

# Annual Report on the Administration of the Access to Information Act

2023–2024



Transport  
Canada

Transports  
Canada

Canada 

© His Majesty the King in Right of Canada, represented by the Minister of Transport, 2024

Catalogue No. T1-35E-PDF

ISSN 2816-6353

This document is available on the Transport Canada website at [tc.canada.ca](https://tc.canada.ca).

## TABLE OF CONTENTS

Introduction .....	4
The purpose of the Access to Information Act .....	4
About Transport Canada .....	4
Organizational structure .....	4
The Access to Information and Privacy Office .....	4
Human resources .....	5
Delegation of responsibilities .....	5
Section 96 service agreements .....	5
Performance 2023–2024 .....	5
Access to information processing .....	6
Other request processing .....	7
Complaints .....	8
Proactive disclosures .....	9
Monitoring and compliance .....	11
Fees .....	12
Costs .....	13
Policies, guidelines, procedures and initiatives .....	13
Policies and procedures .....	13
Initiatives .....	13
Training and awareness .....	14
Training .....	14
Awareness and engagement .....	14
Annex A: Statistical Report .....	16
Annex B: Supplemental statistical report .....	30
Annex C: Delegation order .....	33

# Introduction

## The purpose of the Access to Information Act

Part 1 of the *Access to Information Act* (the Act) provides Canadian citizens, permanent residents of Canada within the meaning of subsection 2(1) of the *Immigration and Refugee Protection Act*, and individuals who are present in Canada, a right of access to information contained in federal government records subject to certain specific and limited exceptions. Part 2 of the Act sets out requirements for proactive publication. The Act complements, but does not replace, other means of obtaining government information.

This annual report is submitted to Parliament by the Minister of Transport, in accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*. It describes how Transport Canada (TC) fulfilled its responsibilities and obligations for the reporting period April 1, 2023 to March 31, 2024.

## About Transport Canada

TC is responsible for developing and overseeing the Government of Canada's transportation policies and programs in support of a safe, secure, green, innovative, and integrated transportation system that promotes trade, economic growth, and a cleaner environment.

For more information about TC, visit [tc.canada.ca](https://tc.canada.ca).

# Organizational structure

## The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office is the focal point for access to information and privacy requests and services at TC, and during the reporting period, was grouped under Corporate Services. At TC, the ATIP Coordinator (the primary contact for queries) is the Director of the ATIP Office. During the reporting period, the Director reported to the Assistant Deputy Minister, Corporate Services and Chief Financial Officer, who in turn reports to the Deputy Minister.

During the reporting period, the ATIP Office comprised of six units:

- Two operations units responsible for the review of documents in response to requests made under the *Access to Information Act* and requests for personal information made under the *Privacy Act*, as well as internal advisory services related to Part 2 of the *Access to Information Act*, and to advise TC officials on access to information policy;
- One operations unit dedicated to processing access to information files received in 2021 or prior;
- One governance unit responsible for modernization of systems and reporting;
- One business management unit responsible for human resources and other administrative functions; and
- One privacy policy unit responsible for advising and supporting TC officials to ensure compliance with the *Privacy Act* and related policy instruments.

The ATIP Office works closely with departmental liaison officers who are the main points of contact between the ATIP Office and subject matter experts. They are responsible for ensuring requests tasked to their group or region are handled promptly and that relevant records are forwarded from

offices of primary interest (OPIs) to the ATIP Office in accordance with established procedures and timelines.

## Human resources

During the reporting period, a total of 29.75 person-years were dedicated to access to information activities, with 5.0 of those person-years having been the work of consultants. This figure does not include work performed by liaison officers in TC's groups and regions.

A business management unit was created during the reporting period with a primary focus on managing human resources for the ATIP Office. This has been helpful to address continuous staffing challenges while allowing other units to concentrate on request processing and policy issues.

Despite this, the ATIP Office continued to experience challenges with staffing certain analyst levels to process operational files, though significant gains were made during the year to staff the office. TC is not alone in the challenge to attract and retain access to information and privacy specialists—many institutions across the public sector are facing the same difficulty.

## Delegation of responsibilities

Pursuant to subsection 95(1) of the Act, the Minister of Transport has delegated full powers, duties and functions for the administration of the Act to the following TC officials:

- The Deputy Minister
- The Associate Deputy Minister
- The Assistant Deputy Minister, Corporate Services and Chief Financial Officer
- The Director, ATIP
- Chiefs of the ATIP Office (except for section 6.1(1))
- Senior ATIP Advisors of the ATIP Office (sections 7(a), 8(1), 9, 19, 27, 33 and 43(1))

A copy of the delegation order can be found at Annex C.

