35	2.3
Interim Decision	22	3.0	11	1.4	33	2.1
Time Extension	10	1.4	17	2.1	27	1.7
Frivolous or Vexatious	4	0.5	15	1.8	19	1.2
Correction	1	0.1	13	1.6	14	0.9
Custody or Control	8	1.1	6	0.7	14	0.9
Fee	2	0.3	8	1.0	10	0.6
Failure to Disclose	7	1.0	1	0.1	8	0.5
Fee Waiver	3	0.4	0	0.0	3	0.2
Inadequate Decision	0	0.0	1	0.1	1	0.1
Transfer	1	0.1	0	0.0	1	0.1
Forward	0	0.0	0	0.0	0	0.0
<b>Total</b>	<b>736</b>	<b>100.0</b>	<b>812</b>	<b>100.0</b>	<b>1,548</b>	<b>100.0</b>

## TYPES OF APPELLANTS IN APPEALS OPENED

	Provincial	%	Municipal	%	Total	%
Individual	440	59.8	628	77.3	1,068	69.0
Business	215	29.2	108	13.3	323	20.9
Media	28	3.8	46	5.7	74	4.7
Association/Group	27	3.7	17	2.1	44	2.8
Politician	11	1.5	2	0.2	13	1.1
Academic/Researcher	4	0.5	7	0.9	11	0.6
Union	8	1.1	0	0.0	8	0.5
Government	3	0.4	4	0.5	7	0.4
<b>Total</b>	<b>736</b>	<b>100.0</b>	<b>812</b>	<b>100.0</b>	<b>1,548</b>	<b>100.0</b>

## NUMBER OF APPEALS CLOSED OTHER THAN BY ORDER, BY OUTCOME

	Provincial	%	Municipal	%	Total	%
Mediated in Full	425	76.6	468	78.2	893	77.3
Withdrawn	37	6.7	54	9.0	91	7.9
Screened out	43	7.7	54	9.0	97	8.4
Abandoned	49	8.8	22	3.7	71	6.2
Dismissed without Inquiry/Review/Order	1	0.2	1	0.2	2	0.2
<b>Total</b>	<b>555</b>	<b>100.0</b>	<b>599</b>	<b>100.0</b>	<b>1,154</b>	<b>100.0</b>

## NUMBER OF APPEALS CLOSED BY ORDER, BY ORDER OUTCOME

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	65	53.3	63	50.8	128	52.0
Head's decision partially upheld	42	34.4	39	31.5	81	32.9
Head's decision not upheld	13	10.7	16	12.9	29	11.8
Other	2	1.6	6	4.8	8	3.3
<b>Total</b>	<b>122</b>	<b>100.0</b>	<b>124</b>	<b>100.0</b>	<b>246</b>	<b>100.0</b>

\* Includes file PA12-256 closed by PHIPA Decision 17

## OUTCOME OF APPEALS BY STAGE CLOSED

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	269	57.5	620	97.5	4	1.4	893	63.8
Order Issued	3	0.6	0	0.0	243	82.1	246	17.6%
Withdrawn	64	13.7	1	0.2	26	8.8	91	6.5
Screened out	97	20.7	0	0.0	0	0.0	97	6.9
Abandoned	35	7.5	15	2.4	21	7.1	71	5.1
Dismissed without Inquiry/ Review/Order	0	0.0	0	0.0	2	0.7	2	0.1
<b>Total</b>	<b>468</b>	<b>100.0</b>	<b>636</b>	<b>100.0</b>	<b>296</b>	<b>100.0</b>	<b>1,400</b>	<b>100.0</b>

Intake	468	33.4
Mediation	636	45.4
Adjudication	296	21.1
<b>Total</b>	<b>1,400</b>	<b>100.0</b>

## PROVINCIAL MINISTRY APPEALS OPENED BY MINISTRY NAME

		%
Ministry of Community Safety and Correctional Services	135	31.7
Ministry of the Environment and Climate Change	73	17.1
Ministry of Community and Social Services	40	9.4
Ministry of Health and Long-Term Care	34	8.0
Ministry of the Attorney General	32	7.5
Ministry of Natural Resources and Forestry	21	4.9
Ministry of Transportation	21	4.9
Ministry of Government and Consumer Services	19	4.5
Ministry of Labour	11	2.6
Ministry of Agriculture, Food and Rural Affairs	8	1.9
Ministry of Finance	7	1.6
Ministry of Municipal Affairs and Housing	5	1.2
Ministry of Children and Youth Services	4	0.9
Ministry of Tourism, Culture and Sport	4	0.9
Ministry of Training, Colleges and Universities	3	0.7
Ministry of Economic Development, Employment and Infrastructure	2	0.5
Ministry of Education	2	0.5
Ministry of Energy	2	0.5
Ministry of Citizenship, Immigration and International Trade	1	0.2
Ministry of Northern Development and Mines	1	0.2
Ministry of Research and Innovation	1	0.2
<b>Total</b>	<b>426</b>	<b>100.0</b>

## PROVINCIAL AGENCY APPEALS OPENED BY AGENCY NAME

		%
Independent Electricity System Operator	51	32.9
Workplace Safety and Insurance Board	24	15.5
Legal Aid Ontario	16	10.3
Metrolinx	11	7.1
Ontario Lottery and Gaming Corporation	9	5.8
Cabinet Office	5	3.2
Alcohol and Gaming Commission of Ontario	4	2.6
Infrastructure Ontario	4	2.6
Office of the Public Guardian and Trustee	4	2.6
Social Justice Tribunals Ontario	4	2.6
Ontario Power Generation	3	1.9
AGRICORP	2	1.3
Archives of Ontario	2	1.3
Family Responsibility Office	2	1.3
Health Professions Appeal and Review Board	2	1.3
Ontario Human Rights Commission	2	1.3
Ontario Securities Commission	2	1.3
Treasury Board Secretariat	2	1.3
Financial Services Commission of Ontario	1	0.6
Health Professions Regulatory Advisory Council	1	0.6
Niagara Parks Commission	1	0.6
Ontario Northland Transportation Commission	1	0.6
Ontario Shores Centre for Mental Health Sciences	1	0.6
South East Local Health Integration Network	1	0.6
<b>Total</b>	<b>155</b>	<b>100.0</b>

## PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME

		%
University of Toronto	14	17.5
The University of Waterloo	8	10.0
Mohawk College of Applied Arts and Technology	6	7.5
University of Ottawa	6	7.5
University of Ontario Institute of Technology	5	6.3
York University	5	6.3
Brock University	3	3.8
La Cité Collégiale	3	3.8
McMaster University	3	3.8
Ryerson University	3	3.8

**PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME – CONTINUED**

		%
Seneca College of Applied Arts and Technology	3	3.8
Algoma University	2	2.5
Carleton University	2	2.5
Confederation College of Applied Arts and Technology	2	2.5
Queen's University	2	2.5
University of Western Ontario	2	2.5
Wilfrid Laurier University	2	2.5
Durham College of Applied Arts and Technology	1	1.3
Fanshawe College of Applied Arts and Technology	1	1.3
Humber College of Applied Arts and Technology	1	1.3
Lakehead University	1	1.3
Laurentian University of Sudbury	1	1.3
Northern College of Applied Arts and Technology	1	1.3
Trent University	1	1.3
University of Guelph	1	1.3
University of Windsor	1	1.3
<b>Total</b>	<b>80</b>	<b>100.0</b>

**PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME**

		%
Markham Stouffville Hospital	7	9.3
Halton Healthcare Services	5	6.7
The Hospital for Sick Children	5	6.7
Grand River Hospital	4	5.3
Hamilton Health Sciences	4	5.3
The Ottawa Hospital	4	5.3
University Health Network	4	5.3
London Health Sciences Centre	3	4.0
Royal Victoria Regional Health Centre	3	4.0
St. Joseph's Health Care London	3	4.0
Trillium Health Partners	3	4.0
Children's Hospital of Eastern Ontario	2	2.7
Kingston General Hospital	2	2.7
Peterborough Regional Health Centre	2	2.7
Southlake Regional Health Centre	2	2.7
St. Michael's Hospital	2	2.7
Waypoint Centre for Mental Health Care	2	2.7
Baycrest Centre for Geriatric Care	1	1.3
Brantford General Hospital	1	1.3

