




2013

ACCESS AND PRIVACY
Office of the Information
and Privacy Commissioner
Ontario, Canada

FREEDOM
— & —
LIBERTY

2013 STATISTICS

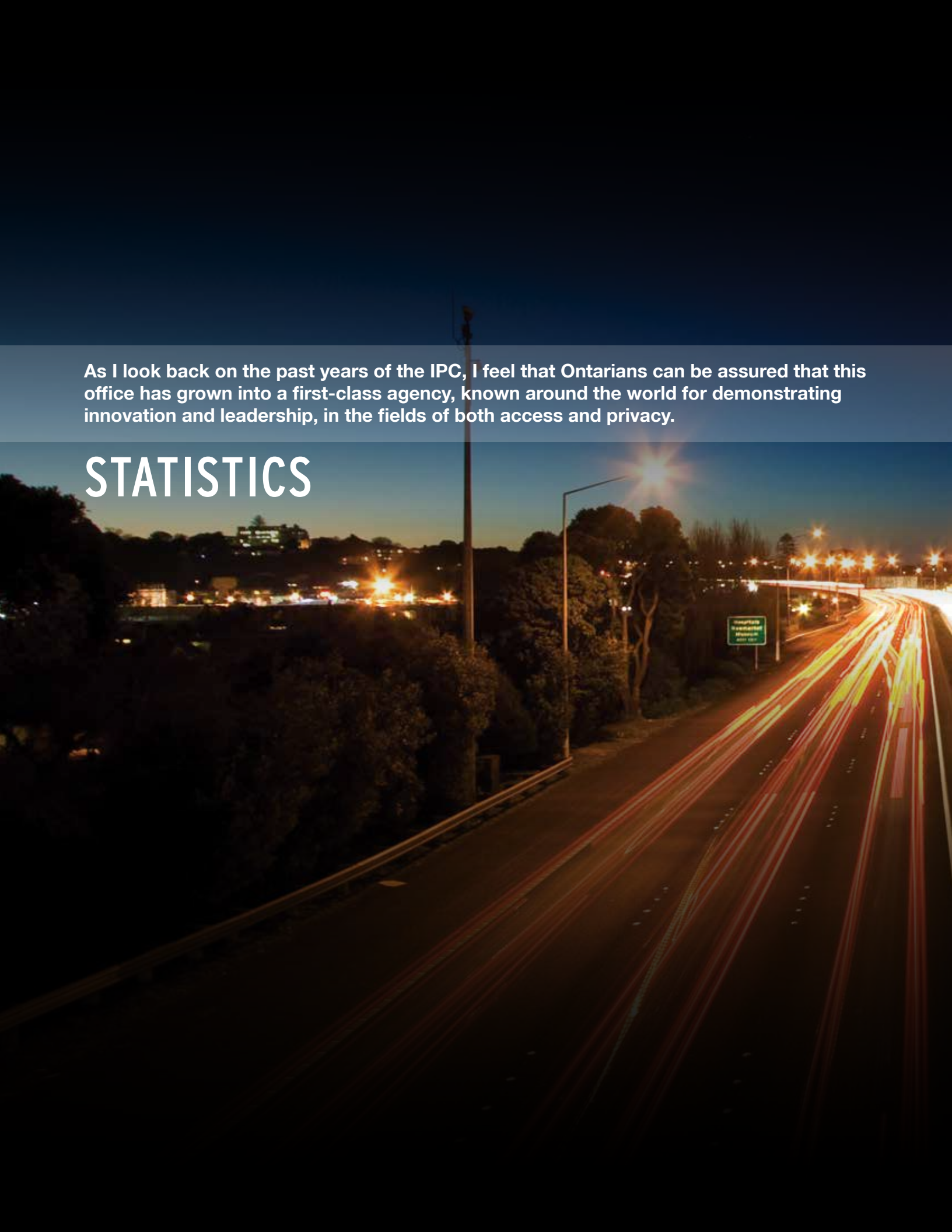


**In free and open societies,
governments must be accessible and
transparent to their citizens.**



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As I look back on the past years of the IPC, I feel that Ontarians can be assured that this office has grown into a first-class agency, known around the world for demonstrating innovation and leadership, in the fields of both access and privacy.

STATISTICS

REQUESTS BY THE PUBLIC UNDER *FIPPA/MFIPPA*

There were 55,760 freedom of information (FOI) requests filed across Ontario in 2013, nearly a 6% increase over 2012 where 52,831 were filed

TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	16,995	17,334	34,329
Provincial	7,029	14,402	21,431
Total	24,024	31,736	55,760

TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	16,726	17,304	34,030
Provincial	6,825	13,996	20,821
Total	23,551	31,300	54,851

TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

	Municipal	Provincial	Total
Individual / Public	24,818	5,119	29,937
Business	4,904	12,773	17,677
Individual by Agent	1,978	684	2,662
Government (All Levels)	1,058	591	1,649
Media	583	498	1,081
Association / Group	391	579	970
Other	256	348	604
Academic / Researcher	42	229	271
Total	34,030	20,821	54,851

OUTCOME OF REQUESTS BY JURISDICTION*

	Municipal	Provincial	Total
All information disclosed	10,195	5,923	16,118
Information disclosed in part	17,607	6,817	24,424
No information disclosed	3,770	5,382	9,152
No responsive records exist	1,506	1,102	2,608
Request withdrawn, abandoned or non-jurisdictional	1,414	1,683	3,097
Total	34,492	20,907	55,399

* Totals do not balance back to total requests completed because the counts in this table also include requests where no decision was issued due to the request being outside the institution's jurisdiction.

REQUESTS BY THE PUBLIC UNDER *FIPPA/MFIPPA*

Total Fees Collected and Waived by Jurisdiction	Municipal	Provincial	Total
Total Application Fees Collected	\$163,409.31	\$106,719.69	\$270,129.00
Total Additional Fees Collected	\$460,468.74	\$502,254.30	\$962,723.04
Total	\$623,878.05	\$608,973.99	\$1,232,852.04
Total Fees Waived	\$31,478.72	\$40,749.98	\$72,228.70

Average Cost of Municipal Requests	2009	2010	2011	2012	2013
Personal Information	\$8.11	\$8.01	\$8.83	\$9.67	\$8.24
General Records	\$26.55	\$25.68	\$24.22	\$27.30	\$28.09

Average Cost of Provincial Requests	2009	2010	2011	2012	2013
Personal Information	\$9.47	\$12.88	\$11.35	\$4.98	\$6.04
General Records	\$39.66	\$39.97	\$41.39	\$41.99	\$40.57

PROVINCIAL COMPLIANCE

Overall Provincial Compliance

30-day:	85.5%
Extended:	90.3%
Over 90 days:	3.4%

Top 10 Provincial Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	7,434	7,243	6,267	86.5	88.8	300	4.1
Ministry of Community Safety & Correctional Services	5,503	5,337	4,527	84.8	90.2	218	4.1
Ministry of Community & Social Services	2,346	2,293	1,896	82.7	83.0	3	0.1
Ministry of Labour	981	977	880	90.1	96.3	34	3.5
LCBO	588	579	568	98.1	98.1	1	0.2
Ministry of the Attorney General	511	447	431	96.4	98.7	1	0.2
Archives of Ontario	393	381	360	94.5	98.7	4	1.0
Landlord and Tenant Board	354	348	348	100.0	100.0	0	0.0
Ministry of Transportation	351	328	309	94.2	98.2	1	0.3
Ontario Lottery and Gaming Corporation	197	227	208	91.6	98.7	3	1.3

* 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)

Provincial Institutions except Colleges, Universities and Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	7,434	7,243	6,267	86.5	88.8	300	4.1
Ministry of Community Safety & Correctional Services	5,503	5,337	4,527	84.8	90.2	218	4.1
Ministry of Community & Social Services	2,346	2,293	1,896	82.7	83.0	3	0.1
Ministry of Labour	981	977	880	90.1	96.3	34	3.5
LCBO	588	579	568	98.1	98.1	1	0.2
Ministry of the Attorney General	511	447	431	96.4	98.7	1	0.2
Archives of Ontario	393	381	360	94.5	98.7	4	1.0
Landlord and Tenant Board	354	348	348	100.0	100.0	0	0.0
Ministry of Transportation	351	328	309	94.2	98.2	1	0.3
Ontario Lottery and Gaming Corporation	197	227	208	91.6	98.7	3	1.3
Ministry of Natural Resources	164	163	86	52.8	81.0	23	14.1
Ministry of Health and Long-Term Care	191	156	109	69.9	82.7	16	10.3

RESPONSE RATE COMPLIANCE - PROVINCIAL

Provincial Institutions except Colleges, Universities and Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Workplace Safety and Insurance Board	107	107	101	94.4	97.2	0	0.0
Ministry of Training, Colleges and Universities	91	102	91	89.2	99.0	2	2.0
Ministry of Finance	105	95	82	86.3	93.7	1	1.1
Ministry of Government Services	85	91	73	80.2	98.9	2	2.2
Human Rights Tribunal of Ontario	87	83	80	96.4	95.2	0	0.0
Ministry of Education	64	75	53	70.7	92.0	7	9.3
Ontario Power Generation Inc.	105	74	55	74.3	100.0	4	5.4
Ministry of Children & Youth Services	80	71	59	83.1	91.5	0	0.0
Ministry of Municipal Affairs and Housing	52	66	57	86.4	100.0	3	4.5
Ontario Power Authority	96	59	25	42.4	100.0	16	27.1
Metrolinx	54	45	24	53.3	57.8	7	15.6
Ontario Human Rights Commission	44	44	42	95.5	95.5	0	0.0
Ministry of Energy	52	40	26	65.0	87.5	7	17.5
Hydro One Inc	42	35	27	77.1	100.0	1	2.9
Ontario Infrastructure and Lands Corporation	40	33	12	36.4	100.0	6	18.2
Cabinet Office	38	31	21	67.7	100.0	0	0.0
Ministry of Tourism, Culture and Sport	26	30	16	53.3	86.7	3	10.0
Ministry of Consumer Services	23	25	15	60.0	88.0	1	4.0
Ministry of Agriculture, Food and Rural Affairs	30	24	19	79.2	91.7	1	4.2
Ministry of Economic Development, Trade and Employment	46	24	15	62.5	100.0	3	12.5
Legal Aid Ontario	21	21	21	100.0	100.0	0	0.0
Ministry of Citizenship and Immigration	17	20	13	65.0	95.0	1	5.0
Ministry of Northern Development and Mines	18	18	13	72.2	88.9	2	11.1
Financial Services Commission of Ontario	21	16	11	68.8	93.8	0	0.0
Ministry of Infrastructure	14	12	10	83.3	100.0	0	0.0
Cancer Care Ontario	11	11	6	54.5	100.0	0	0.0
Ontario Securities Commission	10	11	8	72.7	90.9	0	0.0
Pan/Parapan American Games Secretariat	10	10	8	80.0	90.0	0	0.0
Ontario Agency for Health Protection and Promotion	9	9	9	100.0	100.0	0	0.0
Ministry of Aboriginal Affairs	10	8	5	62.5	62.5	2	25.0
The Toronto Organizing Committee for the 2015 Pan American and Parapan American Games	8	8	4	50.0	100.0	1	12.5
Education Quality and Accountability Office	6	6	6	100.0	100.0	0	0.0
eHealth Ontario	8	6	0	0.0	100.0	2	33.3
Ontario Labour Relations Board	6	6	5	83.3	100.0	0	0.0
ORNGE	6	6	3	50.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