## Section 96 service agreements

Under section 96 of the Act, a government institution may enter into a service agreement with another government institution presided over by, or under the responsibility of the same Minister to provide or receive services related to access to information. TC was not party to any such agreements over the course of the reporting period.

## Performance 2023–2024

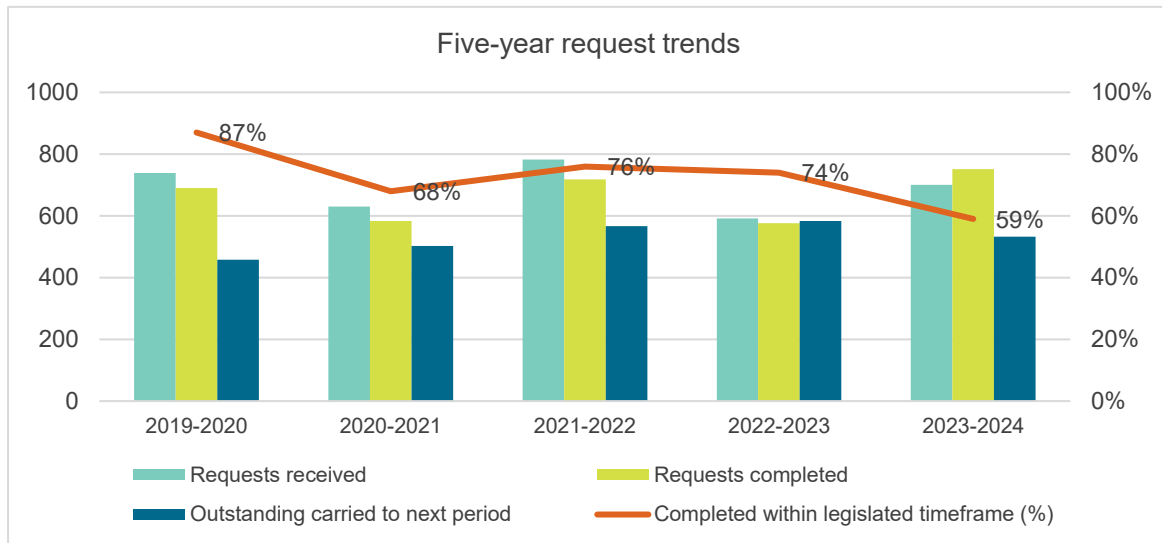
This section highlights key information on TC's performance for fiscal year 2023–2024. See Annex A for the Statistical Report on the *Access to Information Act* and Annex B for the Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*.

## Access to information processing

### Request processing

During 2023–2024, TC received 701 new requests, an increase of 109 requests from the previous reporting period. 583 requests were carried over from the previous reporting period for a total of 1284 requests on hand. Of note, 751 files were closed during the reporting period, eliminating 50 files from the backlog which were all outside of legislated timelines. 446 out of 751 (59%) of requests closed during the reporting period were within legislated timeframes.

On March 31, 2024, 533 requests were carried over to the 2024–2025 fiscal year.



### Completion time

TC endeavours to complete every access to information request in a timely manner. Of the 751 requests completed in 2023–2024, 322 (43%) were completed within 30 days.

Number of days	0 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	More than 365
Number of requests	142	180	70	85	41	78	155

*Number of days taken to process requests closed in 2023–2024*

### Outstanding late requests

TC seeks to minimize the number of new requests that go beyond legislated timelines while continuing to reduce the number of late and older requests. Requests carried over from previous years may be within legislated timelines or have become late. Of the 533 requests carried over to 2024–2025 from previous reporting periods, 394 requests were beyond legislated timelines. For a detailed breakdown, refer to table 1.1 in the supplemental statistical report, Annex B.

### Dispositions

TC makes every effort to disclose as much information as possible and to uphold the spirit of the Act. Of the 751 requests closed this reporting period, there were:

- 75 (10.0%) fully disclosed
- 410 (54.6%) partially disclosed
- 187 (24.9%) where no records existed
- 5 (0.7%) transferred to other institutions
- 51 (6.8%) abandoned
- 23 (3.1%) where no records were disclosed, of which:
  - 6 (0.8%) were all exempted
  - 17 (2.3%) were all excluded
  - 0 (0.0%) were neither confirmed nor denied

In most cases, redacted information pertained to the application of the following provisions of the Act:

- Section 19 was applied in 344 requests to protect personal information
- Subsection 20(1) was applied in 260 requests to protect a third party's sensitive information
- Subsection 21(1) was applied in 203 requests to protect sensitive information related to the operations of government

### Extensions

Under specific circumstances, the Act contains provisions for departments to extend the legislated deadline if the request cannot be completed within the 30-day time limit. More than one type of extension may apply to the same request. Of the 431 extensions cited during the reporting period, 94 were due to unreasonable interference with the operations of government (e.g., a large volume of responsive records were found or a lengthy search through a large number of records was required), 184 were for necessary consultations within the federal government, and the remaining 153 extensions were for conducting consultations with third parties. This represents a total increase of 149 (53%) from the 2022–2023 reporting period, with the largest increases observed in the number of consultations with other federal government institutions and third parties. See section 5 of the statistical report, Annex A.

