

Annual Report on the administration of the *Access to Information Act*

(1 April 2019 to 31 March 2020)



August 2020

Contents

Introduction	3
Purpose of the <i>Access to Information Act (ATIA)</i>	3
The Bank of Canada's mandate	3
Monetary Policy	3
Financial System	3
Currency	3
Funds Management	3
Administration of the <i>Access to Information Act</i>	4
Delegation of Authority	4
Organizational Structure to Fulfill <i>Access to Information Act</i>	
Responsibilities	4
Information Holdings	4
Staff Awareness Activities	5
Institution-specific access to information related policies, guidelines and procedures	5
Monitoring Processing	6
Interpretation of the Statistical Report (Appendix B)	7
Access Requests	7
Consultations	8
Informal Requests	9
Requests under the ATIA by Source	9
Disposition of Requests	10
Exemptions Invoked	11
Extensions	12
Complaints and Investigations	13
Fees	14
Operational Environment	15
Appendix A	17
Appendix B	19
Appendix C	29

Introduction

Purpose of the *Access to Information Act (ATIA)*

As set out in Section 2(1) of the *Access to Information Act*, the purpose of this Act is “to enhance the accountability and transparency of federal institutions in order to promote an open and democratic society and to enable public debate on the conduct of those institutions.” This report is prepared in accordance with Section 70(1)(d) of the Act and is tabled in Parliament in accordance with Section 94(2).

Subsection 2(2) of the Act is intended to complement and not replace existing procedures for access to government information. The Bank of Canada responds to informal public inquiries through its Communications Department and on an ad hoc basis throughout the organization. The Bank occasionally receives formal requests for information which is normally available to the public; in these cases, the Bank handles such requests informally through normal channels including the Bank’s Public Information Services whenever possible.

The Bank of Canada’s mandate

The Bank of Canada is the nation’s central bank. Its mandate, as defined in the Bank of Canada Act, is “to promote the economic and financial welfare of Canada.” The Bank’s four core areas of responsibility are:

Monetary Policy

The objective of monetary policy is to preserve the value of money by keeping inflation low, stable and predictable.

Financial System

The Bank promotes a stable and efficient financial system by assessing systemic risks, overseeing major payment clearing and settlement systems and acting as the ultimate supplier of liquidity and lender of last resort.

Currency

The Bank designs, issues and distributes Canada’s bank notes. It also oversees the note distribution system and ensures a consistent supply of quality bank notes that are readily accepted and secure against counterfeiting.

Funds Management

The Bank provides funds-management services for the Government of Canada, itself and other clients. For the government, the Bank provides treasury-management services and acts as fiscal agent for the government’s public debt and foreign exchange reserves.

The Bank has a robust planning framework in place to support its vision and mandate. Every three years, the Bank establishes a medium term plan (MTP) to set out its strategic direction, goals and indicators of success.

Administration of the *Access to Information Act*

Delegation of Authority

Under Section 70(2) of the Act, the Governor of the Bank of Canada undertakes the responsibilities of the designated Minister for the purposes of subsections 70(1)(a) and (c).

Responsibility for compliance with the requirements of the Act has been delegated by the Governor under Section 73 to the General Counsel and Corporate Secretary of the Bank, and its Deputy Corporate Secretary and Access to Information and Privacy Coordinator. In addition, responsibility for various administrative requirements of the legislation, such as extending time limits and transferring requests, has been delegated to the Bank's ATIP Manager. A copy of the Bank's Delegation Order is attached (Appendix A).

Organizational Structure to Fulfill *Access to Information Act* Responsibilities

The responsibility for administering the Bank's ATIP program lies with the Bank's ATIP Office which is part of the Bank's Executive and Legal Services Department (ELS). Under the management of the Access to Information and Privacy Coordinator, 1 Manager, 2 ATIP Specialists, 3 Analysts and 1 ATIP Assistant are responsible for coordinating the processing of ATIP requests, consultations and complaints, responding to informal requests for information, providing advice and promoting ATIP awareness to staff and the public. The ATIP Office reports directly to the Deputy Corporate Secretary and Access to Information and Privacy Coordinator who reports to the General Counsel and Corporate Secretary and who in turn reports to the Governor. In addition, Senior Legal Counsel provides legal advice on various files, including confirming Cabinet Confidences.

The Bank also has a network of ATIP departmental contacts throughout the organization. They are responsible for retrieving records and providing initial recommendations to the ATIP Office and departmental sign-off for the final treatment of records. In addition, the Chief of Staff to the Governor and Senior Deputy Governor as well as senior staff in the Communications Department are provided with a copy of any proposed release packages so that they can assess and advise should there be media inquiries.