Provincial Institutions except Colleges, Universities and Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Pay Equity Commission	6	6	5	83.3	100.0	0	0.0
Ontario Financing Authority	5	5	4	80.0	100.0	1	20.0
Social Benefits Tribunal	5	5	4	80.0	80.0	1	20.0
The Niagara Parks Commission	5	5	4	80.0	100.0	0	0.0
Independent Electricity System Operator	4	4	1	25.0	75.0	0	0.0
Ministry of Research and Innovation	4	4	3	75.0	100.0	0	0.0
Ontario Energy Board	4	4	0	0.0	25.0	1	25.0
Agricorp	4	3	3	100.0	100.0	0	0.0
Ontario Northland Transportation Commission	3	3	3	100.0	100.0	0	0.0
Toronto Central LHIN	3	3	2	66.7	100.0	0	0.0
Central East Local Health Integration Network	2	2	2	100.0	100.0	0	0.0
Central Local Health Integration Network	2	2	1	50.0	100.0	0	0.0
Health Services Appeal and Review Board	2	2	2	100.0	100.0	0	0.0
Niagara Escarpment Commission	1	2	1	50.0	50.0	1	50.0
Ottawa Convention Centre	2	2	1	50.0	100.0	0	0.0
Trillium Gift of Life Network	2	2	2	100.0	100.0	0	0.0
Central West Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
Child and Family Services Review Board	2	1	0	0.0	0.0	0	0.0
Fish and Wildlife Heritage Commission	0	1	0	0.0	0.0	1	100.0
Hamilton Niagara Haldimand Brant Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
Labour Management Advisory Committee	1	1	1	100.0	100.0	0	0.0
Metropolitan Toronto Convention Centre	1	1	1	100.0	100.0	0	0.0
Ministry of Intergovernmental Affairs	1	1	1	100.0	100.0	0	0.0
Mississauga Halton Local Health Integrated Network	1	1	1	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

Provincial Institutions except Colleges, Universities and Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Office of Francophone Affairs	1	1	1	100.0	100.0	0	0.0
Office of the Fairness Commissioner	1	1	1	100.0	100.0	0	0.0
Office of the French Language Services Commissioner	1	1	0	0.0	0.0	0	0.0
Ontario Clean Water Agency	1	1	0	0.0	100.0	0	0.0
Ontario Electricity Financial Corporation	1	1	1	100.0	100.0	0	0.0
Ontario Health Quality Council	1	1	1	100.0	100.0	0	0.0
Ontario Heritage Trust	1	1	1	100.0	100.0	0	0.0
Ontario Media Development Corporation	0	1	1	100.0	100.0	0	0.0
Ontario Place Corporation	1	1	0	0.0	0.0	1	100.0
Ontario Senior's Secretariat	1	1	1	100.0	100.0	0	0.0
Ontario Women's Directorate	1	1	1	100.0	100.0	0	0.0
South West Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
St. Lawrence Parks Commission	1	1	1	100.0	100.0	0	0.0
The Order of Ontario Advisory Council	1	1	1	100.0	100.0	0	0.0
Waterloo Wellington Local Health Integration Network	1	1	0	0.0	0.0	0	0.0
Workplace Safety and Insurance Appeals Tribunal	1	1	1	100.0	100.0	0	0.0
Total	20,532	19,879	17,060	85.8	90.3	682	3.4

* 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)

Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Nipigon District Memorial Hospital	69	69	69	100.0	100.0	0	0.0
The McCausland Hospital	52	52	52	100.0	100.0	0	0.0
Trillium Health Partners	21	26	20	76.9	100.0	0	0.0
St. Joseph's Healthcare Hamilton	18	18	16	88.9	94.4	0	0.0
The Ottawa Hospital	17	18	14	77.8	100.0	1	5.6
London Health Sciences Centre	14	17	17	100.0	100.0	0	0.0
Sault Area Hospital	19	17	17	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Hamilton Health Sciences	7	16	10	62.5	75.0	4	25.0
Mackenzie Health - Richmond Hill Site	14	14	14	100.0	100.0	0	0.0
William Osler Health System	12	14	11	78.6	100.0	0	0.0
St. Joseph's Health Care London	5	13	7	53.8	100.0	0	0.0
Sunnybrook Health Sciences Centre	10	13	12	92.3	92.3	0	0.0
The University Health Network	10	10	8	80.0	100.0	0	0.0
Windsor Regional Hospital	10	10	6	60.0	60.0	1	10.0
Peterborough Regional Health Centre	9	9	7	77.8	100.0	0	0.0
Hotel-Dieu Grace Healthcare	7	8	8	100.0	100.0	0	0.0
Toronto East General Hospital	7	8	6	75.0	100.0	0	0.0
Children's Hospital of Eastern Ontario	6	7	6	85.7	100.0	0	0.0
Centre for Addiction and Mental Health (CAMH)	7	6	5	83.3	100.0	0	0.0
Humber River Regional Hospital - Church Site	8	6	6	100.0	100.0	0	0.0
North York General Hospital	6	6	6	100.0	100.0	0	0.0
St. Michael's Hospital	6	6	3	50.0	100.0	0	0.0
The Hospital for Sick Children	6	6	5	83.3	100.0	1	16.7
Health Sciences North	4	5	3	60.0	80.0	0	0.0
Hôpital Montfort	3	5	1	20.0	100.0	0	0.0
Kingston General Hospital	4	5	5	100.0	100.0	0	0.0
Lakeridge Health	5	5	2	40.0	100.0	2	40.0
Mount Sinai Hospital	6	5	4	80.0	100.0	0	0.0
Southlake Regional Hospital	5	5	0	0.0	80.0	1	20.0
Bluewater Health	4	4	4	100.0	100.0	0	0.0
Bruyère Continuing Care	2	4	1	25.0	100.0	0	0.0
Grey Bruce Health Services	4	4	4	100.0	100.0	0	0.0
Halton Healthcare Services	4	4	2	50.0	100.0	0	0.0
Hotel Dieu Hospital	3	4	4	100.0	100.0	0	0.0
North Bay Regional Health Centre	4	4	4	100.0	100.0	0	0.0
Ontario Shores Centre for Mental Health Sciences	1	4	3	75.0	100.0	0	0.0
Royal Ottawa Health Care Group	4	4	3	75.0	100.0	0	0.0
Anson General Hospital	3	3	3	100.0	100.0	0	0.0
Brant Community Healthcare System	3	3	3	100.0	100.0	0	0.0
Cambridge Memorial Hospital	3	3	3	100.0	100.0	0	0.0
Chatham-Kent Health Alliance	3	3	3	100.0	100.0	0	0.0
Joseph Brant Hospital	1	3	0	0.0	100.0	1	33.3
Providence Care	3	3	1	33.3	33.3	0	0.0
Queensway Carleton Hospital	3	3	3	100.0	100.0	0	0.0
Rouge Valley Health System	3	3	3	100.0	100.0	0	0.0
Arnprior & District Memorial Hospital	2	2	2	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Collingwood General and Marine Hospital	2	2	2	100.0	100.0	0	0.0
Hotel Dieu Shaver Health and Rehabilitation Centre	0	2	0	0.0	100.0	0	0.0
Kirkland and District Hospital	2	2	2	100.0	100.0	0	0.0
Northumberland Hills Hospital	2	2	1	50.0	50.0	0	0.0
Providence Healthcare	1	2	1	50.0	100.0	0	0.0
St. Joseph's Care Group	2	2	2	100.0	100.0	0	0.0
St. Thomas Elgin General Hospital	2	2	1	50.0	50.0	1	50.0
Thunder Bay Regional Health Sciences Centre	2	2	1	50.0	100.0	0	0.0
West Park Healthcare Centre	2	2	1	50.0	100.0	1	50.0
Almonte General Hospital / Fairview Manor	0	1	1	100.0	100.0	0	0.0
Blind River District Health Centre	1	1	1	100.0	100.0	0	0.0
Carleton Place & District Memorial Hospital	0	1	0	0.0	100.0	0	0.0
Clinton Public Hospital Site	1	1	0	0.0	100.0	0	0.0
Grand River Hospital	1	1	0	0.0	100.0	0	0.0
Groves Memorial Community Hospital	1	1	0	0.0	100.0	0	0.0
Guelph General Hospital	1	1	0	0.0	100.0	0	0.0
Lake of the Woods District Hospital	1	1	1	100.0	100.0	0	0.0
Leamington District Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Listowel Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Markham Stouffville Hospital	1	1	1	100.0	100.0	0	0.0
Muskoka Algonquin Healthcare	1	1	1	100.0	100.0	0	0.0
Niagara Health Systems	1	1	1	100.0	100.0	0	0.0
Orillia Soldiers' Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Pembroke Regional Hospital	1	1	0	0.0	100.0	0	0.0
Quinte Health Care	1	1	0	0.0	0.0	0	0.0
Renfrew Victoria Hospital	0	1	0	0.0	100.0	0	0.0
Riverside Health Care Facilities	1	1	1	100.0	100.0	0	0.0
Royal Victoria Regional Health Centre	1	1	1	100.0	100.0	0	0.0
Seaforth Community Hospital Site	1	1	0	0.0	100.0	0	0.0
Sensenbrenner Hospital	1	1	1	100.0	100.0	0	0.0
St. Joseph's Health Centre	2	1	1	100.0	100.0	0	0.0
St. Mary's General Hospital	2	1	1	100.0	100.0	0	0.0
St. Mary's Memorial Hospital Site	1	1	0	0.0	100.0	0	0.0
Stevenson Memorial Hospital	1	1	2	200.0	100.0	0	0.0
Stratford General Hospital Site	1	1	0	0.0	100.0	0	0.0
The Scarborough Hospital	1	1	1	100.0	100.0	0	0.0
University of Ottawa Heart Institute	1	1	1	100.0	100.0	0	0.0
Waypoint Centre for Mental Health Care	2	1	0	0.0	0.0	0	0.0
West Nipissing General Hospital	1	1	1	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

Hospitals	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Winchester District Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Wingham & District Hospital	1	1	1	100.0	100.0	0	0.0
Cornwall Community Hospital	1	0	0	0.0	0.0	0	0.0
Perth and Smith's Falls District Hospital	1	0	0	0.0	0.0	0	0.0
Total	466	507	418	82.4	96.4	13	2.6

* 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

Response Rate Compliance (Colleges & Universities)