## Other request processing

### Consultation requests received from other government institutions and organizations

TC receives consultation requests from other institutions in relation to requests made under the *Access to Information Act* or other access to information legislation. In 2023–2024, TC received 122 such requests, with 110 consultations coming from other Government of Canada institutions and 12 from other organizations. This represents a decrease of 72 (37%) from the previous reporting period.

In addition, 18 consultations were carried over from the previous reporting period for a total of 140 consultations. Of these, 128 consultations were completed and 12 were carried forward into the next fiscal year, 8 of which were within negotiated timelines.

### Informal requests for previously released information

Summaries of completed access to information requests are published on the Open Government website [open.canada.ca](https://open.canada.ca). Copies of response packages can be requested through the site. In 2023–24, TC responded to 219 informal requests, an increase of 35 (19%) from the previous reporting period.

## Complaints

Every individual who makes a request under the Act has the right to file a complaint with the Office of the Information Commissioner of Canada (OIC) regarding any matter relating to the processing of their request. An individual may also file more than one type of complaint for the same request. In 2023-2024, TC received 67 complaints involving 53 requests, related to the following issues:

- 26 (38.8%) for time delays
- 8 (11.9%) for the application of extensions
- 11 (16.4%) for alleged missing records
- 19 (28.4%) for alleged improper application of exemptions
- 2 (3.0%) for alleged improper application of exclusions (section 69)
- 3 (4.5%) for other reasons related to the non-disclosure of records

A total of 89 complaints were resolved during the reporting period.

Total complaints resolved	Discontinued	Not well founded	Well founded
89	36	14	39

*Findings of complaints resolved in 2023–2024*

A total of 57 complaints were still open on March 31, 2024:

- 36 (63.2%) received in 2023–2024
- 8 (14.0%) received in 2022–2023
- 3 (5.3%) received in 2021–2022
- 0 (0.0%) received in 2019–2020
- 1 (1.8%) received in 2018–2019

### Key issues and actions taken on complaints

Of the 39 well-founded complaints resolved during the reporting period, 29 (74%) resulted in a disclosure of information. In about half of those cases, disclosures were made following orders issued by the OIC. A few complaints were resolved by TC re-releasing records in the format desired by the requester.

The ATIP Office works closely with the OIC to follow-up on open complaints, and this cooperative relationship was certainly important in 2023–2024. A number of factors had aggravated reporting issues in the previous few years, including elevated workloads, high ATIP analyst turnover and the constraints of TC's older case management software. TC made a concerted effort during the reporting period to confirm complaint statuses with the OIC and improve case tracking and reporting accuracy, which will continue to allow for more efficient complaint processing.

During the reporting period, a regular monthly meeting continued proactively between the ATIP Office management team and the Director of Investigations at the OIC. The meetings are an additional measure for progressing individual complaints and addressing general complaint issues.



## Proactive disclosures

TC discloses a lot of information proactively as part of the federal government's Open Government commitment to enhance accountability and transparency, and in line with the spirit of the *Access to Information Act*. The commitment is bolstered by provisions within the Act itself, requirements found in other pieces of federal legislation, and TBS directives, such as the *Directive on Open Government*.

TC's proactive disclosures can be accessed through the Transparency section of the TC website: [tc.canada.ca/en/corporate-services/transparency](https://tc.canada.ca/en/corporate-services/transparency).

### Proactive publications listed under the Access to Information Act

Part 2 of the Act sets out various materials that Ministers and heads of government institutions must proactively publish on a regular basis, in electronic form. TC supports the Minister of Transport in meeting their obligations under sections 73 to 80 of the Act. TC is also a government entity as defined under section 81, and therefore all types of information listed in sections 82 to 90 apply to TC's proactive publishing obligations.

At TC, different groups are responsible for ensuring that materials are made available within statutory timeframes on either the Open Government website at [open.canada.ca](https://open.canada.ca) or TC website at [tc.canada.ca](https://tc.canada.ca). The table below sets out most proactive materials listed under Part 2 of the Act, the groups involved in publishing during the 2023–2024 reporting period, and the rates of compliance for each (e.g., the percentage of monthly/quarterly, etc., materials that were published on time).