Information Holdings

The Bank's chapter of *Info Source*, an inventory of the Bank's information holdings, including a description of personal information holdings, is published on the Bank's website and serves as a tool to assist individuals interested in requesting information from the Bank. The Bank undertakes an annual review of its personal information holdings and updates *Info Source* as required, in addition to reviewing its information holdings, institutional functions, programs and activities. During this reporting period, minor revisions were made to the Bank's *Info Source* publication, including the updating of one Personal Information Bank and progress on the development of several new ones.

Staff Awareness Activities

During this reporting period, the ATIP Office delivered 27 awareness sessions (in both official languages) to 173 participants from various units throughout the Bank. The focus of these sessions was on the general principles of the *Access to Information Act* (ATIA) and the *Privacy Act* (PA) and how they are administered at the Bank as well as targeted sessions for employees working with datasets for research purposes. These sessions are delivered for new employee and student orientation, research teams as well as to other business lines or departments within the Bank as required.

The ATIP Office also provided informal training to employees pertaining to the application of specific exemptions and guidance for departmental contacts, as required, during the processing of ATIA requests.

The ATIP Office completed its work on modernizing and enhancing ATIP awareness through the development of an on-line learning module. This initiative leverages technology that permits the ATIP Office to offer training to Bank staff in new and engaging scenario-based formats. The first module has been integrated into the Bank's employee orientation program and is available to all staff through the Bank's Performance and Development program. An additional module is nearing completion with plans for future modules over the next reporting period.

The ATIP Office briefs Senior Management and the Board of Directors regularly on operational metrics and annually on the overall administration of the ATIP function, as well as reporting on ATIA priorities through departmental quarterly Entente Progress Reports, and through the Bank's Enterprise Risk Management reporting process.

Institution-specific access to information related policies, guidelines and procedures

The ATIP Office, in collaboration with the Bank's Financial Services and Communications Departments, reviewed and revised processes associated with the proactive disclosure of travel and hospitality expenses in line with the amendments to the ATIA set out in Bill C-58. The Bank's disclosure of travel and hospitality expenses for members of the Governing Council and the Chief Operating Officer was aligned in June 2019 with the new requirements in the ATIA and publication is completed on a monthly basis.

The ATIP Office continued to refine and document all procedures associated with the processing of ATIA requests in order to streamline, to the extent possible, all facets of the request process.

The Bank is committed to upholding the highest standards of personal and professional conduct. Annually, the Bank requires its employees to acknowledge their awareness of, and compliance with, the Code of Business Conduct and Ethics (the "Code"). It describes the ethical principles and conduct expected of employees to ensure the Bank maintains its high standards. The Code includes references to the Bank's responsibilities and obligations under

the *Access to Information* and *Privacy Acts*, to help ensure effective and consistent administration and compliance with the Acts and their regulations.

Monitoring Processing

The ATIP staff regularly monitors all ATIP requests by holding tri-weekly meetings to closely track all active files including maintaining a log of active requests. Recent initiatives have included the introduction of a “scrum” board to regular meetings to track ongoing requests and projects according to Agile principles. This helps the team to carefully monitor timelines, milestones, next steps and fosters consistent collaboration. More importantly, staff discuss solutions as challenges arise and determine any process changes required to improve performance. The ATIP Office holds quarterly Lessons Learned sessions for ATIP Analysts in order to facilitate knowledge sharing among team members and to ensure consistency in the processing of requests.

