

**Information
and Privacy
Commissioner
of Ontario**

**Compliance Statistics:
A look at the compliance rates
of government organizations**



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Compliance Statistics: A look at the compliance rates of government organizations

In Ontario, provincial and municipal government organizations are required to respond to freedom of information requests within 30 days, unless a notice of extension or a notice to an affected person is legitimately required.

The response rate **alone** does not indicate that a particular government organization is doing an excellent job when it comes to freedom of information (FOI) requests, as a prompt reply may deny access to information that - under Ontario's FOI laws - should have been released.

Since the IPC began publishing the individual response rates of all ministries in the 1999 Annual Report, however, the overall 30-day compliance rate of provincial ministries and agencies has increased dramatically, from a very poor 42 per cent to more than 80 per cent.

For its 2007 Annual Report, the IPC has changed the way it reports on compliance rates. A new category (covering the 30 local government organizations that responded to the most FOI requests in 2007) was created for the Annual Report itself, along with two other charts, while the compliance rates of more than 200 additional government organizations are published in this adjunct publication. (The three charts published in the Annual Report are also republished here, for easy comparison purposes.)

Provincial Institutions

(includes organizations where the Minister is the Head)

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
Environment	6090	5988	5056	84.4	87.0
Community Safety and Correctional Services	3477	3400	2814	82.8	97.8
Labour	875	880	810	92.0	96.1
Community and Social Services	707	667	606	90.9	94.0
Government and Consumer Services	429	440	400	90.9	93.0
Transportation	333	321	296	92.2	99.4
Attorney General	343	308	279	90.6	98.7
Health and Long-Term Care	131	144	80	55.6	72.9
Natural Resources	129	120	60	50.0	85.0
Finance	84	82	63	76.8	93.9
Training, Colleges and Universities	64	63	44	69.8	88.9
Revenue	51	59	47	79.7	96.6
Municipal Affairs and Housing	47	49	46	93.9	98.0
Children and Youth Services	39	42	37	88.1	95.2
Education	35	40	35	87.5	90.0
Agriculture, Food and Rural Affairs	30	28	19	67.9	92.9
Cabinet Office	25	22	22	100.0	100.0
Energy	16	17	7	41.2	41.2
Public Infrastructure Renewal	20	17	11	64.7	70.6
Citizenship and Immigration	11	11	8	72.7	100.0
Culture	10	10	9	90.0	100.0
Economic Development and Trade	6	10	5	50.0	90.0
Aboriginal Affairs	6	8	4	50.0	50.0
Health Promotion	6	8	4	50.0	50.0
Intergovernmental Affairs	7	7	7	100.0	100.0
Northern Development and Mines	4	4	3	75.0	100.0
Tourism	2	3	2	66.7	100.0
Francophone Affairs	1	2	2	100.0	100.0
Research and Innovation	0	1	0	0.0	100.0
Small Business and Entrepreneurship	1	1	1	100.0	100.0

*Including Notice of Extension, section 27(1) and Notice to Affected Person, 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.

Universities

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
University of Ottawa	41	28	21	75.0	100.0
McMaster University	10	24	4	16.7	95.8
York University	19	21	13	61.9	85.7
Carleton University	21	19	13	68.4	100.0
University of Toronto	19	19	18	94.7	100.0
University of Western Ontario	21	19	18	94.7	100.0
Queen's University	21	18	15	83.3	88.9
University of Windsor	14	14	14	100.0	100.0
Ryerson University	16	13	12	92.3	100.0
Laurentian University	6	9	7	77.8	88.9
University of Guelph	7	7	3	42.9	100.0
Trent University	7	7	4	57.1	100.0
Brock University	6	5	5	100.0	100.0
University of Waterloo	4	3	3	100.0	100.0
Lakehead University	6	2	2	100.0	100.0
Nipissing University	2	2	2	100.0	100.0
University of Ontario Institute of Technology	3	2	2	100.0	100.0
Wilfrid Laurier University	2	1	1	100.0	100.0
OCAD	1	1	1	100.0	100.0

*Including Notice of Extension, section 27(1) and Notice to Affected Person, 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.