Publications prescribed by the Act	Section of the Act	Publication timeline	TC groups responsible	Government of Canada websites	Compliance rate
<b>For TC</b>					
Travel expenses	82	Within 30 days after the end of the month of reimbursement	<ul style="list-style-type: none"> <li>Corporate Services – Financial Operations and Administrative Services, with assistance from</li> <li>Executive Office (for the Deputy Minister and Associate Deputy Minister) and</li> <li>Assistant deputy ministers' offices (for assistant deputy ministers and associate assistant deputy ministers)</li> </ul>	Open Government	25%
Hospitality expenses	83	Within 30 days after the end of the month of reimbursement	As above	Open Government	25%
Reports tabled in Parliament	84	Within 30 days after tabling	<ul style="list-style-type: none"> <li>Various OPIs, with assistance from:</li> <li>Communications – Web Services</li> </ul>	Transport Canada	100%
Reclassification of positions	85	Within 30 days after the quarter	<ul style="list-style-type: none"> <li>Corporate Services – Classification Centre of Excellence</li> </ul>	Open Government	100%

Contracts over \$10,000	86	Q1–3: Within 30 days after the quarter Q4: Within 60 days after the quarter	<ul style="list-style-type: none"> <li>• Corporate Services – Financial Operations and Administrative Services</li> </ul>	Open Government	50%
Grants and contributions over \$25,000	87	Within 30 days after the quarter	<ul style="list-style-type: none"> <li>• Programs – Innovation Centre – Centre of Expertise on Financial Instruments, with assistance from:</li> <li>• Other OPIs within Programs</li> </ul>	Open Government	100%
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	<ul style="list-style-type: none"> <li>• Executive Office, with assistance from:</li> <li>• Various OPIs</li> <li>• Corporate Services – ATIP and</li> <li>• Communications – Web Services</li> </ul>	Transport Canada	<i>Nothing to publish for the reporting period</i>
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	<ul style="list-style-type: none"> <li>• Executive Office, with assistance from:</li> <li>• Various OPIs and</li> <li>• Corporate Services – ATIP</li> </ul>	Open Government	67%
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days of after appearance	<ul style="list-style-type: none"> <li>• Executive Office Parliamentary Affairs Unit, with assistance from:</li> <li>• Various OPIs and</li> <li>• Corporate Services – ATIP</li> </ul>	Transport Canada	100%
<b>For the Minister of Transport</b>					
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	<ul style="list-style-type: none"> <li>• Executive Office, with assistance from:</li> <li>• Various OPIs</li> <li>• Corporate Services – ATIP and</li> <li>• Communications – Web Services</li> </ul>	Transport Canada	100%
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	<ul style="list-style-type: none"> <li>• Executive Office, with assistance from:</li> <li>• Various OPIs and</li> <li>• Corporate Services – ATIP</li> </ul>	Open Government	67%

Packages of question period notes	74(c)	Within 30 days of the last sitting day of the House of Common in June and December	<ul style="list-style-type: none"> <li>Executive Office – Policy and Issues Management Directorate, with assistance from:</li> <li>Corporate Services – ATIP and</li> <li>Communications – Web Services</li> </ul>	Transport Canada	100%
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	<ul style="list-style-type: none"> <li>Executive Office - Parliamentary Affairs Unit, with assistance from:</li> <li>Various OPIs and</li> <li>Corporate Services – ATIP</li> </ul>	Transport Canada	100%
Travel expenses	75	Within 30 days after the end of the month of reimbursement	<ul style="list-style-type: none"> <li>Executive Office and</li> <li>Corporate Services – Financial Operations and Administrative Services</li> </ul>	Open Government	25%
Hospitality expenses	76	Within 30 days after the end of the month of reimbursement	As above	Open Government	25%
Contracts over \$10,000	77	Q1–3: Within 30 days after the quarter Q4: Within 60 days after the quarter	<ul style="list-style-type: none"> <li>Corporate Services – Financial Operations and Administrative Services</li> </ul>	Open Government	<i>Nothing to publish for the reporting period</i>

### Other proactive disclosures

TC also publishes other information proactively, including:

- Annual expenditures for travel, hospitality and conferences;
- Reports on findings of wrongdoing; and
- Monthly summaries of ATIP requests.

## Monitoring and compliance

### Oversight of access to information processing

The ATIP Office continues its engagement of internal stakeholders in monitoring of access to information requests and compliance with the Act. During the reporting period, this was primarily done through regular reporting and discussion, including:

- A weekly progress report produced by the ATIP Office and shared with the Assistant Deputy Minister, Corporate Services and Chief Financial Officer, which gives an overview of request processing performance;

- Regular reports to OPIs and Legal Services to track the status of retrievals and consultations coming from the ATIP Office;
- Weekly reporting within the ATIP Office on upcoming due dates for requests for staff members and managers to follow-up; and
- Routine reporting on compliance with search and retrieval timelines sent to OPIs and discussed with TC's senior leadership.