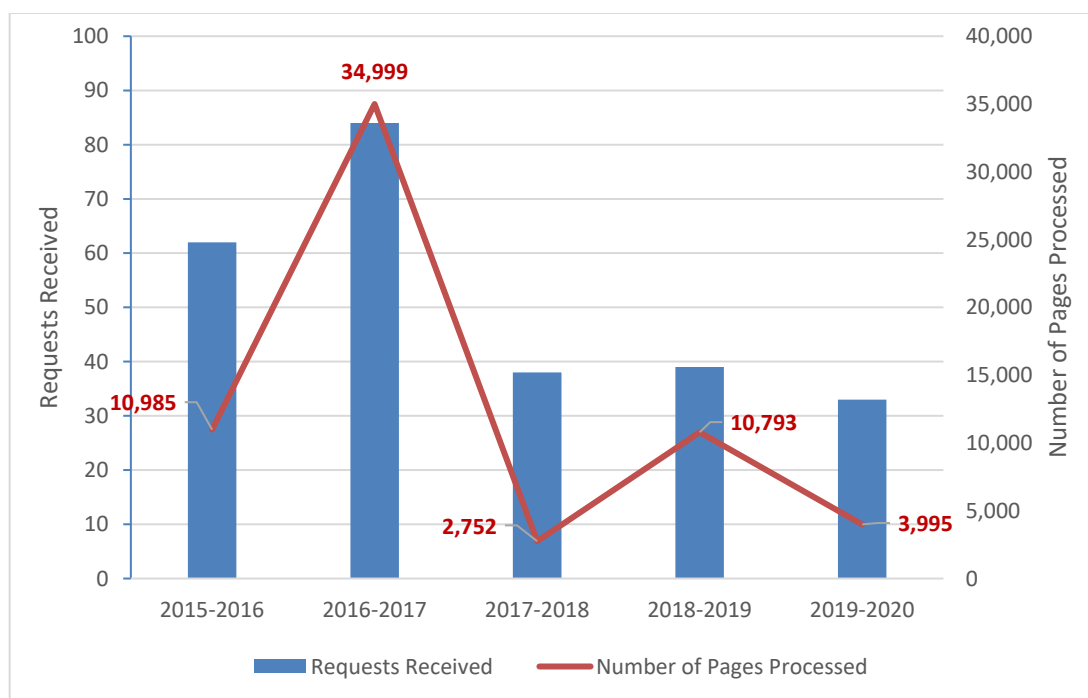
Interpretation of the Statistical Report (Appendix B)

Access Requests

This year, the Bank received a similar number of requests as compared with the previous reporting period. The new requests, combined with several voluminous requests carried over from the previous reporting period, accounted for a heavy workload for the ATIP Office. A key advance made in this reporting period was the completion of all remaining backlogged requests from previous periods. The table and chart below provide an overview of ATIA requests received by the Bank for the past five years and the number of pages processed. It is important to note that the number of pages processed does not reflect 8,143 pages retrieved, reviewed and deemed not relevant during this period. This is attributable, in part, to two large requests which required a search through archived paper files.

Table 1: Overview of ATIA Requests Received and Completed, 5-Year Trend

Fiscal Year	Requests Received	Requests Outstanding from previous reporting period	Requests completed	Number of pages processed
2015-2016	62	23	70	10,985
2016-2017	84	15	83	34,999
2017-2018	38	16	34	2752
2018-2019	39	20	49	10,793
2019-2020	33	10	33	3,995

Chart 1: Number of ATIA Requests and Pages Processed, 5-Year Trend

Consultations

The Bank assists in processing ATIA requests received by another government institutions when documents that pertain to the Bank are found to be among the records being processed by the other institution. The other organization will consult with the Bank to seek the Bank's recommendations with respect to the treatment of these records. The table below indicates the volume of consultations received by the Bank. The Bank received a high number of consultations this reporting period; almost equalling the 5-year peak. Several consultations were both voluminous and complex in nature, requiring numerous external consultations and involving nearly every department within the Bank. Seven consultations are carried over to the next reporting period which accounts for almost 1,700 additional pages to review.

Table 2: Overview of Consultations Received and Completed, 5-Year Trend

Fiscal Year	Consultations Received	Consultations remained outstanding from previous reporting period	Consultations completed	Number of Pages Reviewed
2015-2016	17	2	18	223
2016-2017	31	2	30	1,132
2017-2018	17	3	18	916
2018-2019	13	2	14	1,198
2019-2020	26	1	20	843

Informal Requests

In addition to the formal requests for information, the Bank has received, processed and completed 5 informal requests amounting to the re-release of 2,096 pages. On a monthly basis, the Bank publishes a summary of completed ATIA requests which is generally the source of the informal requests.

Requests under the ATIA by Source

During this reporting period, 49% of requests received by the Bank were from the media, 9% from businesses, 24% from individuals who declined to identify as any of the defined categories, 0% from academia, and 6% from the public. This year saw a decline in requests received from the media, but an increase in requests received from the public, as well as an increase in requesters who opted not to identify with any of the defined categories.

