

Statistical Report on the Access to Information Act

Name of institution: Canada Border Services Agency

Reporting period: 2012-04-01 to 31-Mar-13

PART 1 – Requests under the Access to Information Act

1.1 Number of Requests

| | Number of Requests |
|--|--------------------|
| Received during reporting period | 3147 |
| Outstanding from previous reporting period | 334 |
| Total | 3481 |
| Closed during reporting period | 2891 |
| Carried over to next reporting period | 590 |

1.2 Sources of requests

| Source | Number of Requests |
|---------------------------|--------------------|
| Media | 189 |
| Academia | 1 |
| Business (Private Sector) | 279 |
| Organization | 37 |
| Public | 2641 |
| Total | 3147 |

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

| Disposition of requests | Completion Time | | | | | | | Total |
|-------------------------|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|-------------|
| | 1 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 | 244 | 792 | 226 | 24 | 7 | 7 | 0 | 1300 |
| Disclosed in part | 36 | 452 | 251 | 158 | 44 | 40 | 26 | 1007 |
| All exempted | 0 | 5 | 3 | 7 | 0 | 1 | 0 | 16 |
| All excluded | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 3 |
| No records exist | 71 | 206 | 35 | 4 | 1 | 1 | 0 | 318 |
| Request transferred | 10 | 2 | 0 | 0 | 0 | 0 | 0 | 12 |
| Request abandoned | 191 | 32 | 5 | 1 | 3 | 1 | 1 | 234 |
| Treated informally | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 552 | 1491 | 522 | 194 | 55 | 50 | 27 | 2891 |

2.2 Exemptions

| Section | Number of requests | Section | Number of requests | Section | Number of requests | Section | Number of requests |
|---------------|--------------------|------------|--------------------|------------|--------------------|----------|--------------------|
| 13(1)(a) | 237 | 16(2)(a) | 11 | 18(a) | 5 | 20.1 | 0 |
| 13(1)(b) | 29 | 16(2)(b) | 17 | 18(b) | 3 | 20.2 | 0 |
| 13(1)(c) | 24 | 16(2)(c) | 237 | 18(c) | 0 | 20.4 | 0 |
| 13(1)(d) | 45 | 16(3) | 0 | 18(d) | 0 | 21(1)(a) | 56 |
| 13(1)(e) | 0 | 16.1(1)(a) | 0 | 18.1(1)(a) | 0 | 21(1)(b) | 73 |
| 14(a) | 3 | 16.1(1)(b) | 0 | 18.1(1)(b) | 0 | 21(1)(c) | 8 |
| 14(b) | 0 | 16.1(1)(c) | 0 | 18.1(1)(c) | 0 | 21(1)(d) | 12 |
| 15(1) - I.A.* | 159 | 16.1(1)(d) | 0 | 18.1(1)(d) | 0 | 22 | 12 |
| 15(1) - Def.* | 19 | 16.2(1) | 0 | 19(1) | 824 | 22.1(1) | 1 |
| 15(1) - S.A.* | 259 | 16.3 | 0 | 20(1)(a) | 2 | 23 | 66 |
| 16(1)(a)(i) | 67 | 16.4(1)(a) | 0 | 20(1)(b) | 20 | 24(1) | 72 |
| 16(1)(a)(ii) | 26 | 16.4(1)(b) | 0 | 20(1)(b.1) | 1 | 26 | 26 |
| 16(1)(a)(iii) | 18 | 16.5 | 1 | 20(1)(c) | 5 | | |
| 16(1)(b) | 107 | 17 | 10 | 20(1)(d) | 3 | | |
| 16(1)(c) | 480 | | | | | | |
| 16(1)(d) | 0 | | | | | | |

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

2.3 Exclusions

| Section | Number of requests | Section | Number of requests | Section | Number of requests |
|---------|--------------------|----------|--------------------|-----------------|--------------------|
| 68(a) | 4 | 69(1)(a) | 0 | 69(1)(g) re (a) | 0 |
| 68(b) | 0 | 69(1)(b) | 0 | 69(1)(g) re (b) | 0 |
| 68(c) | 0 | 69(1)(c) | 0 | 69(1)(g) re (c) | 0 |
| 68.1 | 0 | 69(1)(d) | 0 | 69(1)(g) re (d) | 0 |
| 68.2(a) | 0 | 69(1)(e) | 0 | 69(1)(g) re (e) | 0 |
| 68.2(b) | 0 | 69(1)(f) | 0 | 69(1)(g) re (f) | 0 |
| | | | | 69.1(1) | 0 |