School Boards

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
District School Board of Niagara	67	67	59	88.1	88.1
Dufferin-Peel Catholic District School Board	14	14	11	78.6	85.7
Toronto District School Board	14	14	5	35.7	100.0
Thames Valley District School Board	11	11	11	100.0	100.0
York Region District School Board	9	9	8	88.9	100.0
Conseil des écoles catholiques de langue française du Centre-Est	9	8	6	75.0	100.0
Lakehead Public School	7	7	6	85.7	85.7
Durham Catholic District School Board	6	6	6	100.0	100.0
Durham District School Board	6	6	4	66.7	66.7
Gogama District School Area Board	6	6	6	100.0	100.0
Hamilton Wentworth District School Board	6	6	6	100.0	100.0
York Catholic District School Board	6	6	6	100.0	100.0
London District Catholic School Board	4	4	4	100.0	100.0
Ottawa Catholic District School Board	4	4	4	100.0	100.0
Toronto Catholic District School Board	4	4	3	75.0	75.0
Upper Grand District School Board	4	4	3	75.0	100.0
Windsor-Essex Catholic District School Board	3	4	3	75.0	100.0
Limestone District School Board	3	3	3	100.0	100.0
Ottawa-Carleton District School Board	3	3	3	100.0	100.0
Peel District School Board	3	3	3	100.0	100.0
Grand Erie District School Board	2	2	2	100.0	100.0
Halton District School Board	2	2	1	50.0	50.0
Hamilton-Wentworth Catholic District School Board	2	2	2	100.0	100.0
Conseil des écoles publiques de l'Est de l'Ontario	2	2	2	100.0	100.0
Near North District School Board	3	2	2	100.0	100.0
Algonquin and Lakeshore Catholic District School Board	1	1	0	0.0	100.0
Bruce Grey Catholic District School Board	1	1	1	100.0	100.0
Campbell Children's School Authority	1	1	1	100.0	100.0
Conseil scolaire de district catholique Centre-Sud	2	1	0	0.0	100.0
Hastings and Prince Edward District School Board	1	1	1	100.0	100.0
Lambton Kent District School Board	1	1	0	0.0	100.0
Northeastern Catholic District School Board	1	1	1	100.0	100.0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	1	1	1	100.0	100.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, 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.

Top 30 Municipal Institutions

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
City of Toronto	5203	5548	4746	85.5	88.9
Toronto Police Services Board	3194	3108	2468	79.4	83.1
Hamilton Police Service	1403	1384	1105	79.8	92.3
Peel Regional Police	1077	1075	1074	99.9	99.9
Durham Regional Police Service	979	962	774	80.5	84.4
Niagara Regional Police Service	956	950	848	89.3	97.2
Halton Regional Police Service	905	862	852	98.8	99.8
Windsor Police Service	705	710	580	81.7	95.1
Town of Oakville	636	635	623	98.1	98.9
London Police Service	618	590	415	70.3	97.6
City of Kitchener	511	512	508	99.2	100.0
City of Mississauga	457	445	437	98.2	99.3
Waterloo Regional Police Service	396	380	377	99.2	54.7
Ottawa Police Service	358	368	296	80.4	98.4
City of Ottawa	378	359	302	84.1	89.4
Town of Richmond Hill	345	345	337	97.7	100.0
City of Brampton	335	334	331	99.1	99.4
Guelph Police Service	333	327	297	90.8	95.1
Sarnia Police Service	327	323	270	83.6	96.6
Brantford Police Service	309	309	200	64.7	64.7
Barrie Police Service	309	307	304	99.0	99.0
York Regional Police	183	188	158	84.0	87.2
Thunder Bay Police Services	181	182	180	98.9	99.5
South Simcoe Police Service	138	137	96	70.1	73.7
Peterborough Lakefield Police	134	134	134	100.0	100.0
City of Barrie	132	132	119	90.2	90.2
City of Greater Sudbury	123	118	105	89.0	89.8
City of Hamilton	106	111	104	93.7	93.7
Chatham-Kent Police Service	108	108	97	89.8	89.8
Regional Municipality of Peel	98	103	63	61.2	62.1

*Including Notice of Extension, section 20(1) and Notice to Affected Person, 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.