The standard retrieval timeframe for OPIs is eight business days. Overall compliance for the return of records and recommendations to the ATIP Office during the reporting period was 72%. Compliance for access to information requests alone was 65%.

### **Monitoring of outgoing consultations with other institutions**

Consultations with other institutions sometimes take place during access to information processing, either because TC needs the input of another institution to properly exercise its discretion, or TC is required to advise an institution about information it intends to release. As consultations significantly prolong request timelines, it is important that federal institutions are not consulting above what is required. The ATIP Office continues to monitor consultations, ensuring that:

- Through various training opportunities, analysts have a thorough understanding of the Act's requirements related to intervention with government institutions and third parties; and
- Each consultation request is reviewed and approved prior to being sent, with particular attention paid to confirming the source of the information and justification for the need to consult (e.g., for third parties, ensuring that TC does in fact have reason to believe that records might contain information that would be harmful for the third party if released).

### **Proactive publications**

The responsibility of complying with Part 2 of the Act falls to specific TC groups as indicated in 'Management of proactive publications' above. Processes have been set up for each set of materials, and multiple teams are involved. Where necessary, the ATIP Office reviews and provides advice on material that should not be published. Each TC area is aware of the importance of on-time publishing and for most materials, publishing times are monitored through the Open Government website, where they are uploaded. For materials published on TC's website, teams within the Executive Office work with Web Services to ensure publishing deadlines are kept.

TC did not achieve 100% on-time compliance across all materials during the reporting period. In several instances, materials were published one or two days late. There are a few challenges with particular materials, notably travel and hospitality expenses, where confirmation of expenses is often delayed. However, process improvements are needed, and some have already been put in place in the 2024–2025 fiscal year. In 2019, TC's Programs group modified their online system used for monitoring grants and contributions, allowing multiple levels of review and approval. This contributes to better publishing compliance.

TC is currently reviewing its financial management system to find efficiencies and increase data quality for contracts. Teams within Executive Office are looking at ways to track certain materials independently (e.g. publications for the Minister separate to publications for TC), and to monitor the online publishing for reports that have been presented to Parliament.

## **Fees**

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. With respect to fees collected under the *Access to Information Act*, the

information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, TC may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the Regulations. Pursuant to the TBS *Directive on Access to Information Requests*, issued on July 13, 2022, institutions can waive this application fee as deemed appropriate.

In 2023–2024, application fees were collected for 616 requests for a total revenue of \$3,080 and application fees were waived or refunded for 79 requests, representing a total of \$395.

## Costs

The cost of administering the Act during fiscal year 2023–2024 amounted to \$3,054,772, or 83% of the ATIP Office's budget. This excludes costs incurred throughout the department for the search, retrieval and preparation of recommendations to enable and inform the processing of requests in accordance with the Act, as well as legal costs related to consultation or advice.

# Policies, guidelines, procedures and initiatives

## Policies and procedures

The following process was modified during the reporting period:

### Better management of informal disclosure requests

A more robust process was put in place for managing requests made informally to TC groups, who then seek advice on disclosure from the ATIP Office. The process ensures that:

- TC groups provide the correct information with the request and are aware of the ATIP Office's service standards;
- Records potentially containing personal information are triaged by the Privacy Policy Unit; and that
- Requesters are redirected to formal channels where consent from an individual is first required.

## Initiatives

### Implementing new ATIP software

The ATIP Office's Modernization team continued installing and configuring new request processing software. TC had engaged in a TBS-led contract in January 2023 as part of a small group of departments who were early-adopters. Although TC had aimed to launch the new software in April 2024, by early 2024 insufficiencies in the software meant no department would be able to complete implementation. The Modernization team has helped organize meetings with the other departments concerned, engaging with TBS and the vendor to ensure all issues are addressed in accordance with contractual obligations.

### Other modernization activities

Despite the setback, the Modernization team was able to achieve significant progress with other work, including:

- Preparing the ATIP Office's SharePoint site—TC's new electronic document management system—which has the capability to more effectively ways to manage and retain records provided by offices of primary interest; and
- Improved tracking of complaints data, and working with both the Offices of the Information and Privacy Commissioners, resulting in easier complaint processing.

### **Improving secret network utilization**

During the reporting period, the ATIP Office continued work to improve the capacity for the processing of documentation at the Protected C level or higher and progress was made to address logistical issues within the office environment, including by allocating new space.

## **Training and awareness**

The goal of training and awareness is to educate and engage TC employees on the principles of access to information, to relay the responsibilities and expectations regarding the retrieval and review of records, and to introduce new measures for better handling requests and managing proactive disclosures.