**ACCESS**
**PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME – CONTINUED**

		%
Cambridge Memorial Hospital	1	1.3
Centre for Addiction and Mental Health (CAMH)	1	1.3
Lakeridge Health Oshawa	1	1.3
Mount Sinai Hospital	1	1.3
Niagara Health System	1	1.3
Orillia Soldiers Memorial Hospital (OSMH)	1	1.3
Providence Care	1	1.3
Providence Healthcare	1	1.3
Queensway Carleton Hospital	1	1.3
Rouge Valley Health System	1	1.3
St. Joseph's General Hospital - Elliot Lake	1	1.3
St. Joseph's Health Centre	1	1.3
Sunnybrook Health Sciences Centre	1	1.3
Toronto East General Hospital	1	1.3
William Osler Health System - Brampton Campus	1	1.3
Windsor Regional Hospital	1	1.3
<b>Total</b>	<b>75</b>	<b>100.0</b>

**MUNICIPAL POLICE SERVICES APPEALS OPENED BY POLICE SERVICE NAME**

		%
Toronto Police Services Board	76	32.1
Peel Regional Police Services Board	23	9.7
Ottawa Police Services Board	16	6.8
York Regional Police Services Board	15	6.3
Durham Regional Police Services Board	13	5.5
Hamilton Police Services Board	12	5.1
London Police Services Board	12	5.1
Waterloo Regional Police Services Board	12	5.1
Guelph Police Services Board	11	4.6
Halton Regional Police Services Board	10	4.2
Niagara Regional Police Services Board	9	3.8
Peterborough Police Service Board	8	3.4
The Greater/Grand Sudbury Police Services Board	4	1.7
Brantford Police Services Board	3	1.3
Port Hope Police Services Board	2	0.8
Windsor Police Services Board	2	0.8
Barrie Police Services Board	1	0.4
Dryden Police Services Board	1	0.4
North Bay Police Services Board	1	0.4



## MUNICIPAL POLICE SERVICES APPEALS OPENED BY POLICE SERVICE NAME – CONTINUED

		%
Owen Sound Police Services Board	1	0.4
Sarnia Police Services Board	1	0.4
Sault Ste. Marie Police Services Board	1	0.4
St. Thomas Police Services Board	1	0.4
Thunder Bay Police Services Board	1	0.4
Timmins Police Services Board	1	0.4
<b>Total</b>	<b>237</b>	<b>100.0</b>

## MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME

		%
Toronto District School Board	18	23.7
London District Catholic School Board	9	11.8
Ottawa-Carleton District School Board	7	9.2
York Region District School Board	6	7.9
Rainbow District School Board	5	6.6
Limestone District School Board	3	3.9
Conseil scolaire de district catholique de l'Est ontarien	2	2.6
Dufferin-Peel Catholic District School Board	2	2.6
Durham District School Board	2	2.6
Greater Essex County District School Board	2	2.6
Ottawa Catholic School Board	2	2.6
Simcoe Muskoka Catholic District School Board	2	2.6
Algonquin and Lakeshore Catholic District School Board	1	1.3
Conseil des écoles publiques de l'Est de l'Ontario	1	1.3
Conseil scolaire catholique Providence	1	1.3
Conseil scolaire de district catholique Centre-Sud	1	1.3
Conseil scolaire Viamonde	1	1.3
District School Board of Niagara	1	1.3
District School Board Ontario North East	1	1.3
Durham Catholic District School Board	1	1.3
Halton District School Board	1	1.3
Hastings and Prince Edward District School Board	1	1.3
Near North District School Board	1	1.3
Niagara Catholic District School Board	1	1.3
Peel District School Board	1	1.3
Renfrew County District School Board	1	1.3
Thames Valley District School Board	1	1.3
Waterloo Region District School Board	1	1.3
<b>Total</b>	<b>76</b>	<b>100.0</b>

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME

		%
City of Toronto	75	17.2
City of Vaughan	19	4.4
City of Ottawa	18	4.1
City of Hamilton	15	3.4
The Corporation of the City of Oshawa	11	2.5
Region of Peel	10	2.3
The Corporation of the City of London	9	2.1
City of Greater Grand Sudbury	8	1.8
City of Windsor	8	1.8
Town of the Blue Mountains	8	1.8
Niagara Peninsula Conservation Authority	7	1.6
Town of Pelham	6	1.4
Town of South Bruce Peninsula	6	1.4
City of Kawartha Lakes	5	1.1
Regional Municipality of Durham	5	1.1
The Corporation of the City of Kingston	5	1.1
The Corporation of the City of St. Thomas	5	1.1
The Corporation of the Municipality of St. Charles	5	1.1
The Corporation of the Township of South Glengarry	5	1.1
The Township of Central Frontenac	5	1.1
Town of Collingwood	5	1.1
Town of Iroquois Falls	5	1.1
Town of Oakville	5	1.1
Township of Oro-Medonte	5	1.1
Township of Puslinch	5	1.1
City of Kenora	4	0.9
City of Stratford	4	0.9
City of Timmins	4	0.9
Corporation of the City of Belleville	4	0.9
The Corporation of the City of Cambridge	4	0.9
The Corporation of the Town of Essex	4	0.9
Town of Amherstburg	4	0.9
Town of Kapuskasing	4	0.9
Town of Newmarket	4	0.9
City of Cornwall	3	0.7
City of Greater Sudbury	3	0.7
City of North Bay	3	0.7
City of Thunder Bay	3	0.7
Corporation of the Township of McGarry	3	0.7

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

		%
Kingston Economic Development Corporation	3	0.7
Municipality of Marmora and Lake	3	0.7
North Algona Wilberforce Township	3	0.7
Regional Municipality of York	3	0.7
The Regional Municipality of York	3	0.7
Town of Richmond Hill	3	0.7
Township of Scugog	3	0.7
Township of Uxbridge	3	0.7
City of Peterborough	2	0.5
City of Pickering	2	0.5
City of Sault Ste. Marie	2	0.5
City of St. Catharines	2	0.5
Corporation of the City of Clarence-Rockland	2	0.5
Corporation of the Municipality of Temagami	2	0.5
Corporation of the Town of Arnprior	2	0.5
Corporation of the Town of Bradford West Gwillimbury	2	0.5
County of Bruce	2	0.5
County of Norfolk	2	0.5
Haldimand County	2	0.5
Regional Municipality of Peel	2	0.5
The 519 Church Street Community Centre	2	0.5
The Corporation of the City of Barrie	2	0.5
The Corporation of the City of Sault Ste. Marie	2	0.5
The Corporation of the Municipality of Central Elgin	2	0.5
The Corporation of the Town of Mississippi Mills	2	0.5
The Township of Woolwich	2	0.5
Town of Midland	2	0.5
Town of Milton	2	0.5
Town of Niagara-on-the-Lake	2	0.5
Township of Leeds and the Thousand Islands	2	0.5
Township of North Dundas	2	0.5
Township of Southgate	2	0.5
City of Brockville	1	0.2
City of Markham	1	0.2
City of Mississauga	1	0.2
City of Sarnia	1	0.2
City of Waterloo	1	0.2
City of Welland	1	0.2

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

		%
Corporation of the City of Brantford	1	0.2
Corporation of the County of Essex	1	0.2
Corporation of the County of Huron	1	0.2
Corporation of The Town of Kearney	1	0.2
Corporation of the Town of Prescott	1	0.2
County of Frontenac	1	0.2
County of Lambton	1	0.2
County of Lanark	1	0.2
County of Renfrew	1	0.2
County of Simcoe	1	0.2
Municipality of Assiginack	1	0.2
Municipality of Clarington	1	0.2
Municipality of Meaford	1	0.2
Municipality of Port Hope	1	0.2
Municipality of Shuniah	1	0.2
Municipality of Sioux Lookout	1	0.2
Municipality of Thames Centre	1	0.2
Municipality of Whitestone	1	0.2
Northeastern Manitoulin & the Islands	1	0.2
Ontario Works - City of Hamilton	1	0.2
Regional Municipality of Halton	1	0.2
The City of Temiskaming Shores	1	0.2
The Corporation of the Town of Cobourg	1	0.2
The Corporation of the Township of Havelock-Belmont-Methuen	1	0.2
The Corporation of the Township of Madawaska Valley	1	0.2
The Township of Billings	1	0.2
Town of Aurora	1	0.2
Town of Aylmer	1	0.2
Town of Blind River	1	0.2
Town of Caledon	1	0.2
Town of East Gwillimbury	1	0.2
Town of Erin	1	0.2
Town of Georgina	1	0.2
Town of Huntsville	1	0.2
Town of New Tecumseth	1	0.2
Town of Parry Sound	1	0.2
Town of Petrolia	1	0.2
Town of Wasaga Beach	1	0.2
Township of Brudenell, Lyndoch and Raglan	1	0.2