Police Institutions

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
Toronto Police Services Board	3194	3108	2468	79.4	83.1
Hamilton Police Service	1403	1384	1105	79.8	92.3
Peel Regional Police	1077	1075	1074	99.9	99.9
Durham Regional Police Service	979	962	774	80.5	84.4
Niagara Regional Police Service	956	950	848	89.3	97.2
Halton Regional Police Service	905	862	852	98.8	99.8
Windsor Police Service	705	710	580	81.7	95.1
London Police Service	618	590	415	70.3	97.6
Waterloo Regional Police Service	396	380	377	99.2	54.7
Ottawa Police Service	358	368	296	80.4	98.4
Guelph Police Service	333	327	297	90.8	95.1
Sarnia Police Service	327	323	270	83.6	96.6
Brantford Police Service	309	309	200	64.7	64.7
Barrie Police Service	309	307	304	99.0	99.0
York Regional Police	183	188	158	84.0	87.2
Thunder Bay Police Services	181	182	180	98.9	99.5
South Simcoe Police Service	138	137	96	70.1	73.7
Peterborough Lakefield Police	134	134	134	100.0	100.0
Chatham-Kent Police Service	108	108	97	89.8	89.85
St. Thomas Police Service	90	90	62	68.9	100.0
Sault St. Marie Police Service	87	81	38	46.9	46.9
Oxford Community Police Services	79	79	75	94.9	96.2
Leamington Police Service Board	67	64	55	85.9	100.0
Kenora Police Service	61	60	60	100.0	100.0
Stratford Police Services	54	52	34	65.4	65.4
Essex Police Service	51	51	40	78.4	100.0
La Salle Police Services	44	43	31	72.1	72.1
Amherstburg Police Service	34	34	34	100.0	100.0
Belleville Police Service	34	32	27	84.4	100.0
Pembroke Police Service	30	30	18	60.0	60.0
Perth Police Service	29	29	29	100.0	100.0
Greater Sudbury Police Service	29	27	26	96.3	96.3
City of Kawartha Lakes Police Service	24	24	24	100.0	100.0
Midland Police Service	24	24	19	79.2	100.0
Cornwall Community Police Service	19	19	19	100.0	100.0
West Grey Police Service	18	18	18	100.0	100.0
Hanover Police Service	16	16	15	93.8	93.8
Saugeen Shores Police Service	15	15	14	93.3	100.0
North Bay Police Service	8	8	6	75.0	75.0
Wingham Police Service	5	5	5	100.0	100.0
Deep River Police Service	4	4	4	100.0	100.0
Deep River Police Services Board	1	1	1	100.0	100.0
Dryden Police Service	1	1	1	100.0	100.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, 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.

Municipal Corporations

Population under 50,000

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
Town of Innisfil	55	55	55	100.0	100.0
Town of Georgina	44	44	42	95.5	100.0
County of Brant	34	34	34	100.0	100.0
Town of Aurora	28	28	23	82.1	85.7
Town of Gravenhurst	28	27	27	100.0	100.0
Town of Hawkesbury	25	25	19	76.0	76.0
Township of Guelph/Eramosa	23	23	23	100.0	100.0
City of Clarence-Rockland	16	16	16	100.0	100.0
Township of Georgian Bay	15	15	15	100.0	100.0
Town of Collingwood	13	13	13	100.0	100.0
Town of East Gwillimbury	16	13	12	92.3	100.0
City of Welland	13	13	11	84.6	100.0
Township of Dorion	12	12	12	100.0	100.0
Township of King	12	12	12	100.0	100.0
City of Cornwall	12	10	8	80.0	80.0
County of Prince Edward	10	10	6	60.0	100.0
Town of New Tecumseth	9	9	9	100.0	100.0
Town of Orangeville	9	9	9	100.0	100.0
Township of Puslinch	9	9	4	44.4	100.0
Township of Adjala-Tosorontio	8	8	8	100.0	100.0
Township of Essa	8	8	8	100.0	100.0
City of Orillia	7	8	7	87.5	100.0
City of Belleville	7	7	5	71.4	100.0
Town of Fort Erie	8	7	6	85.7	100.0
City of Brockville	9	6	6	100.0	100.0
The Corporation of Loyalist Township	6	6	6	100.0	100.0
Township of Perth East	6	6	6	100.0	100.0
The Corporation of Haldimand County	6	5	5	100.0	100.0
City of Kenora	5	5	4	80.0	80.0
City of Port Colborne	4	5	3	60.0	60.0
Town of Whitchurch-Stouffville	5	5	5	100.0	100.0
Town of Bracebridge	4	4	4	100.0	100.0
Township of Brock	4	4	4	100.0	100.0
Town of Lincoln	4	4	3	75.0	100.0
Town of Midland	4	4	4	100.0	100.0
Town of Niagara-on-the-Lake	4	4	4	100.0	100.0
Town of Pelham	4	4	4	100.0	100.0
Township of Seguin	4	4	3	75.0	75.0
Town of Wasaga Beach	4	4	4	100.0	100.0
Municipality of Wawa	4	4	3	75.0	75.0
Township of West Lincoln	4	4	4	100.0	100.0
Municipality of French River	3	3	3	100.0	100.0
Township of Havelock-Belmont-Methuen	3	3	3	100.0	100.0
Township of Lake of Bays	3	3	2	66.7	100.0
Town of Lakeshore	3	3	3	100.0	100.0
Township of Muskoka Lakes	3	3	3	100.0	100.0
City of Pembroke	5	3	3	100.0	100.0
Township of Ramara	3	3	3	100.0	100.0
Township of Scugog	3	3	3	100.0	100.0
City of St. Thomas	3	3	3	100.0	100.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, 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.