Colleges & Universities	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
University of Ottawa	89	102	49	48.0	73.5	19	18.6
University of Toronto	42	38	36	94.7	100.0	0	0.0
York University	25	25	25	100.0	100.0	0	0.0
Brock University	17	23	14	60.9	95.7	0	0.0
Carleton University	30	23	22	95.7	100.0	0	0.0
Ryerson University	24	23	20	87.0	100.0	0	0.0
McMaster University	19	21	10	47.6	47.6	0	0.0
Humber College Institute of Technology and Advanced Learning	14	14	13	92.9	92.9	0	0.0
University of Windsor	15	13	13	100.0	100.0	0	0.0
Centennial College	12	12	10	83.3	91.7	0	0.0
Durham College	12	12	12	100.0	100.0	0	0.0
Queen's University	11	11	7	63.6	63.6	0	0.0
University of Guelph	10	11	3	27.3	100.0	2	18.2
University of Western Ontario	10	11	8	72.7	100.0	0	0.0
The Fanshawe College of Applied Arts and Technology	10	10	10	100.0	100.0	0	0.0
Northern College	9	9	9	100.0	100.0	0	0.0
Sheridan College Institute of Technology & Advanced Learning	7	6	4	66.7	100.0	1	16.7
George Brown College	5	5	5	100.0	100.0	0	0.0
Georgian College of Applied Arts & Technology	5	5	4	80.0	100.0	0	0.0
Lakehead University	7	5	2	40.0	40.0	0	0.0
Sir Sandford Fleming College	5	5	4	80.0	80.0	0	0.0
University of Waterloo	5	5	5	100.0	100.0	0	0.0
Algonquin College	5	4	2	50.0	50.0	0	0.0
Mohawk College	4	4	4	100.0	100.0	0	0.0
OCAD University	4	4	2	50.0	75.0	0	0.0
La Cité collégiale	4	3	2	66.7	66.7	0	0.0
Laurentian University	3	3	3	100.0	100.0	0	0.0
Loyalist College of Applied Arts and Technology	3	3	3	100.0	100.0	0	0.0
Wilfrid Laurier University	3	3	2	66.7	100.0	0	0.0
Confederation College	2	2	1	50.0	50.0	0	0.0
Niagara College	3	2	2	100.0	100.0	0	0.0
Nipissing University	2	2	2	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

Colleges & Universities	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Seneca College	3	2	2	100.0	100.0	0	0.0
St. Clair College of Applied Arts & Technology	2	2	1	50.0	50.0	0	0.0
The Conestoga College Institute of Technology and Advanced Learning	2	2	2	100.0	100.0	0	0.0
Trent University	2	2	2	100.0	100.0	0	0.0
University of Ontario Institute of Technology	2	2	0	0.0	0.0	0	0.0
Algoma University	1	1	0	0.0	0.0	1	100.0
Canadore College	1	1	0	0.0	0.0	0	0.0
Collège Boréal	1	1	1	100.0	100.0	0	0.0
St. Lawrence College of Applied Arts and Technology	1	1	0	0.0	0.0	0	0.0
The Lambton College of Applied Arts & Technology	1	1	1	100.0	100.0	0	0.0
Sault College	1	1	1	100.0	100.0	0	0.0
Total	433	435	318	73.1	86.2	23	5.3

* 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.

MUNICIPAL COMPLIANCE

Overall Municipal Compliance

30-day:	77.2%
Extended:	80.0%
Over 90 days:	4.1%

Top 30 Municipal Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	5,246	5,209	3,390	65.1	66.0	585	11.2
City of Toronto	2,790	2,690	1,900	70.6	78.2	48	1.8
Peel Regional Police	1,429	1,429	1,429	100.0	100.0	0	0.0
The Corporation of the City of Brampton	1,432	1,423	1,419	99.7	99.8	0	0.0
York Regional Police	1,280	1,275	1,167	91.5	91.5	10	0.8
Niagara Regional Police Service	1,334	1,243	982	79.0	79.0	3	0.2
Durham Regional Police Service	1,188	1,203	354	29.4	29.4	27	2.2
Hamilton Police Service	1,175	1,147	993	86.6	86.7	0	0.0
Halton Regional Police Service	1,176	1,134	827	72.9	89.7	17	1.5
Waterloo Regional Police Service	828	1,025	451	44.0	44.0	439	42.8
London Police Service	934	946	571	60.4	60.4	48	5.1
Windsor Police Service	941	939	286	30.5	30.5	0	0.0
City of Ottawa	830	811	586	72.3	84.2	26	3.2
Ottawa Police Service	789	765	543	71.0	71.0	5	0.7
Town of Oakville	735	733	724	98.8	100.0	0	0.0
Town of Richmond Hill	685	684	676	98.8	100.0	0	0.0
City of Mississauga	640	648	641	98.9	98.9	0	0.0
City of Kitchener	620	620	617	99.5	100.0	0	0.0
City of Burlington	482	480	479	99.8	99.8	1	0.2
Barrie Police Service	403	404	401	99.3	99.3	0	0.0
Brantford Police Service	354	352	180	51.1	51.1	9	2.6
City of Greater Sudbury	336	336	310	92.3	92.3	2	0.6
Guelph Police Service	334	322	62	19.3	19.3	91	28.3
Region of Peel	318	315	307	97.5	100.0	2	0.6
Sarnia Police Service	301	293	248	84.6	99.0	4	1.4
City of Cambridge	241	241	241	100.0	100.0	0	0.0
Bradford West Gwillimbury/Innisfil Police Services Board	232	228	214	93.9	93.9	1	0.4
Chatham-Kent Police Service	193	193	171	88.6	90.2	5	2.6
Thunder Bay Police Service	185	189	187	98.9	99.5	0	0.0
Peterborough Lakefield Community Police Service	167	173	141	81.5	100.0	0	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 - MUNICIPAL

Response Rate Compliance (School Boards)

School Boards	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District School Board of Niagara	83	82	82	100.0	100.0	0	0.0
Toronto District School Board	55	55	30	54.5	96.4	0	0.0
Hamilton Wentworth District School Board	28	28	16	57.1	60.7	1	3.6
Thames Valley District School Board	15	15	13	86.7	86.7	0	0.0
Ottawa Catholic District School Board	14	14	2	14.3	71.4	9	64.3
Peel District School Board	15	14	6	42.9	50.0	1	7.1
York Region District School Board	14	14	12	85.7	92.9	0	0.0
Toronto Catholic District School Board	15	11	8	72.7	72.7	0	0.0
Waterloo Region District School Board	12	11	8	72.7	81.8	1	9.1
Halton Catholic District School Board	10	10	10	100.0	100.0	0	0.0
Dufferin-Peel Catholic District School Board	9	8	6	75.0	75.0	0	0.0
Grand Erie District School Board	6	8	8	100.0	100.0	0	0.0
Ottawa-Carleton District School Board	8	8	4	50.0	62.5	0	0.0
Conseil des ecoles catholiques du Centre-Est	6	5	4	80.0	100.0	0	0.0
Rainy River District School Board	5	5	4	80.0	80.0	1	20.0
The Durham District School Board	5	5	4	80.0	80.0	0	0.0
Upper Grand District School Board	5	5	4	80.0	100.0	0	0.0
Conseil des ecoles publiques de l'Est de l'Ontario	4	4	4	100.0	100.0	0	0.0
Kawartha Pine Ridge District School Board	4	4	0	0.0	0.0	0	0.0
Moosonee District School Area Board	4	4	3	75.0	75.0	1	25.0
Rainbow District School Board	4	4	3	75.0	75.0	0	0.0
Trillium Lakelands District School Board	4	4	4	100.0	100.0	0	0.0
York Catholic District School Board	4	4	3	75.0	75.0	0	0.0
Avon Maitland District School Board	3	3	3	100.0	100.0	0	0.0
Hamilton-Wentworth Catholic District School Board	3	3	3	100.0	100.0	0	0.0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	3	3	3	100.0	100.0	0	0.0
Simcoe County District School Board	3	3	3	100.0	100.0	0	0.0
Algonquin and Lakeshore Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Halton District School Board	2	2	2	100.0	100.0	0	0.0
Lakehead District School Board (Lakehead Public Schools)	2	2	2	100.0	100.0	0	0.0
Sudbury Catholic District School Board	0	2	1	50.0	50.0	0	0.0
Waterloo Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Brant Haldimand Norfolk Catholic District School Board	1	1	1	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

School Boards	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Conseil scolaire de district catholique Centre-Sud	1	1	1	100.0	100.0	0	0.0
Conseil scolaire de district catholique de l'Est ontarien	1	1	1	100.0	100.0	0	0.0
Conseil scolaire de district catholique Franco-Nord	1	1	1	100.0	100.0	0	0.0
Hastings and Prince Edward District School Board	1	1	1	100.0	100.0	0	0.0
Limestone District School Board	2	1	1	100.0	100.0	0	0.0
Near North District School Board	1	1	1	100.0	100.0	0	0.0
Renfrew County Catholic District School Board	1	1	1	100.0	100.0	0	0.0
Renfrew County District School Board	0	1	0	0.0	100.0	0	0.0
Simcoe Muskoka Catholic District School Board	2	1	1	100.0	100.0	0	0.0
Superior-Greenstone District School Board	1	1	0	0.0	100.0	0	0.0
The Northwest Catholic District School Board	1	1	1	100.0	100.0	0	0.0
Thunder Bay Catholic District School Board	1	1	0	0.0	0.0	0	0.0
Upper Canada District School Board	1	1	1	100.0	100.0	0	0.0
Wellington Catholic District School Board	1	1	1	100.0	100.0	0	0.0
Total	365	359	271	75.5	86.6	14	3.9

* 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)

Health Boards	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Algoma Health Unit	100	100	90	90.0	90.0	0	0.0
Huron County Health Unit	48	48	48	100.0	100.0	0	0.0
Windsor-Essex County Health Unit	33	33	33	100.0	100.0	0	0.0
Simcoe Muskoka District Health Unit	18	18	16	88.9	100.0	0	0.0
Northwestern Health Unit	17	17	16	94.1	94.1	0	0.0
Peterborough County-City Health Unit	12	12	11	91.7	91.7	0	0.0
Grey Bruce Health Unit	8	8	8	100.0	100.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	8	8	7	87.5	87.5	0	0.0
Kingston, Frontenac, Lennox and Addington Public Health	8	8	8	100.0	100.0	0	0.0
Brant County Health Unit	7	7	7	100.0	100.0	0	0.0
Hastings and Prince Edward Counties Health Unit	7	7	7	100.0	100.0	0	0.0
Middlesex-London Health Unit	7	7	7	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Health Boards	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
North Bay Parry Sound District Health Unit	6	6	6	100.0	100.0	0	0.0
Porcupine Health Unit	6	6	6	100.0	100.0	0	0.0
Thunder Bay District Health Unit	5	5	5	100.0	100.0	0	0.0
Wellington Dufferin Guelph Public Health	5	5	5	100.0	100.0	0	0.0
Perth District Health Unit	3	3	3	100.0	100.0	0	0.0
Chatham-Kent Board of Health	1	1	1	100.0	100.0	0	0.0
Eastern Ontario Health Unit	1	1	1	100.0	100.0	0	0.0
Leeds, Grenville & Lanark District Health Unit	1	1	1	100.0	100.0	0	0.0
Total	301	301	286	95.0	95.7	0	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 (Police)