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

		%
Township of Essa	1	0.2
Township of Lake of Bays	1	0.2
Township of South Stormont	1	0.2
Township of Springwater	1	0.2
Township of Wainfleet	1	0.2
Township of Whitewater Region	1	0.2
United Counties of Leeds and Grenville	1	0.2
<b>Total</b>	<b>435</b>	<b>100.0</b>

## OTHER TYPES OF MUNICIPAL APPEALS OPENED BY INSTITUTION NAME

		%
Toronto Transit Commission	20	31.3
Kettle Creek Conservation Authority	6	9.4
Municipal Property Assessment Corporation	6	9.4
Essex Region Conservation Authority	4	6.3
Toronto Community Housing Corporation	3	4.7
Conservation Halton	2	3.1
Local Services Board of Rainbow Country	2	3.1
North Bay Hydro Holdings Limited	2	3.1
South Nation Conservation De La Nation Sud	2	3.1
Toronto and Region Conservation Authority	2	3.1
Toronto Hydro Corporation	2	3.1
Catfish Creek Conservation Authority	1	1.6
County of Elgin	1	1.6
District of Thunder Bay Social Services Administration Board	1	1.6
Durham Student Transportation Services	1	1.6
Enwin Utilities Ltd.	1	1.6
Exhibition Place	1	1.6
Greater Sudbury Hydro Plus Inc.	1	1.6
Greater Sudbury Utilities Inc.	1	1.6
Hastings & Prince Edward Counties Health Unit	1	1.6
Housing Services Corporation	1	1.6
Ottawa Public Library	1	1.6
St. Luke's Lodge	1	1.6
Toronto Parking Authority	1	1.6
<b>Total</b>	<b>64</b>	<b>100.0</b>

## APPEALS OPENED BY REPRESENTATIVE TYPE\*

	Provincial	%	Municipal	%	Total	%
Self-represented	544	73.7	678	83.5	1,222	78.8
Lawyer	177	24.0	115	14.2	292	18.8
Agent	17	2.3	19	2.3	36	2.0
<b>Total</b>	<b>738</b>	<b>100.0</b>	<b>812</b>	<b>100.0</b>	<b>1,550</b>	<b>100.0</b>

\* Appellants may be represented by more than one type of representative, therefore the total number of appeals reported here may be greater than the actual number of appeals opened.

## APPEALS PROCESSED\* IN INTAKE BY DISPOSITION

Disposition	Appeals Processed in Intake	%
Proceed to Mediation	1,097	70.1
Resolved	269	17.2
Screened out without subs	67	4.3
Withdrawn	64	4.1
Abandoned	35	2.2
Screened out with subs	30	1.9
Order Issued	3	0.2
<b>Total</b>	<b>1,565</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the Intake stage somewhere between January 1, 2016 and December 31, 2016 and includes files that are still open in the Mediation and Adjudication stages

## APPEALS PROCESSED\* IN MEDIATION BY DISPOSITION

Disposition	Files Processed in Mediation	%
Settled	620	64.5
No issues mediated	163	17.0
Partially mediated	162	16.9
Abandoned	15	1.6
Withdrawn	1	0.1
<b>Total</b>	<b>961</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the Mediation stage somewhere between January 1, 2016 and December 31, 2016 and includes files that are still open in the Adjudication stage

## Judicial Reviews

### NEW JUDICIAL REVIEW APPLICATIONS & IPC INTERVENTIONS IN 2016

<b>New Judicial Review applications &amp; IPC interventions in 2016:</b>	<b>13</b>
<i>Launched by:</i>	
Institution	2
Requester / Complainant	2
Affected Party	6
<b>IPC intervened in other application or appeal in 2016</b>	<b>3</b>
IPC-initiated application	0

#### INSTITUTION:

PO-3576 (*Carleton University v. IPC & John Doe*) – application started in 2016, still open at end of 2016.

PO-3620 (*Lambton College v. IPC*) – application started in 2016, still open at end of 2016.

#### REQUESTER / COMPLAINANT:

MO-3296 (*Katherine Lin v. TPSB & IPC*) – application started in 2016, still open at end of 2016.

MO-3344 (*MD Chowdhury v. TPSB*) – application started in 2016, still open at end of 2016.

#### AFFECTED PARTY:

PO-3598 (*TD-Bank v. IPC, Ryerson, John Doe, requestor*) – application started in 2016, still open at end of 2016.

PO-3617 (*OMA, Several Physicians, Affected Third Party Doctors v. MOHLTC, Theresa Boyle & IPC*) – three applications brought by each applicant party started in 2016, still open at end of 2016. A fourth application was launched but is pending the outcome of the three other judicial reviews.

MO-3295 (*Dr. Kim Barker v. IPC & Algoma Public Health*) – application started in 2016, still open at end of 2016.

PO-3663 (*Gartner Inc. v. IPC, Treasury Board Secretariat, Jane Done, requester*) – application started in 2016, still open at end of 2016.

#### IPC INTERVENTIONS:

*Alberta IPC v. University of Calgary* (SCC Intervention). IPC granted Intervenor status February 2016. Application/IPC intervention heard April 2016 – Alberta IPC application dismissed by SCC November 2016.

*ARPA v. Her Majesty the Queen in the Right of Ontario*, IPC granted Intervenor status November 2016, still open at end of 2016.

Deputy Registrar General (IPC Adoption Disclosure Intervention) – IPC granted Intervenor status October 2016, still open at end of 2016.

#### IPC-INITIATED APPLICATION:

None.

## ONGOING JUDICIAL REVIEWS & IPC INTERVENTIONS AS OF DECEMBER 31, 2016

<b>Ongoing Judicial Reviews as of December 31, 2016:</b>	<b>15</b>
<i>Launched by:</i>	
Institution	3
Requester / Complainant	3
Affected Party	6
<b>IPC Intervention:</b>	<b>3</b>
IPC-initiated application	0

### INSTITUTION:

PO-3520 (*OCL v. IPC, MAG, John Doe, requester*) – application started in 2015, still open at end of 2016.

PO-3576 (*Carleton University v. IPC & John Doe*) – application started in 2016, still open at end of 2016.

PO-3620 (*Lambton College v. IPC*) – application started in 2016, still open at end of 2016.

### REQUESTER / COMPLAINANT:

PO-3074 / PO-3132 (*John R. Mann III v. MOE & IPC*) – application started in 2014, still open at end of 2016.

MO-3296 (*Katherine Lin v. TPSB & IPC*) – application started in 2016, still open at end of 2016.

MO-3344 (*MD Chowdhury v. TPSB*) – application started in 2016, still open at end of 2016.

### AFFECTED PARTY:

PO-3598 (*TD-Bank v. IPC, Ryerson, John Doe, requestor*) – application started in 2016, still open at end of 2016.

PO-3617 (*OMA, Several Physicians, Affected Third Party Doctors v. MOHLTC, Theresa Boyle & IPC*) – three applications brought by each applicant party started in 2016, still open at end of 2016. A fourth application was launched but is pending the outcome of the three other judicial reviews.

MO-3295 (*Dr. Kim Barker v. IPC & Algoma Public Health*) – application started in 2016, still open at end of 2016.

PO-3663 (*Gartner Inc. v. IPC, Treasury Board Secretariat, Jane Done, requester*) – application started in 2016, still open at end of 2016.

### IPC INTERVENTIONS:

*ARPA v. Her Majesty the Queen in the Right of Ontario*. IPC granted Intervenor status November 2016, still open at end of 2016.

Deputy Registrar General (IPC Adoption Disclosure Intervention) – IPC granted Intervenor status October 2016, still open at end of 2016.

“Long-Gun Registry” intervention, application started in 2015, still open at end of 2016.

### IPC-INITIATED APPLICATION:

None.



## JUDICIAL REVIEWS & IPC INTERVENTIONS CLOSED AND/OR HEARD IN 2016

<b>Judicial Reviews &amp; IPC interventions Closed and/or Heard in 2016:</b>	<b>10</b>
Abandoned or settled or dismissed for delay – IPC Order stands	3
IPC Order upheld (and/or leave to appeal dismissed)	3
IPC Order not upheld (and/or IPC’s leave to appeal dismissed) and remitted back to IPC	3
IPC Order upheld on SCC appeal	0
IPC Order not upheld on SCC appeal	0
IPC intervened in SCC or Federal Court appeal	1

PO-2793-I / PO-2901-F (*Minister of Finance v. IPC & John Doe, Requester*) – application abandoned January 2016.

MO-3174-I / MO-3175 (*Town of Arnprior v. IPC & William Skinner*) – application heard & dismissed April 2016.

HO-013 (*Rouge Valley Health Systems v. IPC*) – application abandoned April 2016.

*IPC v. TPS / Chief* (“Crossing the Line” report) – application abandoned May 2016.