### **Training**

#### **Training for TC staff members**

Training is delivered by experienced ATIP practitioners through several different channels:

- Regular virtual training sessions are delivered to TC staff members (311 registered participants in 2023–2024)
- Ad-hoc training is provided to various programs on specific areas that regularly affect subject matter experts and record holders
- Transport Canada, as a member of the TBS Access and Privacy Communities Development Office (APCDO), was the department with the highest participation at APCDO-led training sessions, with 301 registered participants throughout the reporting period

#### **Training for ATIP Office analysts**

ATIP Office analysts benefited from both extensive in-house and external training, including training provided by the APCDO.

### **Awareness and engagement**

The ATIP Office continued to engage TC staff on access to information issues throughout the reporting period:

- Meetings between ATIP Office management and liaison officers are held to share details of latest initiatives and gain a better understanding of each party's challenges
- ATIP training sessions provided by the APCDO were communicated throughout the Department, and as a result, Transport Canada was the largest departmental attendee throughout the reporting period
- Access to information and privacy matters were regularly discussed with TC's Assistant Deputy Minister, Corporate Services and Chief Financial Officer, and other members of TC's senior leadership

- Promotion of news and events such as Right to Know Week and Data Privacy Week

# Annex A: Statistical Report

## Statistical Report on the Access to Information Act

Name of institution: Transport Canada

Reporting period: April 1, 2023 to March 31, 2024

### Section 1: Requests under the Access to Information Act

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		701
Outstanding from previous reporting periods		583
• Outstanding from previous reporting period	204	
• Outstanding from more than one reporting period	379	
<b>Total</b>		<b>1,284</b>
Closed during reporting period		751
Carried over to next reporting period		533
• Carried over within legislated timeline	139	
• Carried over beyond legislated timeline	394	

#### 1.2 Sources of requests

Source	Number of Requests
Media	77
Academia	26
Business (private sector)	215
Organization	17
Public	276
Decline to Identify	90
<b>Total</b>	<b>701</b>



### 1.3 Channels of requests

Channel	Number of Requests
Online	655
E-mail	20
Mail	26
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>701</b>

## Section 2: Informal requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		233
Outstanding from previous reporting periods		11
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	11	
<b>Total</b>		<b>244</b>
Closed during reporting period		219
Carried over to next reporting period		25

### 2.2 Channels of informal requests

Channel	Number of Requests
Online	215
E-mail	18
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>233</b>

### 2.3 Completion time of informal requests

Completion time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	Total
37	77	77	17	0	1	10	219

### 2.4 Pages released informally

Less than 100 Pages Released		100-500 Pages Released		501-1,000 Pages Released		1,001-5,000 Pages Released		More than 5,000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
1	3	0	0	0	0	0	0	0	0

### 2.5 Pages re-released informally

Less than 100 Pages Re-released		100-500 Pages Re-released		501-1,000 Pages Re-released		1,001-5,000 Pages Re-released		More than 5,000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
144	3,487	61	12,309	7	4,072	5	7,003	1	31,955

## Section 3: Applications to the Information Commissioner on declining to act on requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	<b>0</b>
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

## Section 4: Requests closed during the reporting period

### 4.1 Disposition and completion time

Disposition of requests	Completion Time (calendar days)							Total
	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	15	30	16	7	3	1	3	<b>75</b>
Disclosed in part	11	55	37	57	34	71	145	<b>410</b>
All exempted	0	0	2	2	1	0	1	<b>6</b>
All excluded	0	1	2	6	2	4	2	<b>17</b>
No records exist	90	77	12	7	1	0	0	<b>187</b>
Request transferred	4	0	0	1	0	0	0	<b>5</b>
Request abandoned	22	17	1	5	0	2	4	<b>51</b>
Neither confirmed nor denied	0	0	0	0	0	0	0	<b>0</b>
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>142</b>	<b>180</b>	<b>70</b>	<b>85</b>	<b>41</b>	<b>78</b>	<b>155</b>	<b>751</b>

## 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	22	16(2)	5	18(a)	6	20.1	0
13(1)(b)	7	16(2)(a)	0	18(b)	10	20.2	0
13(1)(c)	13	16(2)(b)	0	18(c)	1	20.4	0
13(1)(d)	9	16(2)(c)	55	18(d)	3	21(1)(a)	69
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	109
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	23
14(a)	10	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	2
14(b)	8	16.1(1)(c)	0	18.1(1)(d)	4	22	5
15(1)	8	16.1(1)(d)	0	19(1)	344	22.1(1)	0
15(1) - I.A.*	18	16.2(1)	0	20(1)(a)	1	23	65
15(1) - Def.*	1	16.3	0	20(1)(b)	168	23.1	0
15(1) - S.A.*	2	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	9
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	75	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	16		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	1	17	1				
16(1)(c)	10						
16(1)(d)	0						