Police	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	5,246	5,209	3,390	65.1	66.0	585	11.2
Peel Regional Police	1,429	1,429	1,429	100.0	100.0	0	0.0
York Regional Police	1,280	1,275	1,167	91.5	91.5	10	0.8
Niagara Regional Police Service	1,334	1,243	982	79.0	79.0	3	0.2
Durham Regional Police Service	1,188	1,203	354	29.4	29.4	27	2.2
Hamilton Police Service	1,175	1,147	993	86.6	86.7	0	0.0
Halton Regional Police Service	1,176	1,134	827	72.9	89.7	17	1.5
Waterloo Regional Police Service	828	1,025	451	44.0	44.0	439	42.8
London Police Service	934	946	571	60.4	60.4	48	5.1
Windsor Police Service	941	939	286	30.5	30.5	0	0.0
Ottawa Police Service	789	765	543	71.0	71.0	5	0.7
Barrie Police Service	403	404	401	99.3	99.3	0	0.0
Brantford Police Service	354	352	180	51.1	51.1	9	2.6
Guelph Police Service	334	322	62	19.3	19.3	91	28.3
Sarnia Police Service	301	293	248	84.6	99.0	4	1.4
Bradford West Gwillimbury/Innisfil Police Services Board	232	228	214	93.9	93.9	1	0.4
Chatham-Kent Police Service	193	193	171	88.6	90.2	5	2.6
Thunder Bay Police Service	185	189	187	98.9	99.5	0	0.0
Peterborough Lakefield Community Police Service	167	173	141	81.5	100.0	0	0.0
Strathroy-Caradoc Police Service	127	127	126	99.2	99.2	0	0.0
City of Kawartha Lakes Police Service	125	125	124	99.2	99.2	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Police	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
St. Thomas Police Service	112	112	97	86.6	100.0	0	0.0
Woodstock Police Service	110	110	109	99.1	100.0	0	0.0
Cobourg Police Service	57	47	25	53.2	53.2	2	4.3
Stratford Police Service	45	45	42	93.3	93.3	0	0.0
Amherstburg Police Service	44	44	44	100.0	100.0	0	0.0
Belleville Police Service	36	36	13	36.1	44.4	3	8.3
Midland Police Services Board	37	36	19	52.8	97.2	1	2.8
LaSalle Police Service	33	33	21	63.6	66.7	0	0.0
Port Hope Police Service	31	31	27	87.1	87.1	0	0.0
Smiths Falls Police Service	30	30	30	100.0	100.0	0	0.0
Greater Sudbury Police Service	28	28	28	100.0	100.0	0	0.0
Saugeen Shores Police Services	24	24	16	66.7	100.0	0	0.0
Wingham Police Service	22	22	22	100.0	100.0	0	0.0
West Grey Police Service	21	21	21	100.0	100.0	0	0.0
Shelburne Police Service	20	20	20	100.0	100.0	0	0.0
Hanover Police Service	18	18	17	94.4	100.0	0	0.0
Cornwall Community Police Service	17	17	15	88.2	100.0	0	0.0
Timmins Police Service	18	14	14	100.0	100.0	0	0.0
Brockville Police Service	13	13	11	84.6	84.6	0	0.0
Gananoque Police Services Board	12	12	5	41.7	100.0	0	0.0
Orangeville Police Service	17	12	10	83.3	100.0	0	0.0
Aylmer Police	11	11	11	100.0	100.0	0	0.0
West Nipissing Police Service	8	8	6	75.0	75.0	0	0.0
Deep River Police Services Board	7	7	7	100.0	100.0	0	0.0
Kingston Police Services Board	7	7	1	14.3	14.3	2	28.6
Sault Ste. Marie Police Service	7	7	5	71.4	100.0	0	0.0
Stirling-Rawdon Police Services Board	6	4	0	0.0	100.0	0	0.0
Dryden Police Service	3	3	2	66.7	100.0	0	0.0
Espanola Police Service	2	2	2	100.0	100.0	0	0.0
North Bay Police Service	2	2	2	100.0	100.0	0	0.0
Kapuskasing Police Services Board	1	1	1	100.0	100.0	0	0.0
Town of South Bruce Police Services Board	1	1	1	100.0	100.0	0	0.0
Total	19,541	19,499	13,491	69.2	71.1	1,252	6.4

* 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 - MUNICIPAL

Response Rate Compliance (Municipal Corporations)