PO-3392 (*Accenture Inc. v. IPC & Metrolinx*), application dismissed March 2016, Accenture’s Motion for Leave to Appeal dismissed June 2016.

PO-3402-F / PO-3322-I / PO-3231-I (CLA) – application heard and remitted back to the IPC for reconsideration, November 2016.

PO-3514 (*MAG v. IPC & Marcus McCann, Requester*) – application heard and dismissed November 2016.

PO-3472 (*Bricklayers Local #2, Bricklayers CMPT v. IPC, Minister of Finance & FSCO*) – application heard August 2016 (IPC order not upheld). IPC’s Leave to Appeal denied December 2016.

*Alberta IPC v. University of Calgary* (SCC Intervention). IPC granted Intervenor status February 2016. Application/IPC intervention heard April 2016 – Alberta IPC application dismissed by SCC November 2016.

## Summary of Privacy Complaints — 2016 vs. 2015

	2016 Privacy Complaints			2015 Privacy Complaints		
	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	118	159	<b>277</b>	110	167	<b>277</b>
Closed	103	153	<b>256</b>	108	165	<b>273</b>

### NUMBER OF PRIVACY COMPLAINTS CLOSED 2007-2016

Year	Municipal	Provincial	Total
2016	103	153	256
2015	108	165	273
2014	143	133	276
2013	118	141	259
2012	154	121	275
2011	129	148	277
2010	130	137	267
2009	101	126	227
2008	110	119	229
2007	129	89	218

### PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION

Resolution Type	Provincial	%	Municipal	%	Total	%
Resolved	69	67.0	96	62.7	165	64.5
Screened out	22	21.4	37	24.2	59	23.0
Withdrawn	11	10.7	16	10.5	27	10.5
Abandoned	1	1.0	2	1.3	3	1.2
Report	0	0.0	2	1.3	2	0.8
<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>153</b>	<b>100.0</b>	<b>256</b>	<b>100.0</b>

### SOURCE OF COMPLAINTS

Source	Provincial	%	Municipal	%	Total	%
Individual	57	55.3	88	57.5	145	56.6
IPC Commissioner initiated	4	3.9	5	3.3	9	3.5
Self-reported breaches	42	40.8	60	39.2	102	39.8
<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>153</b>	<b>100.0</b>	<b>256</b>	<b>100.0</b>

PRIVACY COMPLAINTS BY TYPE OF RESOLUTION AND STAGE CLOSED

Resolution Type	Intake	%	Investigation	%	Total	%
Resolved	162	64.5	3	60.0	165	64.5
Screened out	59	23.5	0	0.0	59	23.0
Withdrawn	27	10.8	0	0.0	27	10.5
Abandoned	3	1.2	0	0.0	3	1.2
Report	0	0.0	2	40.0	2	0.8
<b>Total</b>	<b>251</b>	<b>100.0</b>	<b>5</b>	<b>100.0</b>	<b>256</b>	<b>100.0</b>

ISSUES\* IN PRIVACY COMPLAINTS

Issue	Provincial	%	Municipal	%	Total	%
Disclosure	39	56.5	50	47.6	89	51.1
General privacy issue	15	21.7	26	24.8	41	23.6
Security	8	11.6	14	13.3	22	12.6
Collection	2	2.9	6	5.7	8	4.6
Access	3	4.3	2	1.9	5	2.8
Personal information	1	1.4	2	1.9	3	1.7
Section 6(1)(a) - Draft by-law or private bill	0	0.0	2	1.9	2	1.1
Right of correction	0	0.0	1	1.0	1	0.6
Consent	0	0.0	1	1.0	1	0.6
Manner of collection	1	1.4	0	0.0	1	0.6
Use	0	0.0	1	1.0	1	0.6
<b>Total</b>	<b>69</b>	<b>100.0</b>	<b>105</b>	<b>100.0</b>	<b>174</b>	<b>100.0</b>

\* The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

OUTCOME OF ISSUES\* IN PRIVACY COMPLAINTS

Outcome	Provincial	%	Municipal	%	Total	%
Resolved - Finding not necessary	59	85.5	89	84.8	148	85.1
Complied in Full	5	7.2	11	10.5	16	9.2
Act does not apply	4	5.8	5	4.8	9	5.2
Complied in Part	1	1.4	0	0.0	1	0.6
<b>Total</b>	<b>69</b>	<b>100.0</b>	<b>105</b>	<b>100.0</b>	<b>174</b>	<b>100.0</b>

\* The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

## PRIVACY

### PRIVACY COMPLAINTS PROCESSED\* IN INTAKE BY DISPOSITION

Disposition	Files Processed in Intake	%
Resolved	162	61.8
Screened out	59	22.5
Withdrawn	27	10.3
Proceed to Mediation\Investigation	11	4.2
Abandoned	3	1.1
<b>Total</b>	<b>262</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the Intake stage somewhere between January 1, 2016 and December 31, 2016 and includes files that are still open in the Investigation stage.

### PRIVACY COMPLAINTS PROCESSED IN INVESTIGATION BY DISPOSITION

Disposition	Files Processed in Investigation	%
Report	3	60.0
Resolved	2	40.0
<b>Total</b>	<b>5</b>	<b>100.0</b>

## Requests by the Public under *PHIPA*

There were 101,847 requests for access to personal health information completed in 2016.

### OUTCOME OF REQUESTS COMPLETED\*

#### Number of Requests Completed\*

Full access provided	99,126
Partial access provided: provisions applied to deny access	66
Partial access provided: no record exists or cannot be found	109
Partial access provided: record outside of <i>PHIPA</i>	4
No access provided: provisions applied to deny access	52
No access provided: no record exists or cannot be found	1,275
No access provided: record outside of <i>PHIPA</i>	13
Other completed requests, e.g. withdrawn or never accessed	1,814
<b>TOTAL REQUESTS</b>	<b>102,459</b>
Number of requests that were not accessed following a fee estimate	406
Number of requests denied access in whole or in part where a provision of <i>PHIPA</i> was applied	118

\* Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus the total of this table may be greater than the total number of requests completed.

### TOTAL FEES COLLECTED AND WAIVED AND AVERAGE COST PER ACCESS REQUEST

Total Fees Collected	\$	1,752,617.13
Total Fees Waived	\$	494,591.98
Average Cost per Access Request	\$	17.21

## Compliance

### OVERALL COMPLIANCE:

30-day:	95.4%
Extended:	95.6%
Over 30 days:	4.4%

### RESPONSE RATE COMPLIANCE

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Ministry of Health and Long-Term Care	16,285	16,252	99.8	99.8	26	0.2
Quinte Health Care	7,823	7,823	100	100	0	0
Mackenzie Health - Richmond Hill Site	7,249	7,249	100	100	0	0
Grey Bruce Health Services	4,961	4,960	100	100	0	0
The Ottawa Hospital	4,930	4,819	97.7	97.8	109	2.2
The Hospital for Sick Children	4,081	4,079	100	100	0	0
Halton Region Board of Health (MOH)	3,522	3,519	99.9	99.9	0	0
Sinai Health System	2,756	993	36	36	1,763	64
Rouge Valley Health System	2,649	1,616	61	61	1,033	39
Lakeridge Health	2,133	2,066	96.9	96.9	67	3.1
Trillium Health Partners	2,080	2,079	100	100	1	0
Markham Stouffville Hospital	1,875	1,875	100	100	0	0
Windsor Regional Hospital	1,730	1,723	99.6	99.6	6	0.3
Southlake Regional Hospital	1,664	1,664	100	100	0	0
Queensway Carleton Hospital	1,616	1,550	95.9	100	0	0
St. Michael's Hospital	1,612	1,452	90.1	90.2	158	9.8
Sunnybrook Health Sciences Centre	1,539	1,539	100	100	0	0
London Health Sciences Centre	1,520	1,444	95	96.1	49	3.2
St. Joseph's Healthcare Hamilton	1,491	817	54.8	57.3	662	44.4
William Osler Health Centre	1,401	1,392	99.4	99.4	0	0
Hamilton Health Sciences	1,371	1,369	99.9	99.9	1	0.1
The University Health Network	1,118	1,114	99.6	99.6	0	0
Royal Victoria Regional Health Centre	1,100	1,100	100	100	0	0
Health Sciences North	1,042	1,042	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	872	854	97.9	97.9	0	0
Providence Care	761	761	100	100	0	0
Grand River Hospital	760	760	100	100	0	0
Children's Hospital of Eastern Ontario	752	657	87.4	87.4	94	12.5