\*I.A.: International Affairs  
Def.: Defense of Canada  
S.A.: Subversive Activities

## 4.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	2	69(1)	2	69(1)(g) re (a)	35
68(b)	0	69(1)(a)	13	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	22
68.1	0	69(1)(c)	1	69(1)(g) re (d)	8
68.2(a)	0	69(1)(d)	7	69(1)(g) re (e)	10
68.2(b)	0	69(1)(e)	14	69(1)(g) re (f)	18
		69(1)(f)	5	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Dataset	Video	Audio	
3	477	9	6	1	0

#### 4.5 Complexity

##### 4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
169,776	108,979	559

##### 4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

Disposition	Less than 100 pages processed		100-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 pages processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	59	1,387	12	2,710	0	0	4	5,087	0	0
Disclosed in part	200	6,833	127	30,016	43	30,042	38	69,687	2	21,338
All exempted	4	162	2	651	0	0	0	0	0	0
All excluded	16	407	1	253	0	0	0	0	0	0
Request abandoned	47	117	3	478	1	608	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>326</b>	<b>8,906</b>	<b>145</b>	<b>34,108</b>	<b>44</b>	<b>30,650</b>	<b>42</b>	<b>74,774</b>	<b>2</b>	<b>21,338</b>

##### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
111	0	1

#### 4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	1	111	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>111</b>	<b>0</b>	<b>0</b>

#### 4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
13	8	6

#### 4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	1	1	0	0	0	0
Disclosed in part	5	12	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	16	0	1	17
Disclosed in part	242	1	2	245
All exempted	3	0	0	3
All excluded	0	0	0	0
Request abandoned	6	0	0	6
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>267</b>	<b>1</b>	<b>3</b>	<b>271</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	446
Percentage of requests closed within legislated timelines (%)	59.39

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/workload	External consultation	Internal consultation	Other
305	224	29	24	28

#### 4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	4	16	20
16 to 30 days	6	8	14
31 to 60 days	8	15	23
61 to 120 days	26	14	40
121 to 180 days	14	6	20
181 to 365 days	40	29	69
More than 365 days	94	25	119
<b>Total</b>	<b>192</b>	<b>113</b>	<b>305</b>

#### 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 5: Extensions

#### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	2	1	9	7
Disclosed in part	90	23	129	143
All exempted	1	0	1	1
All excluded	0	10	4	0
Request abandoned	1	1	6	1
No records exist	0	0	0	1
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>94</b>	<b>35</b>	<b>149</b>	<b>153</b>



## 5.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	37	1	26	8
31 to 60 days	16	2	46	77
61 to 120 days	19	29	53	51
121 to 180 days	14	1	17	4
181 to 365 days	6	2	6	10
365 days or more	2	0	1	3
<b>Total</b>	<b>94</b>	<b>35</b>	<b>149</b>	<b>153</b>

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	616	\$3,080.00	79	\$395.00	2	\$10.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>616</b>	<b>\$3,080.00</b>	<b>79</b>	<b>\$395.00</b>	<b>2</b>	<b>\$10.00</b>

## Section 7: Consultations received from other institutions and organizations

### 7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	110	6,801	12	338
Outstanding from the previous reporting period	17	1,181	1	776
<b>Total</b>	<b>127</b>	<b>7,982</b>	<b>13</b>	<b>1,114</b>
Closed during the reporting period	117	6,775	11	1,068
Carried over within negotiated timelines	7	996	1	20
Carried over beyond negotiated timelines	3	211	1	26

### 7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of days required to complete consultation requests							Total
	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	18	36	16	6	2	0	0	78
Disclose in part	1	9	11	10	3	1	0	35
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	1	1	0	0	0	0	0	2
Consult other institution	1	0	0	0	0	0	0	1
Other	0	0	1	0	0	0	0	1
<b>Total</b>	<b>21</b>	<b>46</b>	<b>28</b>	<b>16</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>117</b>

### 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendations	Number of days required to complete consultation requests							Total
	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	5	4	1	0	0	0	0	10
Disclose in part	0	0	1	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>

## Section 8: Completion time of consultations on Cabinet confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer than 100 Pages Processed		100–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	11	66	0	0	0	0	0	0	0	0
16 to 30	2	0	2	50	0	0	0	0	0	0
31 to 60	11	109	1	93	0	0	0	0	0	0
61 to 120	20	281	4	827	0	0	0	0	0	0
121 to 180	4	131	0	0	0	0	0	0	0	0
181 to 365	1	3	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>49</b>	<b>590</b>	<b>7</b>	<b>970</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 8.2 Requests with Privy Council Office

Number of Days	Fewer than 100 Pages Processed		100–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More than 5,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Investigations and reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
67	36	39