Chart 2: Number of Requests Received by Source, 5-Year Trend

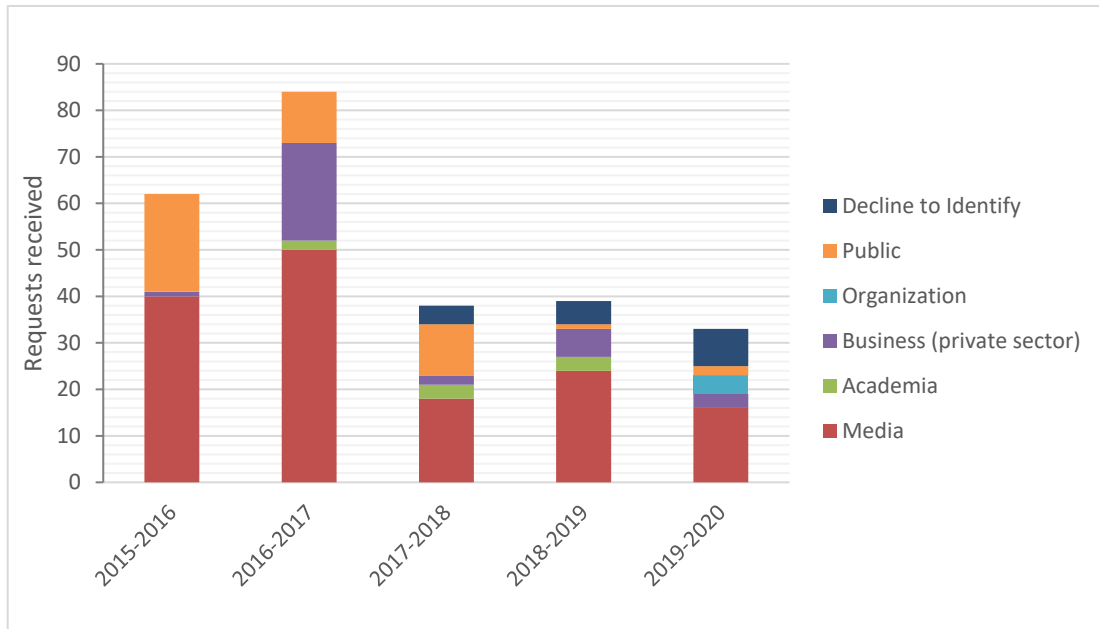
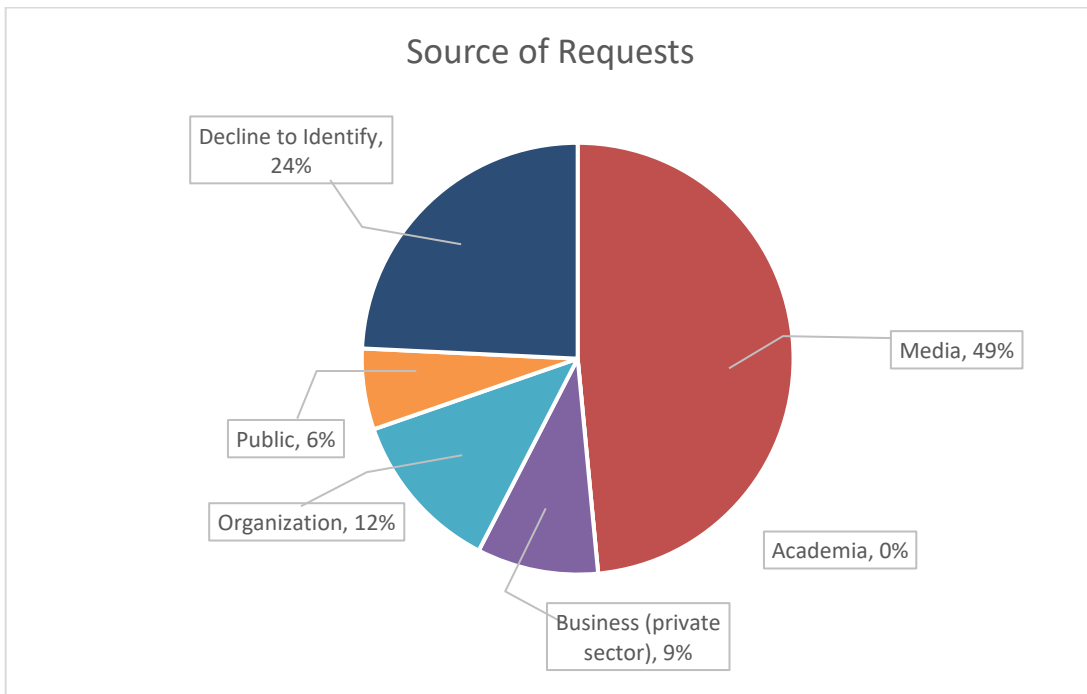


Chart 3: Percentage of Requests Received by Source, 2019-2020



Disposition of Requests

The following chart is a comparison of disposition of completed requests for the last 5 years. Compared to the previous reporting period, the percentage of requests that were disclosed in part decreased slightly, while the number of requests that were all disclosed increased. No requests were treated pursuant to the Decline to Act disposition introduced by the amendments to the ATIA.