2.4 Format of information released

| Disposition | Paper | Electronic | Other formats |
|-------------------|-------------|------------|---------------|
| All disclosed | 1267 | 33 | 0 |
| Disclosed in part | 533 | 474 | 0 |
| Total | 1800 | 507 | 0 |

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

| Disposition of requests | Number of pages processed | Number of pages disclosed | Number of requests |
|-------------------------|---------------------------|---------------------------|--------------------|
| All disclosed | 18847 | 18847 | 1300 |
| Disclosed in part | 264304 | 206473 | 1007 |
| All exempted | 246 | 0 | 16 |
| All excluded | 14 | 0 | 3 |
| Request abandoned | 4128 | 0 | 234 |

2.5.2 Relevant pages processed and disclosed by size of requests

| Disposition | Less than 100 pages processed | | 101-500 pages processed | | 501-1000 pages processed | | 1001-5000 pages processed | | More than 5000 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 |
| All disclosed | 1270 | 6928 | 23 | 3913 | 5 | 3503 | 2 | 4503 | 0 | 0 |
| Disclosed in part | 526 | 17509 | 353 | 69805 | 75 | 43775 | 50 | 59659 | 3 | 15725 |
| All exempted | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Abandoned | 228 | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 2 | 0 |
| Total | 2043 | 24437 | 377 | 73718 | 82 | 47278 | 53 | 64162 | 5 | 15725 |

2.5.3 Other complexities

| Disposition | Consultation required | Assessment of fees | Legal advice sought | Other | Total |
|-------------------|-----------------------|--------------------|---------------------|----------|------------|
| All disclosed | 9 | 6 | 0 | 0 | 15 |
| Disclosed in part | 217 | 36 | 0 | 2 | 255 |
| All exempted | 1 | 0 | 0 | 0 | 1 |
| All excluded | 0 | 0 | 0 | 0 | 0 |
| Abandoned | 7 | 8 | 0 | 0 | 15 |
| Total | 234 | 50 | 0 | 2 | 286 |

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

| Number of requests closed past the statutory deadline | Principal Reason | | | |
|---|------------------|-----------------------|-----------------------|-------|
| | Workload | External consultation | Internal consultation | Other |
| 345 | 168 | 10 | 10 | 157 |

2.6.2 Number of days past deadline

| Number of days past deadline | Number of requests past deadline where no extension was taken | Number of requests past deadline where an extension was taken | Total |
|------------------------------|---|---|------------|
| 1 to 15 days | 159 | 10 | 169 |
| 16 to 30 days | 32 | 8 | 40 |
| 31 to 60 days | 22 | 11 | 33 |
| 61 to 120 days | 25 | 17 | 42 |
| 121 to 180 days | 6 | 14 | 20 |
| 181 to 365 days | 9 | 15 | 24 |
| More than 365 days | 3 | 14 | 17 |
| Total | 256 | 89 | 345 |

2.7 Requests for translation

| Translation Requests | Accepted | Refused | Total |
|----------------------|----------|----------|----------|
| English to French | 0 | 0 | 0 |
| French to English | 0 | 0 | 0 |
| Total | 0 | 0 | 0 |

PART 3 – Extensions

3.1 Reasons for extensions and disposition of requests

| Disposition of requests where an extension was taken | 9(1)(a) Interference with operations | 9(1)(b) Consultation | | 9(1)(c) Third party notice |
|--|---|-------------------------|------------|-------------------------------|
| | | Section 69 | Other | |
| All disclosed | 14 | 0 | 9 | 0 |
| Disclosed in part | 137 | 0 | 217 | 7 |
| All exempted | 0 | 0 | 3 | 7 |
| All excluded | 0 | 0 | 0 | 0 |
| No records exist | 1 | 0 | 0 | 0 |
| Request abandoned | 5 | 0 | 7 | 1 |
| Total | 157 | 0 | 236 | 15 |