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Toronto	2,790	2,690	1,900	70.6	78.2	48	1.8
The Corporation of the City of Brampton	1,432	1,423	1,419	99.7	99.8	0	0.0
City of Ottawa	830	811	586	72.3	84.2	26	3.2
Town of Oakville	735	733	724	98.8	100.0	0	0.0
Town of Richmond Hill	685	684	676	98.8	100.0	0	0.0
City of Mississauga	640	648	641	98.9	98.9	0	0.0
City of Kitchener	620	620	617	99.5	100.0	0	0.0
City of Burlington	482	480	479	99.8	99.8	1	0.2
City of Greater Sudbury	336	336	310	92.3	92.3	2	0.6
Region of Peel	318	315	307	97.5	100.0	2	0.6
City of Cambridge	241	241	241	100.0	100.0	0	0.0
The Corporation of the Town of Aurora	166	166	163	98.2	98.2	0	0.0
Corporation City of London	163	163	109	66.9	69.9	0	0.0
City of Guelph	160	162	150	92.6	92.6	0	0.0
Town of Halton Hills	160	155	151	97.4	97.4	0	0.0
City of Vaughan	147	150	148	98.7	99.3	0	0.0
City of Hamilton	146	147	115	78.2	81.6	9	6.1
York Region	164	147	126	85.7	85.7	2	1.4
Corporation of the County of Grey	143	143	143	100.0	100.0	0	0.0
City of Oshawa	143	124	112	90.3	98.4	1	0.8
City of Windsor	121	110	94	85.5	85.5	0	0.0
Niagara Region	133	108	95	88.0	90.7	0	0.0
City of Markham	90	87	58	66.7	73.6	1	1.1
City of Peterborough	92	87	81	93.1	100.0	0	0.0
City of Thunder Bay	81	83	78	94.0	96.4	0	0.0
The Corporation of The City of Niagara Falls	83	83	28	33.7	34.9	9	10.8
Town of Whitby	81	83	69	83.1	86.7	1	1.2
City of Kawartha Lakes	70	75	66	88.0	100.0	1	1.3
City of St. Catharines	71	71	63	88.7	91.5	1	1.4
Regional Municipality of Durham	79	71	67	94.4	94.4	0	0.0
Town of Georgina	59	59	59	100.0	100.0	0	0.0
The Corporation of the City of North Bay	54	54	50	92.6	100.0	0	0.0
Town of Innisfil	52	54	53	98.1	100.0	0	0.0
City of Kingston	53	53	42	79.2	83.0	3	5.7
Corporation of the City of Brantford	55	53	52	98.1	98.1	0	0.0
The Corporation of the City of Waterloo	48	47	47	100.0	100.0	0	0.0
City of Barrie	45	44	42	95.5	100.0	0	0.0
Municipality of Clarington	45	43	43	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Town of Bradford West Gwillimbury	43	43	43	100.0	100.0	0	0.0
Town of Lakeshore	42	42	42	100.0	100.0	0	0.0
Corporation of the Town of Ajax	38	38	38	100.0	100.0	0	0.0
The Regional Municipality of Halton	36	37	36	97.3	97.3	0	0.0
Municipality of Chatham-Kent	36	36	35	97.2	100.0	0	0.0
Town of Newmarket	37	36	36	100.0	100.0	0	0.0
Norfolk County	32	35	29	82.9	94.3	0	0.0
City of Belleville	34	34	22	64.7	97.1	0	0.0
Regional Municipality of Waterloo	33	34	20	58.8	88.2	0	0.0
The Corporation of Haldimand County	34	34	21	61.8	100.0	1	2.9
City of Sault Ste. Marie	36	33	33	100.0	100.0	0	0.0
Town of Caledon	33	33	28	84.8	84.8	1	3.0
The Corporation of the City of Cornwall	32	32	23	71.9	96.9	0	0.0
County of Simcoe	18	28	28	100.0	100.0	0	0.0
Town of Milton	24	24	24	100.0	100.0	0	0.0
City of Pickering	23	23	22	95.7	100.0	0	0.0
City of Thorold	22	22	21	95.5	95.5	0	0.0
Town of Collingwood	22	22	19	86.4	100.0	1	4.5
Corporation of the Municipality of Port Hope	22	21	21	100.0	100.0	0	0.0
County of Oxford	20	20	20	100.0	100.0	0	0.0
Town of Moosonee	20	20	20	100.0	100.0	0	0.0
Township of King	20	20	19	95.0	100.0	0	0.0
Corporation of the City of Welland	19	19	19	100.0	100.0	0	0.0
Corporation of the Town of Gravenhurst	18	18	16	88.9	88.9	0	0.0
Corporation of the County of Brant	17	17	15	88.2	88.2	0	0.0
The Corporation of the County of Lambton	17	17	17	100.0	100.0	0	0.0
Town of Orangeville	17	17	17	100.0	100.0	0	0.0
City of Timmins	15	15	10	66.7	100.0	1	6.7
The Corporation of Loyalist Township	15	15	15	100.0	100.0	0	0.0
The Corporation of the County of Wellington	15	15	15	100.0	100.0	0	0.0
Town of Fort Erie	15	15	14	93.3	100.0	0	0.0
Town of New Tecumseth	15	15	15	100.0	100.0	0	0.0
Town of Renfrew	7	15	15	100.0	100.0	0	0.0
Town of Whitchurch-Stouffville	16	15	11	73.3	86.7	1	6.7
The Corporation of the City of Brockville	14	14	9	64.3	92.9	0	0.0
The Corporation of the Town of Kingsville	14	14	12	85.7	85.7	0	0.0
The Corporation of the Town of Niagara-on-the-Lake	17	14	14	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Woodstock	13	13	13	100.0	100.0	0	0.0
Municipality of North Perth	13	13	13	100.0	100.0	0	0.0
Corporation of the Town of Hawkesbury	12	12	9	75.0	75.0	0	0.0
Corporation of the Township of Georgian Bay	12	12	12	100.0	100.0	0	0.0
Municipality of Powassan	12	12	12	100.0	100.0	0	0.0
Town of East Gwillimbury	13	12	11	91.7	100.0	0	0.0
Town of Espanola	12	12	3	25.0	41.7	0	0.0
The Corporation of the Township of Clearview	11	11	10	90.9	100.0	0	0.0
Township of Scugog	12	11	11	100.0	100.0	0	0.0
Township of Springwater	11	11	11	100.0	100.0	0	0.0
CITY OF OWEN SOUND	10	10	10	100.0	100.0	0	0.0
City of Sarnia	9	10	7	70.0	70.0	0	0.0
Corporation of the Municipality of Meaford	10	10	9	90.0	100.0	0	0.0
Municipality of Grey Highlands	10	10	10	100.0	100.0	0	0.0
Municipality of Lambton Shores	10	10	9	90.0	90.0	1	10.0
The District Municipality of Muskoka	13	10	10	100.0	100.0	0	0.0
Town of Arnprior	10	10	10	100.0	100.0	0	0.0
Corporation of the County of Essex	9	9	9	100.0	100.0	0	0.0
The Corporation of the City of Quinte West	9	9	9	100.0	100.0	0	0.0
The Corporation of the Town of Bracebridge	9	9	4	44.4	77.8	0	0.0
Town of Cobourg	9	9	8	88.9	88.9	0	0.0
Township of Uxbridge	9	9	8	88.9	88.9	1	11.1
City of Port Colborne	8	8	5	62.5	75.0	2	25.0
Corporation of the County of Prince Edward	8	8	6	75.0	100.0	0	0.0
County of Huron	8	8	0	0.0	0.0	0	0.0
The Corporation of the Township of Seguin	8	8	7	87.5	100.0	0	0.0
The Corporation of the Township of Tiny	8	8	6	75.0	100.0	0	0.0
Town of Gananoque	8	8	6	75.0	75.0	0	0.0
Town of Greater Napanee	9	8	8	100.0	100.0	0	0.0
Town of Mississippi Mills	8	8	7	87.5	100.0	0	0.0
Town of Penetanguishene	8	8	7	87.5	87.5	0	0.0
Township of Adjala-Tosorontio	8	8	7	87.5	100.0	0	0.0
Township of Woolwich	8	8	6	75.0	100.0	0	0.0
United Counties of Leeds and Grenville	8	8	8	100.0	100.0	0	0.0
County of Middlesex	7	7	7	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Municipality of South Dundas	7	7	3	42.9	100.0	0	0.0
Municipality of South Huron	7	7	7	100.0	100.0	0	0.0
Town of Lincoln	7	7	4	57.1	85.7	0	0.0
Township of Dorion	7	7	7	100.0	100.0	0	0.0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	7	7	7	100.0	100.0	0	0.0
Wellington County Museum and Archives	7	7	7	100.0	100.0	0	0.0
Corporation of the City of Orillia	6	6	4	66.7	83.3	2	33.3
County of Dufferin	6	6	6	100.0	100.0	0	0.0
Municipality of Central Elgin	6	6	6	100.0	100.0	0	0.0
Municipality of Trent Lakes	6	6	6	100.0	100.0	0	0.0
The Corporation of the Township of Cramahe	6	6	6	100.0	100.0	0	0.0
Town of Cochrane	6	6	6	100.0	100.0	0	0.0
Township of Oro-Medonte	6	6	6	100.0	100.0	0	0.0
Township of Russell	6	6	6	100.0	100.0	0	0.0
Township of Tay	6	6	5	83.3	100.0	0	0.0
City of St. Thomas	5	5	4	80.0	80.0	0	0.0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	6	5	5	100.0	100.0	0	0.0
Municipality of Leamington	6	5	5	100.0	100.0	0	0.0
Town of Erin	5	5	3	60.0	100.0	0	0.0
Town of Parry Sound	5	5	5	100.0	100.0	0	0.0
Town of South Bruce Peninsula	5	5	5	100.0	100.0	0	0.0
Township of Melancthon	5	5	5	100.0	100.0	0	0.0
Township of Minden Hills	0	5	5	100.0	100.0	0	0.0
City of Stratford	4	4	3	75.0	100.0	0	0.0
Corporation of the Town of Kirkland Lake	4	4	4	100.0	100.0	0	0.0
County of Bruce	4	4	4	100.0	100.0	0	0.0
Municipality of Centre Hastings	4	4	1	25.0	50.0	2	50.0
Municipality of Trent Hills	4	4	4	100.0	100.0	0	0.0
The Corporation of the City of Kenora	4	4	4	100.0	100.0	0	0.0
The Town of Plympton-Wyoming	4	4	4	100.0	100.0	0	0.0
Town of Kapuskasing	4	4	4	100.0	100.0	0	0.0
Town of Wasaga Beach	4	4	4	100.0	100.0	0	0.0
Township of Essa	4	4	4	100.0	100.0	0	0.0
Township of Huron-Kinloss	4	4	4	100.0	100.0	0	0.0
Township of Puslinch	4	4	4	100.0	100.0	0	0.0
Township of Southgate	4	4	0	0.0	0.0	0	0.0
Township of Stirling-Rawdon	4	4	3	75.0	100.0	0	0.0
Township of Wilmot	4	4	3	75.0	75.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Temiskaming Shores	3	3	3	100.0	100.0	0	0.0
Corporation of the City of Dryden	3	3	1	33.3	100.0	0	0.0
Corporation of the Township of Ear Falls	3	3	2	66.7	66.7	0	0.0
Corporation of the Township of Lake of Bays	3	3	1	33.3	100.0	1	33.3
Corporation of the Township of Wellington North	3	3	3	100.0	100.0	0	0.0
County of Hastings	3	3	3	100.0	100.0	0	0.0
Municipality of Bayham	3	3	2	66.7	100.0	0	0.0
Municipality of Bluewater	3	3	3	100.0	100.0	0	0.0
Municipality of Highlands East	3	3	0	0.0	0.0	1	33.3
Municipality of Wawa	3	3	3	100.0	100.0	0	0.0
The Corporation of the Municipality of Kincardine	3	3	2	66.7	66.7	1	33.3
The Corporation of the Town of Goderich	3	3	3	100.0	100.0	0	0.0
Town of Carleton Place	3	3	3	100.0	100.0	0	0.0
Town of Deep River	3	3	3	100.0	100.0	0	0.0
Town of Pelham	3	3	1	33.3	33.3	0	0.0
Town of Prescott	3	3	0	0.0	0.0	1	33.3
Town of Saugeen Shores	3	3	3	100.0	100.0	0	0.0
Town of Smiths Falls	3	3	3	100.0	100.0	0	0.0
Town of Tecumseh	3	3	1	33.3	100.0	0	0.0
Township of Alfred and Plantagenet	3	3	3	100.0	100.0	0	0.0
Township of Cavan Monaghan	4	3	3	100.0	100.0	0	0.0
Township of Georgian Bluffs	3	3	2	66.7	100.0	0	0.0
Township of Madawaska Valley	3	3	3	100.0	100.0	0	0.0
Township of McMurrich/Monteith	3	3	3	100.0	100.0	0	0.0
Township of McNab/Braeside	5	3	3	100.0	100.0	0	0.0
Township of Muskoka Lakes	5	3	2	66.7	66.7	1	33.3
Township of Ramara	3	3	3	100.0	100.0	0	0.0
Corporation of the Municipality of French River	0	2	1	50.0	100.0	0	0.0
Municipality of the United Townships of Head, Clara and Maria	2	2	2	100.0	100.0	0	0.0
The Corporation of the Municipality of Arran-Elderslie	2	2	0	0.0	0.0	0	0.0
The Corporation of the Township of Lanark Highlands	2	2	2	100.0	100.0	0	0.0
The Corporation of the Township of North Frontenac	2	2	0	0.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
The Corporation of the Township of Rideau Lakes	2	2	0	0.0	50.0	0	0.0
Town of Cobalt	2	2	2	100.0	100.0	0	0.0
Town of Hearst	2	2	2	100.0	100.0	0	0.0
Town of Huntsville	2	2	2	100.0	100.0	0	0.0
Town of LaSalle	2	2	1	50.0	100.0	0	0.0
Town of Tillsonburg	2	2	2	100.0	100.0	0	0.0
Township of Beckwith	2	2	2	100.0	100.0	0	0.0
Township of Black River-Matheson	2	2	2	100.0	100.0	0	0.0
Township of Carling	2	2	2	100.0	100.0	0	0.0
Township of Central Frontenac	3	2	1	50.0	50.0	1	50.0
Township of Edwardsburgh/Cardinal	2	2	2	100.0	100.0	0	0.0
Township of McKellar	2	2	2	100.0	100.0	0	0.0
Township of North Glengarry	2	2	2	100.0	100.0	0	0.0
Township of Red Rock	2	2	2	100.0	100.0	0	0.0
Township of Whitewater Region	2	2	2	100.0	100.0	0	0.0
Village of Burk's Falls	2	2	2	100.0	100.0	0	0.0
Village of Hilton Beach	3	2	1	50.0	50.0	0	0.0
Village of Merrickville-Wolford	2	2	2	100.0	100.0	0	0.0
Village of Sundridge	2	2	2	100.0	100.0	0	0.0
Corporation of the Municipality of Mattawan	1	1	1	100.0	100.0	0	0.0
Corporation of the Municipality of Greenstone	1	1	1	100.0	100.0	0	0.0
Corporation of the Town of Iroquois Falls	1	1	1	100.0	100.0	0	0.0
Corporation of The Town of St. Marys	2	1	1	100.0	100.0	0	0.0
Corporation of the Township of Amaranth	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Brock	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Douro-Dummer	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Hilliard	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Howick	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Sables-Spanish Rivers	1	1	1	100.0	100.0	0	0.0
Corporation Township of Hamilton	1	1	0	0.0	0.0	0	0.0
County of Elgin	1	1	1	100.0	100.0	0	0.0
Lanark County	1	1	1	100.0	100.0	0	0.0
Municipality of Middlesex Cent	1	1	1	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Municipality of North Grenville	1	1	1	100.0	100.0	0	0.0
Municipality of Sioux Lookout	2	1	1	100.0	100.0	0	0.0
Municipality of South Bruce	0	1	1	100.0	100.0	0	0.0
Municipality of Southwest Middlesex	1	1	1	100.0	100.0	0	0.0
Municipality of Strathroy-Caradoc	1	1	1	100.0	100.0	0	0.0
Municipality of Temagami	2	1	1	100.0	100.0	0	0.0
Municipality of West Grey	1	1	1	100.0	100.0	0	0.0
Municipality of Whitestone	1	1	1	100.0	100.0	0	0.0
Tay Valley Township	1	1	1	100.0	100.0	0	0.0
The Corporation of the Town of Grimsby	1	1	1	100.0	100.0	0	0.0
The Corporation of the Township of Guelph/Eramosa	1	1	1	100.0	100.0	0	0.0
The Corporation of the Township of Nairn and Hyman	1	1	0	0.0	100.0	0	0.0
The Corporation of the Township of Severn	1	1	1	100.0	100.0	0	0.0
Town of Bancroft	1	1	1	100.0	100.0	0	0.0
Town of Gore Bay	1	1	0	0.0	0.0	0	0.0
Town of Hanover	1	1	1	100.0	100.0	0	0.0
Town of Kearney	1	1	1	100.0	100.0	0	0.0
Town of Mattawa	0	1	1	100.0	100.0	0	0.0
Town of Mono	1	1	1	100.0	100.0	0	0.0
Town of Petawawa	1	1	1	100.0	100.0	0	0.0
Town of The Blue Mountains	1	1	0	0.0	0.0	0	0.0
Township of Centre Wellington	1	1	1	100.0	100.0	0	0.0
Township of Chisholm	1	1	1	100.0	100.0	0	0.0
Township of Faraday	1	1	1	100.0	100.0	0	0.0
Township of Havelock-Belmont-Methuen	1	1	0	0.0	100.0	0	0.0
Township of Leeds and the Thousand Islands	1	1	1	100.0	100.0	0	0.0
Township of North Dumfries	1	1	1	100.0	100.0	0	0.0
Township of North Stormont	1	1	1	100.0	100.0	0	0.0
Township of Perth East	1	1	1	100.0	100.0	0	0.0
Township of Perth South	1	1	1	100.0	100.0	0	0.0
Township of Prince	1	1	1	100.0	100.0	0	0.0
Township of Schreiber	1	1	1	100.0	100.0	0	0.0
Township of South Stormont	1	1	1	100.0	100.0	0	0.0
Township of Southwold	2	1	1	100.0	100.0	0	0.0
Township of Strong	1	1	1	100.0	100.0	0	0.0
Township of West Lincoln	1	1	1	100.0	100.0	1	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Municipal Corporations	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Township of Zorra	1	1	1	100.0	100.0	0	0.0
Village of Casselman	1	1	1	100.0	100.0	0	0.0
Village of Newbury	1	1	1	100.0	100.0	0	0.0
Township of Admaston/Bromley	1	1	1	100.0	0.0	0	0.0
Village of Westport	1	1	1	100.0	100.0	0.0	0.0
Total	13,427	13,220	11,626	87.9	91.7	127	1.0