Chart 4: Disposition for Completed Requests, 5-Year Trend

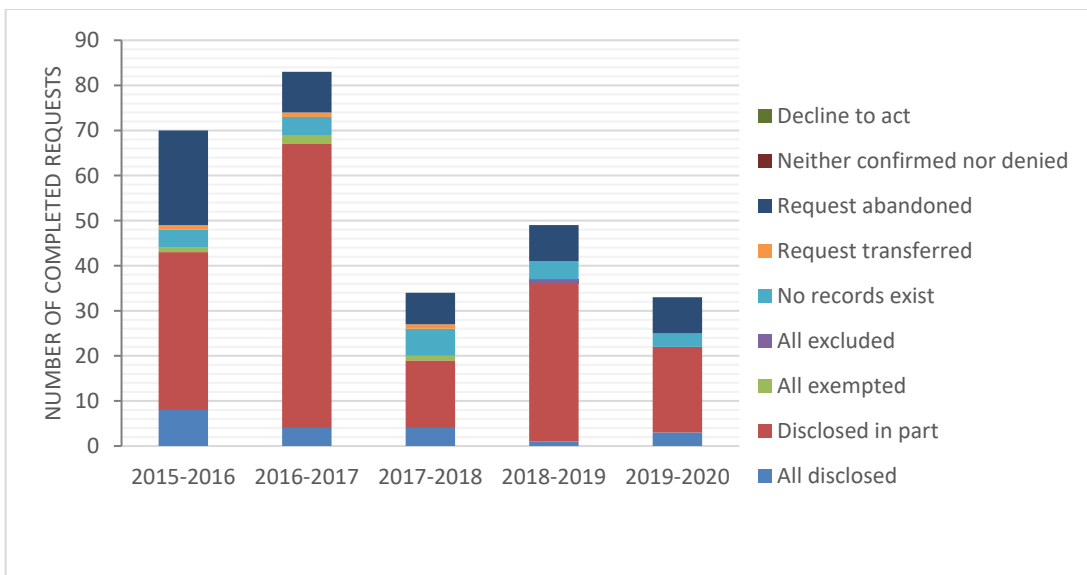
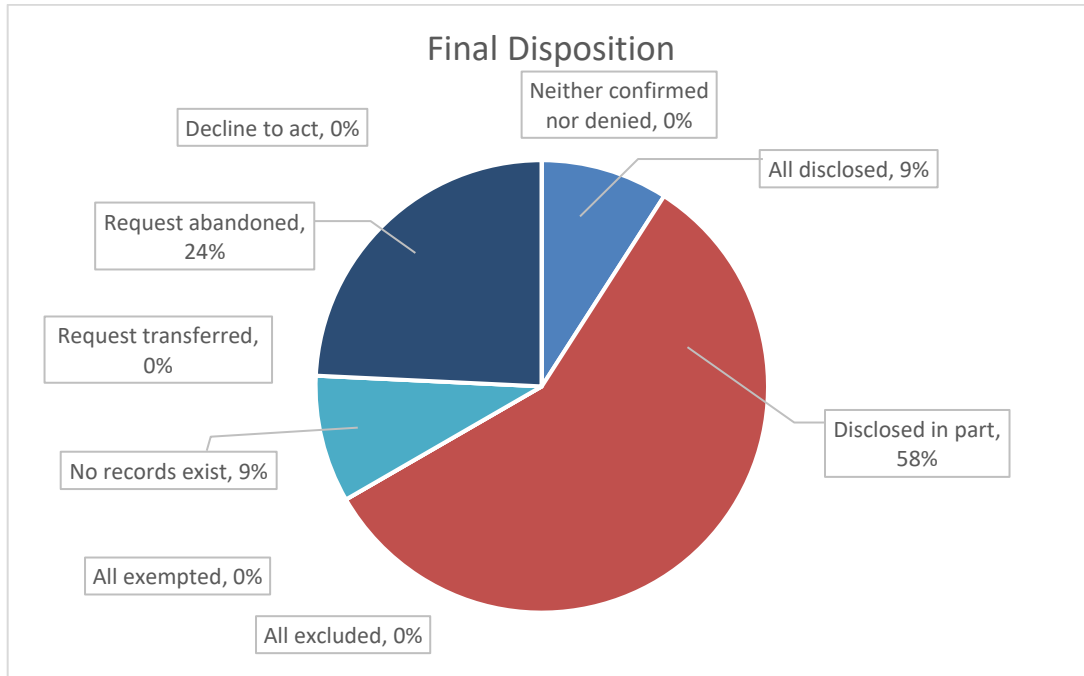