3.2 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 | 86 | 0 | 130 | 3 |
| 31 to 60 days | 39 | 0 | 58 | 9 |
| 61 to 120 days | 32 | 0 | 36 | 2 |
| 121 to 180 days | 0 | 0 | 10 | 0 |
| 181 to 365 days | 0 | 0 | 1 | 0 |
| 365 days or more | 0 | 0 | 1 | 1 |
| Total | 157 | 0 | 236 | 15 |

PART 4 – Fees

| Fee Type | Fee Collected | | Fee Waived or Refunded | |
|--------------------|--------------------|-----------------|------------------------|-----------------|
| | Number of requests | Amount | Number of requests | Amount |
| Application | 2727 | \$14,566 | 164 | \$820 |
| Search | 1 | \$140 | 0 | \$0 |
| Production | 0 | \$0 | 0 | \$0 |
| Programming | 0 | \$0 | 0 | \$0 |
| Preparation | 0 | \$0 | 0 | \$0 |
| Alternative format | 0 | \$0 | 0 | \$0 |
| Reproduction | 0 | \$0 | 2297 | \$26,345 |
| Total | 2728 | \$14,706 | 2461 | \$27,165 |

PART 5 – Consultations received from other institutions and organizations

5.1 Consultations received from other government institutions and organizations

| Consultations | Other government institutions | Number of pages to review | Other organizations | Number of pages to review |
|--|-------------------------------|---------------------------|---------------------|---------------------------|
| Received during reporting period | 366 | 15636 | 1 | 3 |
| Outstanding from the previous reporting period | 34 | 3566 | 0 | 0 |
| Total | 400 | 19202 | 1 | 3 |
| Closed during the reporting period | 352 | 16465 | 1 | 3 |
| Pending at the end of the reporting period | 48 | 2737 | 0 | 0 |

5.2 Recommendations and completion time for consultations received from other government institutions

| Recommendation | Number of days required to complete consultation requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|---------------|------------|
| | 1 to 15 days | 16 to 30 days | 31 to 60 days | 61 to 120 days | 121 to 180 days | 181 to 365 days | than 365 days | |
| Disclose entirely | 47 | 78 | 27 | 9 | 1 | 0 | 0 | 162 |
| Disclose in part | 38 | 64 | 43 | 18 | 2 | 4 | 0 | 167 |
| Exempt entirely | 6 | 6 | 3 | 1 | 0 | 2 | 0 | 18 |
| Exclude entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 3 |
| Total | 90 | 151 | 74 | 28 | 3 | 6 | 0 | 352 |

5.3 Recommendations and completion time for consultations received from other organization

| Recommendation | Number of days required to complete consultation requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|---------------|----------|
| | 1 to 15 days | 16 to 30 days | 31 to 60 days | 61 to 120 days | 121 to 180 days | 181 to 365 days | than 365 days | |
| Disclose entirely | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Disclose in part | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 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 |
| Total | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

PART 6 – Completion time of consultations on Cabinet confidences

| Number of days | Number of responses received | Number of responses received past deadline |
|----------------|------------------------------|--|
| 1 to 15 | 0 | 0 |
| 16 to 30 | 0 | 0 |
| 31 to 60 | 0 | 0 |
| 61 to 120 | 0 | 0 |
| 121 to 180 | 0 | 0 |
| 181 to 365 | 0 | 0 |
| More than 365 | 0 | 0 |
| Total | 0 | 0 |

PART 7 – Resources related to the Access to Information Act

7.1 Costs

| Expenditures | | Amount |
|-----------------------------------|-----------|------------------|
| Salaries | | \$608,721 |
| Overtime | | \$12,884 |
| Goods and Services | | \$175,170 |
| • Professional services contracts | \$153,620 | |
| • Other | \$21,550 | |
| Total | | \$796,775 |

7.2 Human Resources

| Resources | Dedicated full-time to ATI activities | Dedicated part-time to ATI activities | Total |
|----------------------------------|---------------------------------------|---------------------------------------|-------|
| Full-time employees | 0.00 | 40.65 | 40.65 |
| Part-time and casual employees | 0.00 | 4.87 | 4.87 |
| Regional staff | 0.00 | 0.00 | 0.00 |
| Consultants and agency personnel | 0.00 | 4.00 | 4.00 |
| Students | 0.00 | 0.00 | 0.00 |
| Total | 0.00 | 49.52 | 49.52 |