* 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 (Other Municipal Institutions)

Other Municipal Institutions	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District of Nipissing Social Services Administration Board	148	148	148	100.0	100.0	0	0.0
Ottawa Community Housing	92	90	84	93.3	93.3	0	0.0
Municipal Property Assessment Corporation	72	53	46	86.8	98.1	0	0.0
Toronto Transit Commission	61	51	48	94.1	96.1	0	0.0
District of Thunder Bay Social Services Administration Board (TBDSSAB)	38	38	38	100.0	100.0	0	0.0
Toronto and Region Conservation Authority	42	38	32	84.2	94.7	2	5.3
Cochrane DSSAB	27	27	27	100.0	100.0	0	0.0
Lake Simcoe Region Conservation Authority	20	20	19	95.0	100.0	0	0.0
Nottawasaga Valley Conservation Authority	11	11	10	90.9	100.0	0	0.0
Sudbury & District Health Unit	11	11	10	90.9	100.0	0	0.0
Credit Valley Conservation Authority	10	10	6	60.0	100.0	0	0.0
Toronto Hydro Corporation	10	10	5	50.0	50.0	2	20.0
Algoma District Services Administration Board	9	9	8	88.9	88.9	0	0.0
Oakville Hydro Electricity Distribution System Inc.	8	8	8	100.0	100.0	0	0.0
St. Thomas Energy Inc.	8	8	8	100.0	100.0	0	0.0
Board of Governors of Exhibition Place	7	7	6	85.7	85.7	0	0.0
Kitchener-Wilmot Hydro Inc.	7	7	7	100.0	100.0	0	0.0
Otonabee Region Conservation Authority	7	7	6	85.7	100.0	0	0.0
Conservation Halton	6	6	6	100.0	100.0	0	0.0
Essex Region Conservation Authority	7	6	2	33.3	33.3	2	33.3
Hamilton Region Conservation Authority	6	6	6	100.0	100.0	0	0.0
PowerStream Inc.	7	6	6	100.0	100.0	0	0.0
CityHousing Hamilton Corporation	5	5	5	100.0	100.0	0	0.0
Lakehead Region Conservation Authority	4	4	4	100.0	100.0	0	0.0
Niagara Peninsula Conservation Authority	4	4	4	100.0	100.0	0	0.0
Ausable Bayfield Conservation Authority	3	3	2	66.7	66.7	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

Other Municipal Institutions	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District of Timiskaming Social Services Administration Board	3	3	3	100.0	100.0	0	0.0
Greater Sudbury Public Library	3	3	3	100.0	100.0	0	0.0
Greater Sudbury Utilities	4	3	0	0.0	100.0	0	0.0
Hydro Ottawa Limited	3	3	2	66.7	100.0	1	33.3
Mississippi Valley Conservation Authority	3	3	2	66.7	100.0	0	0.0
Nickel District Conservation Authority	3	3	3	100.0	100.0	0	0.0
Utilities Kingston (1425445 Ontario Limited)	3	3	1	33.3	33.3	0	0.0
Crowe Valley Conservation Authority	2	2	1	50.0	100.0	0	0.0
Durham Region Transit	2	2	2	100.0	100.0	0	0.0
Grand River Conservation Authority	2	2	2	100.0	100.0	0	0.0
Halton Community Housing Corporation	2	2	2	100.0	100.0	0	0.0
London Public Library	2	2	2	100.0	100.0	0	0.0
London Transit Commission	2	2	2	100.0	100.0	0	0.0
Mississauga Library System	2	2	2	100.0	100.0	0	0.0
North Bay-Mattawa Conservation Authority	2	2	2	100.0	100.0	0	0.0
Peterborough Utilities	2	2	2	100.0	100.0	0	0.0
Saugeen Valley Conservation Authority	2	2	2	100.0	100.0	0	0.0
Toronto Public Library	3	2	1	50.0	100.0	0	0.0
Cataraqui Region Conservation Authority	2	1	1	100.0	100.0	0	0.0
Chatham-Kent Public Utilities Commission	1	1	1	100.0	100.0	0	0.0
City of Peterborough Housing Corporation	0	1	1	100.0	100.0	0	0.0
Collus Powerstream Corp.	1	1	1	100.0	100.0	0	0.0
Greater Sudbury Hydro Inc.	2	1	1	100.0	100.0	0	0.0
Grey Sauble Conservation Authority	1	1	0	0.0	0.0	0	0.0
Long Point Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
Ottawa Public Library	1	1	1	100.0	100.0	0	0.0
Parry Sound Area Planning Board	1	1	1	100.0	100.0	0	0.0
St. Clair Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
Toronto Hydro Energy Services Inc.	1	1	0	0.0	0.0	1	100.0
Toronto Hydro-Electric System Limited	1	1	0	0.0	0.0	0	0.0
Transit Windsor	1	1	1	100.0	100.0	0	0.0
West Perth Public Library	1	1	1	100.0	100.0	0	0.0
Windsor Essex Community Housing Corporation	1	1	1	100.0	100.0	0	0.0
Haldimand County Hydro Inc.	1	0	0	0.0	0.0	0	0.0
Markham Public Library Board	1	0	0	0.0	0.0	0	0.0
Upper Thames River Conservation Authority	1	0	0	0.0	0.0	0	0.0
Windsor Utilities Commission	1	0	0	0.0	0.0	0	0.0
Total	695	651	597	91.7	95.7	8	1.2

* 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.

APPEALS

Summary of Appeals – 2013 vs. 2012

	2013 General Records Appeals			2013 Personal Information Appeals			2013 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	421	433	854	186	245	431	607	678	1285
Closed	454	386	840	143	255	398	597	641	1238

	2012 General Records Appeals			2012 Personal Information Appeals			2012 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	456	392	848	163	265	428	619	657	1276
Closed	395	369	764	164	230	394	559	599	1158

General Records and Personal Information

Issues in Appeals Opened

	Provincial	%	Municipal	%	Total	%
Exemptions only	232	38.2	274	40.4	506	39.4
Exemptions with Other Issues	39	6.4	87	12.8	126	9.8
Reasonable Search	58	9.6	66	9.7	124	9.6
Act Does Not Apply	53	8.7	57	8.4	110	8.6
Deemed Refusal	41	6.8	49	7.2	90	7.0
Third Party	59	9.7	30	4.4	89	6.9
Other	38	6.3	43	6.3	81	6.3
Interim Decision	28	4.6	19	2.8	47	3.7
Time Extension	31	5.1	8	1.2	39	3.0
Frivolous or Vexatious	8	1.3	9	1.3	17	1.3
Correction	0	0.0	16	2.4	16	1.2
Custody or Control	4	0.7	9	1.3	13	1.0
Failure to Disclose	8	1.3	1	0.1	9	0.7
Fee and Fee Waiver	3	0.5	5	0.7	8	0.6
Fee	3	0.5	4	0.6	7	0.5
Transfer	2	0.3	0	0.0	2	0.2
Fee Waiver	0	0.0	1	0.1	1	0.1
Total	607	100.0	678	100.0	1285	100.0

General Records and Personal Information

Types of Appellants in Appeals Opened

	Provincial	%	Municipal	%	Total	%
Individual	457	75.3	545	80.4	1002	78.0
Business	94	15.5	79	11.7	173	13.5
Media	30	4.9	40	5.9	70	5.4
Association/Group	8	1.3	7	1.0	15	1.2
Government	7	1.2	2	0.3	9	0.7
Union	6	1.0	3	0.4	9	0.7
Politician	2	0.3	2	0.3	4	0.3
Academic/Researcher	3	0.5	0	0.0	3	0.2
Total	607	100.0	678	100.0	1285	100.0

Number of Appeals Closed Other than by Order, by Outcome

	Provincial	%	Municipal	%	Total	%
Mediated in Full	311	72.8	349	71.4	660	72.1
Withdrawn	68	15.9	77	15.7	145	15.8
Screened out	33	7.7	43	8.8	76	8.3
Abandoned	12	2.8	17	3.5	29	3.2
Dismissed without Inquiry/Review/Order	3	0.7	3	0.6	6	0.7
Total	427	100.0	489	100.0	916	100.0

Number of Appeals Closed by Order, by Order Outcome

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	58	34.2	83	54.6	141	43.8
Head's decision partially upheld	90	52.9	46	30.3	136	42.2
Head's decision not upheld	22	12.9	23	15.1	45	14.0
Total	170	100.0	152	100.0	322	100.0

APPEALS

General Records and Personal Information

Outcome of Appeals by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	184	50.3	467	97.1	9	2.3	660	53.3
Order Issued	2	0.5	1	0.2	319	81.6	322	26.0
Withdrawn	102	27.9	5	1.0	38	9.7	145	11.7
Screened out	76	20.8	0	0.0	0	0.0	76	6.1
Abandoned	2	0.5	8	1.7	19	4.9	29	2.3
Dismissed without Inquiry/ Review/Order	0	0.0	0	0.0	6	1.5	6	0.5
Total	366	100.0	481	100.0	391	100.0	1238	100.0