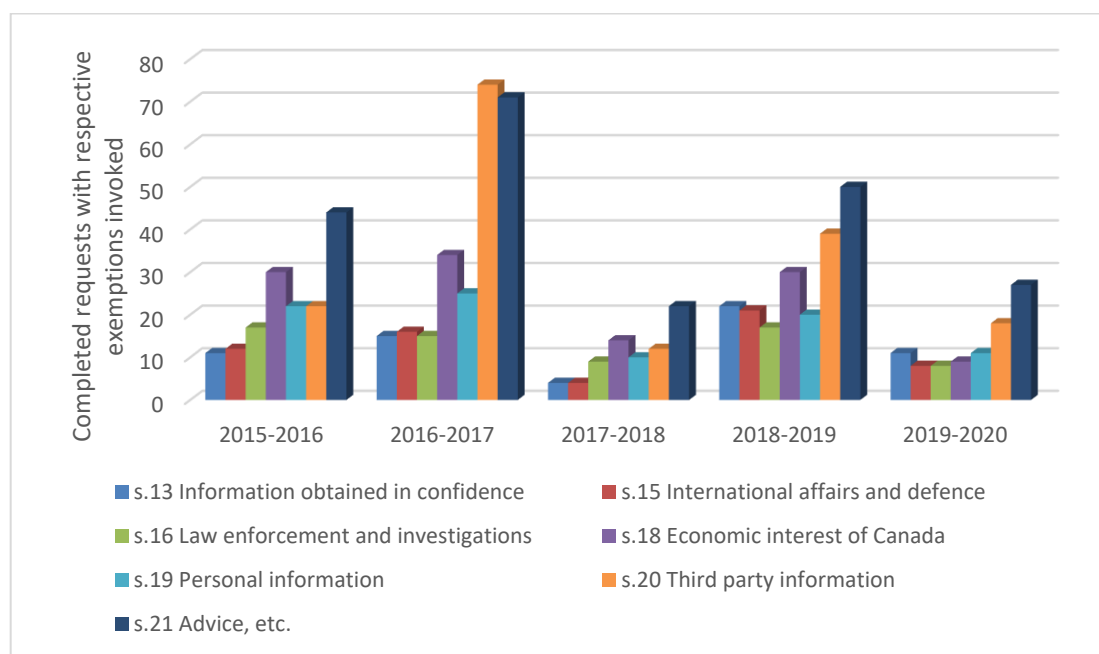
Chart 5: Disposition for Completed Requests, Current Reporting Period



Exemptions Invoked

The exemption provisions invoked most often in this reporting period were sections 21(1)(a)(b) concerning advice, recommendations and deliberations related to the internal decision-making processes of the Bank; sections 20(1)(b)(c) pertaining to third party information; section 18(d) which concerns the economic interests of Canada; section 13 relating to information obtained in confidence, section 15(1) related to international affairs; and s.19(1) related to personal information. Section 16(2)(c) related to security was also invoked in several requests. In addition, section 17 relating to the safety of individuals and section 23 related to solicitor client privilege were invoked in two requests during this period.

The following chart presents groupings of exemptions most frequently invoked by the Bank.