Municipal Corporations

Population between 50,000 and 200,000

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
Town of Oakville	636	635	623	98.1	98.9
Town of Richmond Hill	345	345	337	97.7	100.0
City of Barrie	132	132	119	90.2	90.2
City of Greater Sudbury	123	118	105	89.0	89.8
City of Cambridge	100	100	98	98.0	99.0
City of Burlington	87	87	87	100.0	100.0
City of Vaughan	80	80	64	80.0	97.5
City of Thunder Bay	81	78	78	100.0	100.0
City of Oshawa	77	75	71	94.7	100.0
City of St. Catharines	50	50	47	94.0	94.0
City of Kawartha Lakes	44	44	39	88.6	88.6
City of North Bay	43	43	42	97.7	100.0
City of Brantford	39	38	28	73.7	92.1
City of Guelph	36	36	26	72.2	97.2
City of Kingston	31	30	27	90.0	93.3
City of Peterborough	28	29	24	82.8	100.0
Municipality of Clarington	28	28	28	100.0	100.0
City of Niagara Falls	27	27	20	74.1	74.1
City of Waterloo	25	26	24	92.3	100.0
Town of Halton Hills	23	24	22	91.7	95.8
Town of Newmarket	24	24	22	91.7	100.0
City of Pickering	23	23	21	91.3	95.7
Town of Caledon	19	19	16	84.2	84.2
County of Norfolk	21	19	17	89.5	89.5
County of Wellington	15	15	15	100.0	100.0
Municipality of Chatham-Kent	14	14	13	92.9	92.9
Town of Whitby	14	14	14	100.0	100.0
United Counties of Leeds and Grenville	11	11	10	90.9	90.9
City of Sarnia	11	11	11	100.0	100.0
Town of Ajax	9	9	9	100.0	100.0
County of Grey	9	9	9	100.0	100.0
County of Oxford	11	8	8	100.0	100.0
County of Renfrew	6	6	6	100.0	100.0
District Municipality of Muskoka	4	4	4	100.0	100.0
United Counties of Prescott and Russell	1	1	1	100.0	100.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, 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.

Municipal Corporations

Population over 200,000

(ranked by number of requests completed in 2007)

	Requests Received	Requests Completed	Within 1–30 Days		Extended Compliance*
			No.	%	%
City of Toronto	5203	5548	4746	85.5	88.9
City of Kitchener	511	512	508	99.2	100.0
City of Mississauga	457	445	437	98.2	99.3
City of Ottawa	378	359	302	84.1	89.4
City of Brampton	335	334	331	99.1	99.4
City of Hamilton	106	111	104	93.7	93.7
Regional Municipality of Peel	98	103	63	61.2	62.1
Region of York	88	90	89	98.9	98.9
Regional Municipality of Niagara	91	89	89	100.0	100.0
City of Windsor	57	56	53	94.6	96.4
Corporation of the City of London	41	39	34	87.2	100.0
Town of Markham	41	32	31	96.9	96.9
Region of Durham	35	28	27	96.4	96.4
Regional Municipality of Halton	17	23	20	87.0	95.7
County of Simcoe	12	11	9	81.8	81.8
County of Middlesex	2	2	2	100.0	100.0

*Including Notice of Extension, section 20(1) and Notice to Affected Person, 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.