Intake	366	29.6
Mediation	481	38.8
Adjudication	391	31.6
Total	1238	100.0

Provincial Ministry Appeals Opened by Ministry Name

Ministry	No.	%
Ministry of Community Safety and Correctional Services	139	36.8
Ministry of the Environment	36	9.5
Ministry of Health and Long-Term Care	31	8.2
Ministry of Children and Youth Services	30	7.9
Ministry of Natural Resources	27	7.1
Ministry of the Attorney General	25	6.6
Ministry of Transportation	19	5.0
Ministry of Government Services	13	3.4
Ministry of Finance	12	3.2
Ministry of Labour	10	2.6
Ministry of Training, Colleges and Universities	9	2.4
Ministry of Community and Social Services	8	2.1
Ministry of Tourism, Culture and Sport	5	1.3
Ministry of Education	3	0.8
Ministry of Municipal Affairs and Housing	3	0.8
Ministry of Northern Development and Mines	3	0.8
Ministry of Aboriginal Affairs	2	0.5
Ministry of Agriculture, Food and Rural Affairs	1	0.3
Ministry of Economic Development and Innovation	1	0.3
Ministry of Energy	1	0.3
Total	378	100.0

General Records and Personal Information

Provincial Agency Appeals Opened by Agency Name

Agency	No.	%
Infrastructure Ontario	13	12.0
Ontario Lottery and Gaming Corporation	11	10.2
Legal Aid Ontario	10	9.3
Metrolinx	10	9.3
Ontario Power Authority	9	8.3
Ontario Power Generation	7	6.5
Cabinet Office	6	5.6
Hydro One	6	5.6
Archives of Ontario	5	4.6
Workplace Safety and Insurance Board	5	4.6
Landlord and Tenant Board	4	3.7
Alcohol and Gaming Commission of Ontario	3	2.8
Human Rights Tribunal of Ontario	3	2.8
Liquor Control Board of Ontario	3	2.8
MICs Group of Health Services	3	2.8
North East Local Health Integration Network	2	1.9
Child and Family Services Review Board	1	0.9
eHealth Ontario	1	0.9
Financial Services Commission of Ontario	1	0.9
Health Quality Ontario	1	0.9
Ontario Energy Board	1	0.9
Ontario Human Rights Commission	1	0.9
Ontario Northland Transportation Commission	1	0.9
Ontario Parks Board of Directors	1	0.9
Total	108	100.0

APPEALS

General Records and Personal Information

Provincial College and University Appeals Opened by College or University Name

College and University	No.	%
University of Ottawa	30	43.5
York University	10	14.5
Brock University	4	5.8
Carleton University	4	5.8
McMaster University	4	5.8
University of Windsor	3	4.3
Algoma University	2	2.9
University of Toronto	2	2.9
Algonquin College	1	1.4
Canadore College of Applied Arts and Technology	1	1.4
Durham College of Applied Arts and Technology	1	1.4
Fanshawe College of Applied Arts and Technology	1	1.4
Ontario College of Art & Design	1	1.4
Ryerson University	1	1.4
Seneca College of Applied Arts and Technology	1	1.4
The University of Waterloo	1	1.4
University of Western Ontario	1	1.4
Wilfred Laurier University	1	1.4
Total	69	100.0

General Records and Personal Information

Provincial Hospital Appeals Opened by Hospital Name

Hospital	No.	%
William Osler Health Centre	6	11.5
University Health Network	4	7.7
Halton Healthcare Services	3	5.8
Hamilton Health Sciences	3	5.8
Health Sciences North	3	5.8
London Health Sciences Centre	3	5.8
Sunnybrook Health Sciences Centre	3	5.8
Humber River Regional Hospital	2	3.8
Mount Sinai Hospital	2	3.8
Southlake Regional Health Centre	2	3.8
The Ottawa Hospital	2	3.8
Windsor Regional Hospital	2	3.8
Arnprior Regional Health	1	1.9
Bluewater Health	1	1.9
Bruyère Continuing Care	1	1.9
Campbellford Memorial Hospital	1	1.9
Centre for Addiction and Mental Health	1	1.9
Children's Hospital of Eastern Ontario	1	1.9
Collingwood General & Marine Hospital	1	1.9
Cornwall Community Hospital	1	1.9
Guelph General Hospital	1	1.9
Huron Perth Healthcare Alliance	1	1.9
Joseph Brant Memorial Hospital	1	1.9
Lakeridge Health Network	1	1.9
Providence Care	1	1.9
St. Michael's Hospital	1	1.9
St. Thomas Elgin General Hospital	1	1.9
Trillium Health Partners	1	1.9
West Park Healthcare Centre	1	1.9
Total	52	100.0

APPEALS

General Records and Personal Information

Municipal Police Services Appeals Opened by Police Service Name

Police Service	No.	%
Toronto Police Services Board	97	38.3
York Regional Police Services Board	22	8.7
Peel Regional Police Services Board	18	7.1
Halton Regional Police Services Board	14	5.5
Ottawa Police Services Board	14	5.5
South Simcoe Police Services Board	14	5.5
London Police Services Board	11	4.3
Hamilton Police Services Board	9	3.6
Durham Regional Police Services Board	7	2.8
Waterloo Regional Police Services Board	7	2.8
Guelph Police Services Board	6	2.4
Niagara Regional Police Services Board	6	2.4
Windsor Police Services Board	4	1.6
The Greater Sudbury Police Services Board	3	1.2
West Nipissing Police Services Board	3	1.2
Woodstock Police Services Board	3	1.2
Kingston Police Services Board	2	0.8
Smiths Falls Police Services Board	2	0.8
Chatham-Kent Police Services Board	1	0.4
Cornwall Community Police Services Board	1	0.4
Deep River Police Services Board	1	0.4
Midland Police Services Board	1	0.4
North Bay Police Services Board	1	0.4
Orangeville Police Services Board	1	0.4
Owen Sound Police Services Board	1	0.4
Stratford Police Services Board	1	0.4
Thunder Bay Police Services Board	1	0.4
Timmins Police Services Board	1	0.4
Town of Amherstburg Police Services Board	1	0.4
Total	253	100.0

General Records and Personal Information

Municipal School Boards Appeals Opened by Board Name

School Board	No.	%
Hamilton-Wentworth District School Board	4	8.7
Kawartha Pine Ridge District School Board	4	8.7
Ottawa Catholic School Board	4	8.7
Toronto District School Board	4	8.7
Halton Catholic District School Board	3	6.5
Hamilton-Wentworth Catholic District School Board	2	4.3
Kenora Catholic District School Board	2	4.3
London District Catholic School Board	2	4.3
Peel District School Board	2	4.3
Thames Valley District School Board	2	4.3
Toronto Catholic District School Board	2	4.3
York Catholic District School Board	2	4.3
Conseil des écoles publiques de l'Est de l'Ontario	1	2.2
Conseil scolaire de district catholique Centre-Sud	1	2.2
Conseil Scolaire De District Ecoles Catholiques Du Sud-Ouest	1	2.2
District School Board of Niagara	1	2.2
Dufferin-Peel Catholic District School Board	1	2.2
Ottawa-Carleton District School Board	1	2.2
Rainy River District School Board	1	2.2
Sudbury Catholic District School Board	1	2.2
Superior-Greenstone District School Board	1	2.2
Thunder Bay Catholic District School Board	1	2.2
Waterloo Region District School Board	1	2.2
Wellington Catholic District School Board	1	2.2
York Region District School Board	1	2.2
Total	46	100.0

APPEALS

General Records and Personal Information

Municipal Corporation Appeals Opened by Municipality Name

Municipality	No.	%
City of Toronto	71	21.3
City of Ottawa	26	7.8
Township of Clearview	17	5.1
City of Greater Sudbury	11	3.3
City of Vaughan	9	2.7
The Corporation of the City of London	8	2.4
City of Brampton	7	2.1
Regional Municipality of Peel	7	2.1
City of Hamilton	6	1.8
City of Windsor	6	1.8
Corporation of the City of Clarence-Rockland	6	1.8
Town of Espanola	6	1.8
The Corporation of the City of Oshawa	5	1.5
City of Mississauga	4	1.2
Municipality of South Huron	4	1.2
Regional Municipality of Waterloo	4	1.2
Town of Ajax	4	1.2
City of Burlington	3	0.9
City of Kawartha Lakes	3	0.9
City of Peterborough	3	0.9
Corporation of the Town of Arnprior	3	0.9
Municipality of Centre Hastings	3	0.9
Municipality of Highlands East	3	0.9
The Regional Municipality of Niagara	3	0.9
Town of Oakville	3	0.9
Town of Tillsonburg	3	0.9
Township of Minden Hills	3	0.9
Township of Rideau Lakes	3	0.9
City of Guelph	2	0.6
City of Kingston	2	0.6
City of Markham	2	0.6
City of North Bay	2	0.6
City of Pickering	2	0.6
City of Thorold	2	0.6
City of Waterloo	2	0.6
City of Woodstock	2	0.6
Housing Services Corporation	2	0.6

General Records and Personal Information

Municipality	No.	%
North Bay Hydro Holdings Ltd.	2	0.6
The Corporation of the Town of Orangeville	2	0.6
The Regional Municipality of York	2	0.6
The Township of Asphodel-Norwood	2	0.6
Town of Halton Hills	2	0.6
Town of Penetanguishene	2	0.6
Town of Richmond Hill	2	0.6
Town of Saugeen Shores	2	0.6
Town of South Bruce Peninsula	2	0.6
Town of Wasaga Beach	2	0.6
Township of Bonfield	2	0.6
Township of Melancthon	2	0.6
City of Cornwall	1	0.3
City of St. Catharines	1	0.3
City of Timmins	1	0.3
City of Welland	1	0.3
Corporation of the City of Brantford	1	0.3
Corporation of the County of Huron	1	0.3
Corporation of the County of Oxford	1	0.3
Corporation of the Town of Bradford West Gwillimbury	1	0.3
County of Brant	1	0.3
County of Lanark	1	0.3
County of Norfolk	1	0.3
County of Renfrew	1	0.3
District of Nipissing Social Services Administration Board	1	0.3
Haldimand County	1	0.3
Incorporated Village of Hilton Beach	1	0.3
Loyalist Township	1	0.3
Municipality of Chatham-Kent	1	0.3
Municipality of Clarington	1	0.3
Municipality of Middlesex Centre	1	0.3
Municipality of Port Hope	1	0.3
Municipality of Sioux Lookout	1	0.3
Regional Municipality of Durham	1	0.3
Regional Municipality of Halton	1	0.3
The Corporation of the Town of Cobourg	1	0.3
The Corporation of the Town of Whitby	1	0.3
The Corporation of the Township of Cramahe	1	0.3
The Corporation of the Township of Havelock-Belmont-Methuen	1	0.3