Chart 6: Most Frequently Invoked Exemptions, 5-Year Trend

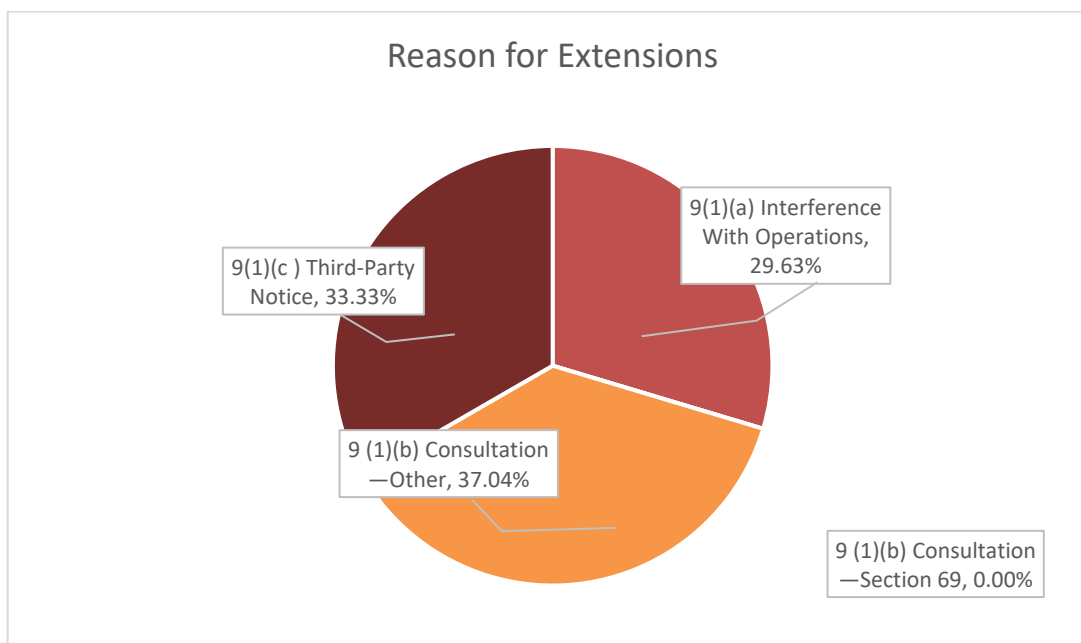
Extensions

Many of the requests processed by the Bank in 2019-2020 were complex in nature and required consultations with other organizations and third parties. This combined with heavy workloads across the Bank had a considerable impact on operations not only in the ATIP Office but also for business lines tasked with responding to requests. As a result, the Bank claimed time extensions under 9(1)(a)(b) and (c) during the last reporting period.

The ATIP staff endeavours to respect deadlines and routinely keep the requester informed of the status of their requests.

Table 3: Extensions taken, 5-Year Trend

Year	30-days or less	31 to 60 days	61-120 days	121-180 days	181-365 days	365 days or more	Total Extensions
2015-2016	11	5	4	5	2	0	27
2016-2017	33	12	10	2	1	1	59
2017-2018	3	7	2	0	0	0	12
2018-2019	5	7	31	0	0	0	43
2019-2020	14	6	5	2	0	0	27

Chart 7: Reasons for Extension, 2019-2020

Completion Time

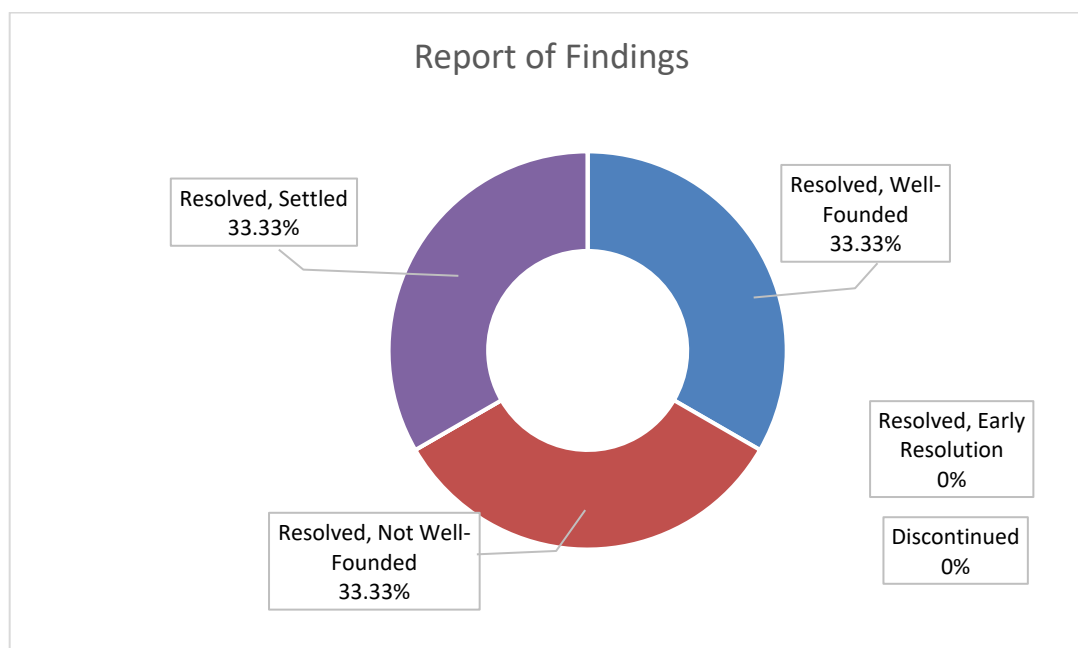
Of the 33 requests completed in this reporting period, 12 of these requests were closed past the statutory deadline. Of these 12 requests, 7 were closed between 1-15 days after the deadline. The delays are attributed in large part to the significant workload for both ATIP staff and business lines associated with the processing of a back-log of complex and voluminous requests dealing with sensitive information and requiring extensive review and consultation. Other factors that affected completion timelines included negotiating complex complaint files with both the OIC and OPC, extensive involvement in new or changing Bank processes and programs involving the management of sensitive information, including personal information. In addition to eliminating the back-log of requests, the ATIP Office worked diligently to close most requests received in the current reporting period.