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Guelph General Hospital	733	733	100	100	0	0
Niagara Health System	714	712	99.7	100	0	0
Humber River Hospital	710	710	100	100	0	0
Cambridge Memorial Hospital	703	703	100	100	0	0
Halton Healthcare	683	683	100	100	0	0
Scarborough and Rouge Hospital - Birchmount and General sites	647	647	100	100	0	0
Bluewater Health	622	613	98.6	98.6	9	1.4
St. Joseph's Health Centre	616	609	98.9	98.9	7	1.1
Brant Community Healthcare System	593	272	45.9	45.9	321	54.1
Weeneebayko Area Health Authority	538	538	100	100	0	0
North Bay Regional Health Centre	502	502	100	100	0	0
Region of Peel- Ambulance	495	495	100	100	0	0
Royal Ottawa Health Care Group	493	456	92.5	93.1	34	6.9
St. Mary's General Hospital	469	469	100	100	0	0
St. Joseph's Health Care London	466	465	99.8	99.8	1	0.2
Hotel-Dieu Grace Healthcare	444	443	99.8	99.8	1	0.2
Peterborough Regional Health Centre	441	436	98.9	100	0	0
Homewood Health Centre Inc.	424	424	100	100	0	0
Centre for Addiction and Mental Health (CAMH)	415	415	100	100	0	0
Toronto Public Health	411	410	99.8	100	0	0
York Region - Ambulance Services	366	342	93.4	93.4	24	6.6
Orillia Soldiers' Memorial Hospital	365	365	100	100	0	0
Chatham-Kent Health Alliance	362	356	98.3	100	0	0
Kingston General Hospital	323	314	97.2	100	0	0
Michael Garron Hospital	317	314	99.1	100	0	0
Lady Dunn Health Centre	316	316	100	100	0	0
North York General Hospital	308	240	77.9	77.9	68	22.1
Durham Region Health Department	282	282	100	100	0	0
Women's College Hospital	262	260	99.2	100	0	0
Sault Area Hospital	259	259	100	100	0	0
Joseph Brant Hospital	238	220	92.4	100	0	0
Pembroke Regional Hospital	217	204	94	94	13	6
St. Thomas Elgin General Hospital	217	217	100	100	0	0

**HEALTH PRIVACY**
**RESPONSE RATE COMPLIANCE – CONTINUED**

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Hotel Dieu Hospital	215	212	98.6	100	0	0
Riverside Health Care Facilities	215	215	100	100	0	0
The Region of Niagara - EMS/Ambulance Services	214	214	100	100	0	0
Hôpital Montfort	213	213	100	100	0	0
Brant County Health Unit	183	183	100	100	0	0
Waypoint Centre for Mental Health Care	175	175	100	100	0	0
Timmins & District Hospital	148	147	99.3	100	0	0
Perth and Smiths Falls District Hospital	139	139	100	100	0	0
Stratford General Hospital Site	135	134	99.3	99.3	1	0.7
Ross Memorial Hospital	128	128	100	100	0	0
Woodstock Hospital	127	127	100	100	0	0
ORNGE	126	122	96.8	96.8	4	3.2
Holland Bloorview Kids Rehabilitation Hospital	125	125	100	100	0	0
Kirkland and District Hospital	111	111	100	100	0	0
Renfrew County and District Health Unit	104	104	100	100	0	0
Durham College	101	93	92.1	92.1	0	0
St. Joseph's Care Group	100	100	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	98	98	100	100	0	0
Upper Canada District School Board	95	93	97.9	97.9	2	2.1
Halton Region Paramedic Services	93	93	100	100	0	0
Hornepayne Community Hospital	90	90	100	100	0	0
Nipigon District Memorial Hospital	90	90	100	100	0	0
City of Greater Sudbury - Paramedic Services	87	87	100	100	0	0
Leamington District Memorial Hospital	87	87	100	100	0	0
Middlesex Hospital Alliance	85	83	97.6	97.6	2	2.4
Runnymede Healthcare Centre	85	85	100	100	0	0
Northumberland Hills Hospital	84	84	100	100	0	0
Simcoe County Paramedic Services	84	84	100	100	0	0
Muskoka Algonquin Healthcare	76	76	100	100	0	0
Geraldton District Hospital	75	75	100	100	0	0
Atikokan General Hospital	73	73	100	100	0	0
Sensenbrenner Hospital	66	66	100	100	0	0



## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Bellwood Health Services	65	65	100	100	0	0
South Bruce Grey Health Centre	65	65	100	100	0	0
Wingham & District Hospital	63	63	100	100	0	0
Tillsonburg District Memorial Hospital	62	60	96.8	96.8	2	3.2
St. Joseph's Health Centre Guelph	61	61	100	100	0	0
Georgian Bay General Hospital	57	57	100	100	0	0
Lady Minto Hospital	53	52	98.1	98.1	1	1.9
Providence Healthcare	53	53	100	100	0	0
Baycrest	52	52	100	100	0	0
Emergency Services/ United Counties of Prescott and Russell	50	50	100	100	0	0
Kemptville District Hospital	49	49	100	100	0	0
Collingwood General and Marine Hospital	46	46	100	100	0	0
Alexandra Hospital	45	45	100	100	0	0
Shouldice Hospital	45	45	100	100	0	0
Bruyere Continuing Care	44	44	100	100	0	0
Lake of the Woods District Hospital	43	43	100	100	0	0
Brockville General Hospital	41	40	97.6	97.6	0	0
Renfrew Victoria Hospital	41	41	100	100	0	0
St. Joseph's General Hospital Elliot Lake	41	41	100	100	0	0
Thunder Bay Regional Health Sciences Centre	40	40	100	100	0	0
West Nipissing General Hospital	39	39	100	100	0	0
Anson General Hospital	37	36	97.3	97.3	1	2.7
North Shore Health Network	37	37	100	100	0	0
North of Superior Healthcare Group	37	37	100	100	0	0
Winchester District Memorial Hospital	37	37	100	100	0	0
Deep River and District Hospital	36	36	100	100	0	0
Algoma Public Health	33	31	93.9	93.9	2	6.1
Lennox & Addington County General Hospital	33	33	100	100	0	0
St. Francis Memorial Hospital	33	33	100	100	0	0
Norfolk General Hospital	32	32	100	100	0	0
West Park Healthcare Centre	32	32	100	100	0	0
Alexandra Marine and General Hospital	31	31	100	100	0	0

**HEALTH PRIVACY**
**RESPONSE RATE COMPLIANCE – CONTINUED**

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Manitoulin Health Centre	31	31	100	100	0	0
South Huron Hospital Association	31	31	100	100	0	0
McMaster University	30	30	100	100	0	0
Arnprior & District Memorial Hospital	28	27	96.4	96.4	1	3.6
Stevenson Memorial Hospital	28	28	100	100	0	0
County of Brant - Ambulance Service	27	27	100	100	0	0
Wilfrid Laurier University	26	26	100	100	0	0
Carleton Place & District Memorial Hospital	25	25	100	100	0	0
Corporation of the County of Essex	25	25	100	100	0	0
Hanover & District Hospital	25	25	100	100	0	0
Chapleau Health Services	24	24	100	100	0	0
Dryden Regional Health Centre	24	24	100	100	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	24	22	91.7	100	0	0
Almonte General Hospital / Fairview Manor	22	22	100	100	0	0
York Region - Early Intervention Services	20	20	100	100	0	0
Cornwall Community Hospital	19	19	100	100	0	0
Listowel Memorial Hospital	18	18	100	100	0	0
Temiskaming Hospital	18	18	100	100	0	0
Cochrane District Social Services Administration Board	17	17	100	100	0	0
Hôpital Glengarry Memorial Hospital	17	17	100	100	0	0
Middlesex-London Health Unit	17	17	100	100	0	0
Toronto - Long Term Care Homes & Services	17	14	82.4	100	0	0
United Counties of Leeds and Grenville - Paramedic Services	17	17	100	100	0	0
West Haldimand General Hospital	17	17	100	100	0	0
York Region - Long-Term Care	17	17	100	100	0	0
Georgian College of Applied Arts and Technology	16	12	75	75	4	25
Manitouwadge General Hospital	16	16	100	100	0	0
Notre-Dame Hospital	15	15	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	15	15	100	100	0	0
Simcoe Muskoka District Health Unit	15	15	100	100	0	0
Bingham Memorial Hospital	14	14	100	100	0	0
County of Oxford - EMS	14	14	100	100	0	0