APPEALS

General Records and Personal Information

Municipality	No.	%
The Corporation of the Township of Nairn & Hyman	1	0.3
The Township of Admaston/Bromley	1	0.3
The Township of Central Frontenac	1	0.3
Town of Amherstburg	1	0.3
Town of Bracebridge	1	0.3
Town of Caledon	1	0.3
Town of Collingwood	1	0.3
Town of East Gwillimbury	1	0.3
Town of Erin	1	0.3
Town of Fort Erie	1	0.3
Town of Gananoque	1	0.3
Town of Georgina	1	0.3
Town of Greater Napanee	1	0.3
Town of LaSalle	1	0.3
Town of Milton	1	0.3
Town of New Tecumseth	1	0.3
Town of Newmarket	1	0.3
Town of Niagara-on-the-Lake	1	0.3
Township of Adjala-Tosorontio	1	0.3
Township of Alfred and Plantagenet	1	0.3
Township of Chatsworth	1	0.3
Township of Leeds and the Thousand Islands	1	0.3
Township of McKellar	1	0.3
Township of Red Rock	1	0.3
Township of Scugog	1	0.3
Township of Southwold	1	0.3
Township of Strong	1	0.3
Township of Uxbridge	1	0.3
Township of Wellington North	1	0.3
Township of Whitewater Region	1	0.3
Total	333	100.0

General Records and Personal Information

Other Types of Municipal Appeals Opened by Institution Name

Institution	No.	%
Toronto Transit Commission	10	21.7
Municipal Property Assessment Corporation	6	13.0
Toronto and Region Conservation Authority	6	13.0
Exhibition Place	3	6.5
Algoma District Services Administration	2	4.3
Niagara District Airport Commission	2	4.3
Peterborough County-City Health Unit	2	4.3
Sudbury & District Health Unit	2	4.3
Toronto Community Housing Corporation	2	4.3
Ausable Bayfield Conservation Authority	1	2.2
City Housing Hamilton Corporation	1	2.2
Enwin Utilities Ltd.	1	2.2
London Transit Commission	1	2.2
Markham Public Library	1	2.2
Peterborough Housing Corporation	1	2.2
Sault Ste. Marie Region Conservation Authority	1	2.2
Toronto Hydro Corporation	1	2.2
Toronto Hydro Electric System Limited	1	2.2
Toronto Public Library Board	1	2.2
Wellington-Dufferin-Guelph Public Health Department	1	2.2
Total	46	100.0

Appeals Opened by Representative Type

	No.	%
Self-represented	1032	80.3
Lawyer	225	17.5
Agent	28	2.0
Total	1285	100.0

PRIVACY COMPLAINTS

Summary of Privacy Complaints – 2012 vs. 2013

	2012 Privacy Complaints			2013 Privacy Complaints		
	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	155	127	282	120	136	256
Closed	154	121	275	118	141	259

Number of Privacy Complaints Closed 2004–2013

Year	Provincial	Municipal	Total
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
2006	82	55	137
2005	52	43	95
2004	74	41	115

Privacy Complaints Closed by Type of Resolution

	Provincial	%	Municipal	%	Total	%
Resolved	73	61.9	98	69.5	171	66.0
Screened out	19	16.1	25	17.7	44	17.0
Withdrawn	19	16.1	18	12.8	37	14.3
Abandoned	3	2.5	0	0.0	3	1.2
Report	3	2.5	0	0.0	3	1.2
Order Issued*	1	0.8	0	0.0	1	0.4
Total	118	100.0	141	100.0	259	100.0

* Privacy Complaint File PC12-47 closed by order PO-3171.

Source of Complaints

	Provincial	%	Municipal	%	Total	%
Individual	68	57.6	84	59.6	152	58.7
IPC Commissioner initiated	5	4.2	7	5.0	12	4.6
Self-reported Breaches	45	38.1	50	35.5	95	36.7
Total	118	100.0	141	100.0	259	100.0

Privacy Complaints by Type of Resolution and Stage Closed

	Intake	%	Investigation	%	Total	%
Resolved	162	66.7	9	56.3	171	66.0
Screened out	44	18.1	0	0.0	44	17.0
Withdrawn	34	14.0	3	18.8	37	14.3
Abandoned	3	1.2	0	0.0	3	1.2
Report	0	0.0	3	18.8	3	1.2
Order Issued*	0	0.0	1	6.3	1	0.4
Total	243	100.0	16	100.0	259	100.0

* Privacy Complaint File PC12-47 closed by order PO-3171.

Issues* In Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Disclosure	64	73.6	76	66.7	140	69.7
Security	9	10.3	12	10.5	21	10.4
General privacy issue	5	5.7	8	7.0	13	6.5
Collection	6	6.9	9	7.9	15	7.5
Access	0	0.0	4	3.5	4	2.0
Personal information	1	1.1	2	1.8	3	1.5
Use	2	2.3	1	0.9	3	1.5
Consent	0	0.0	1	0.9	1	0.5
Disposal	0	0.0	1	0.9	1	0.5
Total	87	100.0	114	100.0	201	100.0

* 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 COMPLAINTS

Outcome of Issues* in Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Resolved - Finding not necessary	76	87.4	101	88.6	177	88.1
Complied in Full	7	8.0	8	7.0	15	7.5
Act does not apply	3	3.4	5	4.4	8	4.0
Order Issued**	1	1.1	0	0.0	1	0.5
Total	87	100.0	114	100.0	201	100.0

* 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 Complaint File PC12-47 closed by order PO-3171

PERSONAL HEALTH INFORMATION PROTECTION ACT (PHIPA)

Summary of PHIPA Complaints - 2013 vs. 2012

	2012					2013				
	Access / Correction	Collection/ Use/ Disclosure	Self-Reported Breach	IPC - initiated	Total	Access / Correction	Collection/ Use/ Disclosure	Self-Reported Breach	IPC - initiated	Total
Opened	136	69	190	19	414	126	74	184	23	407
Closed	147	77	191	22	437	111	61	188	21	381

Type of PHIPA Complaint Files Opened in 2013

	Access/Correction		Collection/Use/Disclosure						Total	
	Access/Correction	%	Individual	%	Self-reported Breach	%	IPC-initiated	%	Total	%
Public Hospital	38	30.2	23	31.1	82	44.6	3	13.0	146	35.9
Doctor	44	34.9	8	10.8	12	6.5	4	17.4	68	16.7
Community Care Access Centre	6	4.8	3	4.1	22	12.0	3	13.0	34	8.4
Clinic	7	5.6	6	8.1	14	7.6	2	8.7	29	7.1
Community or Mental health centre, program or service	2	1.6	11	14.9	10	5.4	0	0.0	23	5.7
Independent Health Facility	3	2.4	5	6.8	11	6.0	2	8.7	21	5.2
Other health care professional	2	1.6	3	4.1	10	5.4	2	8.7	17	4.2
Long-term care facility	1	0.8	2	2.7	3	1.6	1	4.3	7	1.7
Other	1	0.8	1	1.4	3	1.6	2	8.7	7	1.7
Dentist	3	2.4	1	1.4	2	1.1	0	0.0	6	1.5
Institution - Mental Hospitals Act	1	0.8	0	0.0	4	2.2	1	4.3	6	1.5
Ambulance services	2	1.6	1	1.4	2	1.1	0	0.0	5	1.2
Ministry of Health	4	3.2	1	1.4	0	0.0	0	0.0	5	1.2
Pharmacy	0	0.0	3	4.1	0	0.0	2	8.7	5	1.2
Physiotherapist	1	0.8	1	1.4	2	1.1	1	4.3	5	1.2
Nursing Home	2	1.6	1	1.4	1	0.5	0	0.0	4	1.0
Psychologist	1	0.8	2	2.7	1	0.5	0	0.0	4	1.0
Home for special care	0	0.0	2	2.7	1	0.5	0	0.0	3	0.7
Psychiatric Facility	2	1.6	0	0.0	1	0.5	0	0.0	3	0.7
Optometrist	2	1.6	0	0.0	0	0.0	0	0.0	2	0.5
Agent	1	0.8	0	0.0	0	0.0	0	0.0	1	0.2
Board of Health	0	0.0	0	0.0	1	0.5	0	0.0	1	0.2

Type of PHIPA Complaint Files Opened in 2013

	Access/Correction		Collection/Use/Disclosure						Total	
		%	Individual	%	Self-reported Breach	%	IPC-initiated	%		%
Denture Therapist	1	0.8	0	0.0	0	0.0	0	0.0	1	0.2
Home or joint home (aged or rest)	1	0.8	0	0.0	0	0.0	0	0.0	1	0.2
Medical Laboratory Technician	0	0.0	0	0.0	1	0.5	0	0.0	1	0.2
Minister of Health	1	0.8	0	0.0	0	0.0	0	0.0	1	0.2
Prescribed Entities	0	0.0	0	0.0	1	0.5	0	0.0	1	0.2
Total	126	100.0	74	100.0	184	100.0	23	100.0	407	100.0

Outcome of Access/Correction Complaints by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	60	65.2	9	52.9	0	0.0	69	62.2
Withdrawn	11	12.0	6	35.3	0	0.0	17	15.3
Screened out	18	19.6	0	0.0	0	0.0	18	16.2
Dismissed without Inquiry/Review/Order	0	0.0	1	5.9	2	2.2	3	2.7
Abandoned	2	2.2	1	5.9	0	0.0	3	2.7
Order Issued*	1	1.1	0	0.0	0	0.0	1	0.9
Total	92	100.0	17	100.0	2	2.2	111	100.0

* File HA13-93 closed by Deemed Refusal Order.

Outcome of Individual-initiated Collection/Use/Disclosure Complaints by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	29	50.0	1	33.3	0	0.0	30	49.2
Screened out	18	31.0	0	0.0	0	0.0	18	29.5
Withdrawn	9	15.5	0	0.0	0	0.0	9	14.8
Abandoned	2	3.4	2	66.7	0	0.0	4	6.9
Total	58	100.0	3	100.0	0	0.0	61	100.0

Outcome of IPC Commissioner–initiated Collection/Use/Disclosure Complaints by Stage Closed

	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	18	100.0	2	66.7	0	0.0	20	95.2
Abandoned	0	0.0	1	33.3	0	0.0	1	4.8
Total	18	100.0	3	100.0	0	0.0	21	100.0

Outcome of Self–reported Breaches by Stage Closed

	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	182	100.0	4	100.0	2	100.0	188	100.0
Total	182	100.0	4	100.0	2	100.0	188	100.0

Access/Correction Complaints Closed by Issue

	No.	%
Deemed Refusal	33	29.7
Reasonable Search	22	19.8
Other	18	16.2
Fee	10	9.0
Correction	5	4.5
No Written Request	5	4.5
Exemptions only	4	3.6
Not Personal Health Information	3	2.7
Act Does Not Apply	3	2.7
Exemptions with Other Issues	2	1.8
Failure to Provide Access	2	1.8
Fee and Fee Waiver	2	1.8
Custody or Control	1	0.9
Status as Representative	1	0.9
Total	111	100.0







2013

ACCESS AND PRIVACY
Office of the Information
and Privacy Commissioner
Ontario, Canada

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