### 9.2 Investigations and reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
23	3	20	53	3	17

## Section 10: Court action

### 10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	1	0	0	1

### 10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

## Section 11: Resources related to the Access to Information Act

### 11.1 Allocated costs

Expenditures		Amount
Salaries		\$2,080,186
Overtime		\$8,543
Goods and Services		\$966,043
<ul style="list-style-type: none"> <li>Professional services contracts</li> </ul>	\$773,023	
<ul style="list-style-type: none"> <li>Other</li> </ul>	\$193,020	
<b>Total</b>		<b>\$3,054,772</b>

### 11.2 Human resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	23.504
Part-time and casual employees	1.243
Regional staff	0.000
Consultants and agency personnel	5.000
Students	0.000
<b>Total</b>	<b>29.747</b>

# Annex B: Supplemental statistical report

## Supplemental statistical report on the Access to Information Act and Privacy Act

Name of institution: Transport Canada

Reporting period: April 1, 2023 to March 31, 2024

### Section 1: Open requests and complaints under the Access to Information Act

#### 1.1 Number of open requests that are outstanding from previous reporting periods

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-2024	133	100	233
Received in 2022-2023	3	35	38
Received in 2021-2022	1	66	67
Received in 2020-2021	0	49	49
Received in 2019-2020	0	88	88
Received in 2018-2019	2	23	25
Received in 2017-2018	0	20	20
Received in 2016-2017	0	10	10
Received in 2015-2016	0	3	3
Received in 2014-2015 or earlier	0	0	0
<b>Total</b>	<b>139</b>	<b>394</b>	<b>533</b>

## 1.2 Number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-2024	36
Received in 2022-2023	8
Received in 2021-2022	3
Received in 2020-2021	9
Received in 2019-2020	0
Received in 2018-2019	1
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
<b>Total</b>	<b>57</b>

## Section 2: Open requests and complaints under the Privacy Act

### 2.1 Number of open personal information requests that are outstanding from previous reporting periods

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-2024	22	6	28
Received in 2022-2023	0	2	2
Received in 2021-2022	0	0	0
Received in 2020-2021	0	1	1
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015 or earlier	0	0	0
<b>Total</b>	<b>22</b>	<b>9</b>	<b>31</b>

## 2.2 Number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-2024	3
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
<b>Total</b>	<b>3</b>

### Section 3: Social insurance number

Has your institution begun a new collection or new consistent use of the SIN in 2023–2024?	No
--	----

### Section 4: Universal access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2023–2024?	2
--	---



# Annex C: Delegation order

## Access to Information Act and Privacy Act Delegation

### Arrêté de délégation de pouvoirs en vertu de la Loi sur l'accès à l'information et la Loi sur la protection des renseignements personnels

The Minister of Transport, pursuant to subsection 95(1) of the *Access to Information Act* and subsection 73(1) of the *Privacy Act*, delegates the persons holding the positions set out in the attached schedule, including persons designated to act in their absence, to exercise the powers, duties and functions of the Minister of Transport as the head of the Department of Transport, under the provisions of these Acts and related Regulations<sup>1</sup>, set out in the attached schedule opposite each position.


This delegation replaces all previous designations.

Dated at the City of Ottawa, in the Province of Ontario, this 30th day of March, 2021.

En vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, le ministre des Transports délègue aux titulaires des postes mentionnés à l'annexe ci-jointe, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable du ministère des Transports, investi par les dispositions de ces Lois ou de ces règlements<sup>2</sup> connexes mentionnés à l'annexe ci-jointe en regard de chaque poste.

Le présent document remplace et annule tout arrêté antérieur.

Daté, en la ville d'Ottawa, dans la province d'Ontario, ce 30<sup>e</sup> jour du mois de mars 2021.



Omar Alghabra  
Minister of Transport / Ministre des Transports

<sup>1</sup> *Access to Information Act Regulations* and *Privacy Act Regulations*

<sup>2</sup> *Règlement sur l'accès à l'information* et *Règlement sur la protection des renseignements personnels*

## Delegation schedule

Position	Access to Information Act and Regulations	Privacy Act and Regulations
Deputy Minister	Full authority	Full authority
Associate Deputy Minister	Full authority	Full authority
Assistant Deputy Minister, Corporate Services, and Chief Financial Officer	Full authority	Full authority
Director, ATIP	Full authority	Full authority except: PA: 8(2)(m)
Chiefs, ATIP	Full authority except: ATIA: 6.1(1)	Full authority except: PA: 8(2)(j) and 8(2)(m)
Senior ATIP Advisors (PM-05)	ATIA: 7(a), 8(1), 9, 19, 27(1), 33, and 43(1)	PA: 14(a), 15, and 26