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Hôpital Smooth Rock Falls Hospital	14	14	100	100	0	0
Providence Healthcare - The Houses of Providence (LTC)	13	13	100	100	0	0
The Region of Niagara - Long Term Care Homes	12	11	91.7	91.7	1	8.3
Toronto Grace Health Centre	12	12	100	100	0	0
West Parry Sound Health Centre	12	12	100	100	0	0
Confederation College	11	11	100	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	11	11	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	11	11	100	100	0	0
Clinton Public Hospital Site	10	10	100	100	0	0
Lakehead University (Student Health & Counselling Centre)	10	10	100	100	0	0
Regional Municipality of Peel - Public Health	10	10	100	100	0	0
The Regional Municipality of York	9	9	100	100	0	0
City of Ottawa	8	7	87.5	100	0	0
Grey Bruce Health Unit	8	8	100	100	0	0
Hamilton Public Health	8	8	100	100	0	0
Huron County Health Unit	8	8	100	100	0	0
Haldimand War Memorial Hospital	7	7	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	7	7	100	100	0	0
Seaforth Community Hospital Site	7	7	100	100	0	0
County of Frontenac	6	6	100	100	0	0
Niagara Region	6	6	100	100	0	0
Ontario Agency for Health Protection and Promotion	6	5	83.3	83.3	1	16.7
Toronto - Long Term Care Homes & Services	6	3	50	50	0	0
District of Timiskaming Social Services Administration Board	5	5	100	100	0	0
Englehart and District Hospital	5	5	100	100	0	0
Simcoe County - Homes	5	5	100	100	0	0
University of Ottawa Heart Institute	5	5	100	100	0	0
Lambton Health Unit	4	4	100	100	0	0
St. Mary's Memorial Hospital Site	4	4	100	100	0	0
Wellington Dufferin Guelph Public Health	4	4	100	100	0	0

**HEALTH PRIVACY**

**RESPONSE RATE COMPLIANCE – CONTINUED**

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
County of Elgin - Homes	3	3	100	100	0	0
Huronlea Home for the Aged (Huron County)	3	3	100	100	0	0
Region of Peel - Long Term Care	3	2	66.7	100	0	0
Windsor-Essex County Health Unit	3	3	100	100	0	0
Corporation of the County of Lambton - Long-Term Care Homes	2	2	100	100	0	0
County of Oxford - Public Health	2	2	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	2	2	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	2	2	100	100	0	0
Peterborough Public Health	2	2	100	100	0	0
Algoma District Services Admin Board	1	1	100	100	0	0
County of Dufferin	1	1	100	100	0	0
District School Board of Niagara	1	1	100	100	0	0
Eastern Ontario Health Unit	1	1	100	100	0	0
Huron Lodge	1	1	100	100	0	0
Huronview Home for the Aged (Huron County)	1	1	100	100	0	0
Thunder Bay District Health Unit	1	1	100	100	0	0
Toronto Paramedic Services	1	1	100	100	0	0
<b>Total</b>	<b>101,847</b>	<b>97,150</b>	<b>95.4</b>	<b>95.6</b>	<b>4,469</b>	<b>4.4</b>

**EXPEDITED ACCESS**

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Ministry of Health and Long-Term Care	16,285	0	0	0	0	0	0
Quinte Health Care	7,823	0	0	0	0	0	0
Mackenzie Health - Richmond Hill Site	7,249	83	1.1	1	0	84	1.2
Grey Bruce Health Services	4,961	0	0	0	0	0	0
The Ottawa Hospital	4,930	93	1.9	0	0	93	1.9
The Hospital for Sick Children	4,081	331	8.1	0	0	331	8.1
Halton Region Board of Health (MOH)	3,522	3	0.1	0	0	3	0.1
Sinai Health System	2,756	4	0.1	0	0	4	0.1
Rouge Valley Health System	2,649	0	0	0	0	0	0

## EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Lakeridge Health	2,133	4	0.2	0	0	4	0.2
Trillium Health Partners	2,080	0	0	0	0	0	0
Markham Stouffville Hospital	1,875	7	0.4	0	0	7	0.4
Windsor Regional Hospital	1,730	340	19.7	0	0	340	19.7
Southlake Regional Hospital	1,664	0	0	0	0	0	0
Queensway Carleton Hospital	1,616	0	0	0	0	0	0
St. Michael's Hospital	1,612	8	0.5	0	0	8	0.5
Sunnybrook Health Sciences Centre	1,539	33	2.1	0	0	33	2.1
London Health Sciences Centre	1,520	1	0.1	0	0	1	0.1
St. Joseph's Healthcare Hamilton	1,491	124	8.3	13	0.9	137	9.2
William Osler Health Centre	1,401	0	0	0	0	0	0
Hamilton Health Sciences	1,371	320	23.3	0	0	320	23.3
The University Health Network	1,118	0	0	0	0	0	0
Royal Victoria Regional Health Centre	1,100	388	35.3	0	0	388	35.3
Health Sciences North	1,042	0	0	0	0	0	0
Sioux Lookout Meno Ya Win Health Centre	872	0	0	0	0	0	0
Providence Care	761	0	0	0	0	0	0
Grand River Hospital	760	0	0	0	0	0	0
Children's Hospital of Eastern Ontario	752	0	0	0	0	0	0
Guelph General Hospital	733	0	0	0	0	0	0
Niagara Health System	714	38	5.3	0	0	38	5.3
Humber River Hospital	710	0	0	0	0	0	0
Cambridge Memorial Hospital	703	1	0.1	0	0	1	0.1
Halton Healthcare	683	0	0	0	0	0	0
Scarborough and Rouge Hospital - Birchmount and General sites	647	647	100	0	0	647	100
Bluewater Health	622	0	0	0	0	0	0
St. Joseph's Health Centre	616	20	3.2	0	0	20	3.2
Brant Community Healthcare System	593	28	4.7	10	1.7	38	6.4
Weeneebayko Area Health Authority	538	0	0	0	0	0	0
North Bay Regional Health Centre	502	201	40	0	0	201	40
Region of Peel- Ambulance	495	0	0	0	0	0	0
Royal Ottawa Health Care Group	493	0	0	0	0	0	0
St. Mary's General Hospital	469	0	0	0	0	0	0
St. Joseph's Health Care London	466	0	0	0	0	0	0

**HEALTH PRIVACY**
**EXPEDITED ACCESS – CONTINUED**

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Hotel-Dieu Grace Healthcare	444	23	5.2	23	5.2	46	10.4
Peterborough Regional Health Centre	441	0	0	0	0	0	0
Homewood Health Centre Inc.	424	0	0	0	0	0	0
Centre for Addiction and Mental Health (CAMH)	415	0	0	0	0	0	0
Toronto Public Health	411	0	0	0	0	0	0
York Region - Ambulance Services	366	0	0	0	0	0	0
Orillia Soldiers' Memorial Hospital	365	0	0	0	0	0	0
Chatham-Kent Health Alliance	362	2	0.6	0	0	2	0.6
Kingston General Hospital	323	106	32.8	0	0	106	32.8
Michael Garron Hospital	317	4	1.3	0	0	4	1.3
Lady Dunn Health Centre	316	0	0	0	0	0	0
North York General Hospital	308	0	0	0	0	0	0
Durham Region Health Department	282	0	0	0	0	0	0
Women's College Hospital	262	0	0	0	0	0	0
Sault Area Hospital	259	0	0	0	0	0	0
Joseph Brant Hospital	238	149	62.6	0	0	149	62.6
Pembroke Regional Hospital	217	68	31.3	0	0	68	31.3
St. Thomas Elgin General Hospital	217	0	0	0	0	0	0
Hotel Dieu Hospital	215	75	34.9	0	0	75	34.9
Riverside Health Care Facilities	215	0	0	0	0	0	0
The Region of Niagara - EMS/ Ambulance Services	214	0	0	0	0	0	0
Hôpital Montfort	213	0	0	0	0	0	0
Brant County Health Unit	183	0	0	0	0	0	0
Waypoint Centre for Mental Health Care	175	2	1.1	0	0	2	1.1
Timmins & District Hospital	148	14	9.5	0	0	14	9.5
Perth and Smiths Falls District Hospital	139	0	0	0	0	0	0
Stratford General Hospital Site	135	11	8.1	0	0	11	8.1
Ross Memorial Hospital	128	0	0	0	0	0	0
Woodstock Hospital	127	0	0	0	0	0	0
ORNGE	126	0	0	0	0	0	0
Holland Bloorview Kids Rehabilitation Hospital	125	1	0.8	0	0	1	0.8
Kirkland and District Hospital	111	0	0	0	0	0	0
Renfrew County and District Health Unit	104	0	0	0	0	0	0
Durham College	101	0	0	0	0	0	0

## EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
St. Joseph's Care Group	100	0	0	0	0	0	0
Ontario Shores Centre for Mental Health Sciences	98	0	0	0	0	0	0
Upper Canada District School Board	95	0	0	0	0	0	0
Halton Region Paramedic Services	93	0	0	0	0	0	0
Hornepayne Community Hospital	90	0	0	0	0	0	0
Nipigon District Memorial Hospital	90	0	0	0	0	0	0
City of Greater Sudbury - Paramedic Services	87	0	0	0	0	0	0
Leamington District Memorial Hospital	87	0	0	0	0	0	0
Middlesex Hospital Alliance	85	58	68.2	0	0	58	68.2
Runnymede Healthcare Centre	85	0	0	0	0	0	0
Northumberland Hills Hospital	84	1	1.2	0	0	1	1.2
Simcoe County Paramedic Services	84	0	0	0	0	0	0
Muskoka Algonquin Healthcare	76	0	0	0	0	0	0
Geraldton District Hospital	75	0	0	0	0	0	0
Atikokan General Hospital	73	0	0	0	0	0	0
Sensenbrenner Hospital	66	0	0	0	0	0	0
Bellwood Health Services	65	0	0	0	0	0	0
South Bruce Grey Health Centre	65	0	0	0	0	0	0
Wingham and District Hospital	63	0	0	0	0	0	0
Tillsonburg District Memorial Hospital	62	0	0	0	0	0	0
St. Joseph's Health Centre Guelph	61	0	0	0	0	0	0
Georgian Bay General Hospital	57	0	0	0	0	0	0
Lady Minto Hospital	53	0	0	0	0	0	0
Providence Healthcare	53	3	5.7	0	0	3	5.7
Baycrest	52	39	75	0	0	39	75
Emergency Services/ United Counties of Prescott and Russell	50	0	0	0	0	0	0
Kemptville District Hospital	49	0	0	0	0	0	0
Collingwood General and Marine Hospital	46	0	0	0	0	0	0
Alexandra Hospital	45	0	0	0	0	0	0
Shouldice Hospital	45	0	0	0	0	0	0
Bruyere Continuing Care	44	0	0	0	0	0	0
Lake of the Woods District Hospital	43	0	0	0	0	0	0
Brockville General Hospital	41	0	0	0	0	0	0
Renfrew Victoria Hospital	41	0	0	0	0	0	0

**HEALTH PRIVACY**

**EXPEDITED ACCESS – CONTINUED**

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
St. Joseph's General Hospital Elliot Lake	41	0	0	0	0	0	0
Thunder Bay Regional Health Sciences Centre	40	0	0	0	0	0	0
West Nipissing General Hospital	39	0	0	0	0	0	0
Anson General Hospital	37	0	0	0	0	0	0
North Shore Health Network	37	0	0	0	0	0	0
North of Superior Healthcare Group	37	0	0	0	0	0	0
Winchester District Memorial Hospital	37	0	0	0	0	0	0
Deep River and District Hospital	36	0	0	0	0	0	0
Algoma Public Health	33	0	0	0	0	0	0
Lennox & Addington County General Hospital	33	0	0	0	0	0	0
St. Francis Memorial Hospital	33	0	0	0	0	0	0
Norfolk General Hospital	32	0	0	0	0	0	0
West Park Healthcare Centre	32	0	0	0	0	0	0
Alexandra Marine and General Hospital	31	0	0	0	0	0	0
Manitoulin Health Centre	31	31	100	0	0	31	100
South Huron Hospital Association	31	0	0	0	0	0	0
McMaster University	30	0	0	0	0	0	0
Arnprior & District Memorial Hospital	28	0	0	0	0	0	0
Stevenson Memorial Hospital	28	28	100	0	0	28	100
County of Brant - Ambulance Service	27	0	0	0	0	0	0
Wilfrid Laurier University	26	0	0	0	0	0	0
Carleton Place & District Memorial Hospital	25	0	0	0	0	0	0
Corporation of the County of Essex	25	0	0	0	0	0	0
Hanover & District Hospital	25	0	0	0	0	0	0
Chapleau Health Services	24	24	100	0	0	24	100
Dryden Regional Health Centre	24	0	0	0	0	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	24	8	33.3	0	0	8	33.3
Almonte General Hospital / Fairview Manor	22	0	0	0	0	0	0
York Region - Early Intervention Services	20	0	0	0	0	0	0
Cornwall Community Hospital	19	0	0	0	0	0	0
Listowel Memorial Hospital	18	0	0	0	0	0	0
Temiskaming Hospital	18	0	0	0	0	0	0
Cochrane District Social Services Administration Board	17	0	0	0	0	0	0
Hôpital Glengarry Memorial Hospital	17	0	0	0	0	0	0



## EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Middlesex-London Health Unit	17	0	0	0	0	0	0
Toronto - Long Term Care Homes & Services	17	0	0	0	0	0	0
United Counties of Leeds and Grenville - Paramedic Services	17	0	0	0	0	0	0
West Haldimand General Hospital	17	1	5.9	0	0	1	5.9
York Region - Long-Term Care	17	0	0	0	0	0	0
Georgian College of Applied Arts & Technology	16	0	0	0	0	0	0
Manitouwadge General Hospital	16	0	0	0	0	0	0
Notre-Dame Hospital	15	0	0	0	0	0	0
Regional Municipality of Waterloo/ Paramedic Services	15	0	0	0	0	0	0
Simcoe Muskoka District Health Unit	15	15	100	0	0	15	100
Bingham Memorial Hospital	14	0	0	0	0	0	0
County of Oxford - EMS	14	14	100	0	0	14	100
Hopital Smooth Rock Falls Hospital	14	0	0	0	0	0	0
Providence Healthcare - The Houses of Providence (LTC)	13	1	7.7	0	0	1	7.7
The Region of Niagara - Long Term Care Homes	12	0	0	0	0	0	0
Toronto Grace Health Centre	12	0	0	0	0	0	0
West Parry Sound Health Centre	12	0	0	0	0	0	0
Confederation College	11	11	100	0	0	11	100
Regional Municipality of Waterloo/ Sunnyside Home	11	0	0	0	0	0	0
St. Joseph's Continuing Care Centre of Sudbury	11	0	0	0	0	0	0
Clinton Public Hospital Site	10	1	10	0	0	1	10
Lakehead University (Student Health & Counselling Centre)	10	0	0	0	0	0	0
Regional Municipality of Peel - Public Health	10	0	0	0	0	0	0
The Regional Municipality of York	9	0	0	0	0	0	0
City of Ottawa	8	1	12.5	0	0	1	12.5
Grey Bruce Health Unit	8	0	0	0	0	0	0
Hamilton Public Health	8	3	37.5	0	0	3	37.5
Huron County Health Unit	8	0	0	0	0	0	0
Haldimand War Memorial Hospital	7	0	0	0	0	0	0
Kingston, Frontenac, Lennox and Addington Public Health	7	0	0	0	0	0	0

**HEALTH PRIVACY**
**EXPEDITED ACCESS – CONTINUED**

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Seaforth Community Hospital Site	7	0	0	0	0	0	0
County of Frontenac	6	0	0	0	0	0	0
Niagara Region	6	0	0	0	0	0	0
Ontario Agency for Health Protection and Promotion	6	0	0	0	0	0	0
Toronto - Long Term Care Homes & Services	6	0	0	0	0	0	0
District of Timiskaming Social Services Administration Board	5	0	0	0	0	0	0
Englehart and District Hospital	5	0	0	0	0	0	0
Simcoe County - Homes	5	5	100	0	0	5	100
University of Ottawa Heart Institute	5	0	0	0	0	0	0
Lambton Health Unit	4	0	0	0	0	0	0
St. Mary's Memorial Hospital Site	4	1	25	0	0	1	25
Wellington Dufferin Guelph Public Health	4	0	0	0	0	0	0
County of Elgin - Homes	3	0	0	0	0	0	0
Huronlea Home for the Aged (Huron County)	3	0	0	0	0	0	0
Region of Peel - Long Term Care	3	0	0	0	0	0	0
Windsor-Essex County Health Unit	3	0	0	0	0	0	0
Corporation of the County of Lambton - Long-Term Care Homes	2	0	0	0	0	0	0
County of Oxford - Public Health	2	2	100	0	0	2	100
Haliburton, Kawartha, Pine Ridge District Health Unit	2	0	0	0	0	0	0
Leeds, Grenville & Lanark District Health Unit	2	0	0	0	0	0	0
Peterborough Public Health	2	0	0	0	0	0	0
Algoma District Services Administration Board	1	0	0	0	0	0	0
County of Dufferin	1	0	0	0	0	0	0
District School Board of Niagara	1	0	0	0	0	0	0
Eastern Ontario Health Unit	1	0	0	0	0	0	0
Huron Lodge	1	0	0	0	0	0	0
Huronview Home for the Aged (Huron County)	1	0	0	0	0	0	0
Thunder Bay District Health Unit	1	0	0	0	0	0	0
Toronto Paramedic Services	1	0	0	0	0	0	0
<b>Total</b>	<b>101,847</b>	<b>3,376</b>	<b>3.3</b>	<b>47</b>	<b>0</b>	<b>3,423</b>	<b>3.4</b>

## Summary of PHIPA Complaints — 2016 vs. 2015

	2016					2015				
	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total
Opened	161	115	233	28	537	97	117	178	68	460
Closed	135	112	186	21	454	84	105	175	68	432

### TYPES OF PHIPA COMPLAINT FILES OPENED IN 2016

HIC Type	Access/ Correction	Collection/Use/Disclosure									
		%	Individual	%	Self-reported Breach	%	IPC- initiated	%	Total	%	
Public Hospital	34	21.1	45	39.1	72	30.9	2	7.1	153	28.5	
Clinic	32	19.9	10	8.7	30	12.9	7	25.0	79	14.7	
Community or Mental health centre, program or service	9	5.6	15	13.0	37	15.9	2	7.1	63	11.7	
Independent Health Facility	11	6.8	10	8.7	27	11.6	4	14.3	52	9.7	
Doctor	29	18.0	8	7.0	8	3.4	3	0.0	48	8.9	
Community Care Access Centre	10	6.2	4	3.5	13	5.6	2	7.1	29	5.4	
Other health care professional	8	5.0	4	3.5	13	5.6	1	3.6	26	4.8	
Other	3	1.9	3	2.6	5	2.1	4	14.3	15	2.8	
Long-term care facility	3	1.9	3	2.6	6	2.6	1	3.6	13	2.4	
Ministry of Health	4	2.5	1	0.9	0	0.0	1	3.6	6	1.1	
Nursing Home	3	1.9	1	0.9	2	0.9	0	0.0	6	1.1	
Pharmacy	0	0.0	5	4.3	1	0.4	0	0.0	6	1.1	
Physiotherapist	2	1.2	0	0.0	3	1.3	0	0.0	5	0.9	
Chiropractor	3	1.9	0	0.0	1	0.4	0	0.0	4	0.7	
Laboratory	1	0.6	1	0.9	2	0.9	0	0.0	4	0.7	
Other prescribed person	2	1.2	2	1.7	0	0.0	0	0.0	4	0.7	
Agent	1	0.6	0	0.0	1	0.4	1	3.6	3	0.6	
Dentist	0	0.0	0	0.0	3	1.3	0	0.0	3	0.6	
Psychologist	1	0.6	1	0.9	1	0.4	0	0.0	3	0.6	
Health Data Institute	0	0.0	1	0.9	1	0.4	0	0.0	2	0.4	
Home or joint home (aged or rest)	1	0.6	0	0.0	1	0.4	0	0.0	2	0.4%	
Optometrist	1	0.6	0	0.0	1	0.4	0	0.0	2	0.4	
Private Hospital	1	0.6	0	0.0	1	0.4	0	0.0	2	0.4	

## TYPES OF PHIPA COMPLAINT FILES OPENED IN 2016 – CONTINUED

HIC Type	Access/Correction		Collection/Use/Disclosure						Total	
		%	Individual	%	Self-reported Breach	%	IPC-initiated	%		%
Audiologist	0	0.0	0	0.0	1	0.4	0	0.0	1	0.2
Board of Health	0	0.0	0	0.0	1	0.4	0	0.0	1	0.2
Charitable home for the aged	1	0.6	0	0.0	0	0.0	0	0.0	1	0.2
Chiropracist	1	0.6	0	0.0	0	0.0	0	0.0	1	0.2
Medical Officer of Health	0	0.0	0	0.0	1	0.4	0	0.0	1	0.2
Midwife	0	0.0	1	0.9	0	0.0	0	0.0	1	0.2
Psychiatric Facility	0	0.0	0	0.0	1	0.4	0	0.0	1	0.2
<b>Total</b>	<b>161</b>	<b>100.0</b>	<b>115</b>	<b>100.0</b>	<b>233</b>	<b>100.0</b>	<b>28</b>	<b>100.0</b>	<b>537</b>	<b>100.0</b>

## OUTCOME OF ACCESS/CORRECTION COMPLAINTS BY STAGE CLOSED

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	75	74.3	15	88.2	1	5.9	91	67.4
Decision Issued	1	1.0	0	0.0	14	82.4	15	11.1
Withdrawn	12	11.9	1	5.9	1	5.9	14	10.4
Screened out	11	10.9	0	0.0	0	0.0	11	8.1
Abandoned	2	2.0	1	5.9	0	0.0	3	2.2
Dismissed without Inquiry/Review/Order	0	0.0	0	0.0	1	5.9	1	0.7
<b>Total</b>	<b>101</b>	<b>100.0</b>	<b>17</b>	<b>100.0</b>	<b>17</b>	<b>100.0</b>	<b>135</b>	<b>100.0</b>

## OUTCOME OF INDIVIDUAL-INITIATED COLLECTION/USE/DISCLOSURE COMPLAINTS BY STAGE CLOSED

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	52	48.6	2	100.0	0	0.0	54	48.2
Screened out	41	38.3	0	0.0	0	0.0	41	36.6
Withdrawn	10	9.3	0	0.0	0	0.0	10	8.9
Abandoned	4	3.7	0	0.0	0	0.0	4	3.6
Decision Issued*	0	0.0	0	0.0	3	100.0	3	2.7
<b>Total</b>	<b>107</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>3</b>	<b>100.0</b>	<b>112</b>	<b>100.0</b>

\* File HC14-47 closed by PHIPA Decision 38; Files HC15-505 and HC15-506 closed by PHIPA Decision 35

## OUTCOME OF SELF-REPORTED BREACHES BY STAGE CLOSED

	Intake	%	Investigation	%	Adjudication	%	Total	%
Resolved	186	100.0	0	100.0	0	0.0	186	100.0
<b>Total</b>	<b>186</b>	<b>100.0</b>	<b>9</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>186</b>	<b>100.0</b>

### OUTCOME OF IPC COMMISSIONER-INITIATED COLLECTION/USE/DISCLOSURE COMPLAINTS BY STAGE CLOSED

	Intake	%	Investigation	%	Adjudication	%	Total	%
Resolved	20	100.0	0	0.0	0	0.0	20	95.2
Decision Issued*	0	0.0	0	0.0	1	100.0	1	4.8
<b>Total</b>	<b>20</b>	<b>100.0</b>	<b>0</b>	<b>100.0</b>	<b>1</b>	<b>100.0</b>	<b>21</b>	<b>100.0</b>

\* File H115-66 closed by PHIPA Decision 28

### ACCESS/CORRECTION COMPLAINTS CLOSED BY ISSUE

		%
Deemed Refusal	44	32.6
Other	20	14.8
Fee	15	11.1
Reasonable Search	14	10.4
Correction	11	8.1
Failure to Provide Access	10	7.4
Exemptions only	8	5.9
Exemptions with Other Issues	4	3.0
No Written Request	3	2.2
Fee and Fee Waiver	2	1.5
Fee Waiver	1	0.7
Act Does Not Apply	1	0.7
Expedited Access	1	0.7
Not Personal Health Information	1	0.7
<b>Total</b>	<b>135</b>	<b>100.0</b>

### DETERMINATIONS UNDER SECTION 60(13) OF PHIPA

In 2016 the IPC issued nine determinations in relation to six complaints under section 60(13) of *PHIPA* as follows:

On January 18, and March 10, 2016, the IPC issued three determinations after being advised that records of personal health information had been abandoned at multiple clinic locations by the operator of a health clinic chain in the greater Toronto area.

On June 30, 2016, the IPC issued a determination after being advised that records of personal health information had been abandoned by a dentist at a medical office in Ottawa, Ontario.

On August 16, 2016, the IPC issued a determination after being advised that records of personal health information had been abandoned by a physician at a clinic office in Mississauga, Ontario.

On October 12, 2016, the IPC determined that it was reasonably necessary to inquire into, require evidence of, or inspect the records of personal health information it received in relation to a complaint in circumstances where the mental capacity of an individual to consent to disclosure of their personal health information was in question.

On November 21, 2016, the IPC issued two determinations after being advised that records of personal health information had been abandoned and improperly disposed of at a medical office and a recycling depot in the Hamilton, Ontario area.

Finally, on December 20, 2016, the IPC determined that it was reasonably necessary to inquire into and inspect the records of personal health information it received in relation to a complaint, whereby the complainant received the personal health information of another individual as part of a request for records to a physician in Toronto.







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