Complaints and Investigations

During this reporting period, the Bank of Canada received 1 new complaint from the Office of Information Commissioner of Canada (OIC), compared to zero in the previous reporting period. Five complaints were carried over from the previous year; while 3 were resolved. Of the 3 complaints closed: 1 complaint was determined to be well-founded, 1 was determined to be not well-founded, and 1 was resolved in the course of investigation. Three complaints, all dating back to previous reporting periods, remain outstanding pending further notification from the OIC.

Table 4: Complaints received, carried over and resolved, 5-year Trend

Reporting period	Number of complaints received	Number of complaints carried over from previous reporting period	Complaints resolved	Number of Complaints Outstanding
2015-2016	1	10	4	7
2016-2017	20	7	11	16
2017-2018	7	16	13	10
2018-2019	0	10	5	5
2019-2020	1	5	3	3

Chart 8: Report of Findings, 2019-2020

Fees

A total of \$160.00 in application fees was collected for 32 of the 33 requests received during the 2019-2020 period, compared to \$130.00 in 2018-2019. A total of \$15.00 in application fees were refunded or waived for 3 of the requests received. The Bank of Canada is unable to process cheques made payable to the Receiver General of Canada and therefore requires that cheques be made payable directly to the Bank of Canada. When this requirement is not met, the ATIP Office generally asks that the applicant resubmit the application fee in order to proceed with the request.

Operational Environment

This year, the Bank of Canada continued to process a significant number of complex and voluminous *Access to Information Act* requests, several which had been carried forward from the previous reporting period. The requests dealt with sensitive information and required extensive review and consultation. In addition to completing the existing back-log of requests, the Bank processed new requests and consultations as well as negotiated several complex complaint files with the OIC and OPC. Similarly, the complexity and significant volume of records processed in response to both formal requests made under the *Privacy Act* and informal requests for personal information presented additional challenges. The number of pages processed and disclosed by the ATIP Office in response to formal requests decreased over the previous reporting period, however this does not account for the number of pages reviewed and deemed Not Relevant due, in large part, to the re-scoping of requests which represents a significant amount of work and reflects the review of over 8,000 additional pages. Two requests accounted for a large portion of this work as they required a search through archived paper records which significantly increased the pages requiring review.

As well as administering the Bank's ATIP program, the ATIP Office is also responsible for coordinating the Bank's responses to Parliamentary Questions. The General Counsel and Corporate Secretary, and the Deputy Corporate Secretary and Access to Information and Privacy Coordinator have delegated responsibility for responding to written Parliamentary questions. The Bank received 36 Parliamentary Questions in this reporting year compared to 40 in the previous reporting period, 21 of which were received over the December holiday period. All responses to Parliamentary Questions are reviewed to ensure that they comply with the requirements of both the *Access to Information* and *Privacy Acts*. These responsibilities also contributed to the heavy workload for the ATIP Office in this reporting period.

The ATIP Office also has extensive involvement in new Bank initiatives and process changes involving the management of sensitive information, including personal information. Considerable resource time is dedicated to providing policy advice to Bank stakeholders to ensure awareness of the requirements of ATIP legislation and the practical application of these requirements in business processes. Among these new initiatives, the ATIP office has been closely involved in the development of a proof of concept and pilot project involving Robotic Process Automation to assist departments with the retrieval of records relating to Access to Information requests. Furthermore, the ATIP office has continued to provide advice concerning preparations for the Bank's anticipated new mandate to oversee retail payment service providers.

In addition to a heavy workload, the ATIP Office experienced a significant resource shortage. Both Senior Analyst positions, two Analyst positions and the ATIP Assistant position were all vacant at various times during this reporting period, reflecting over 14.5 months of vacancy or 1.2 person years, which significantly affected the workload of the ATIP Office. Despite the constraints, the ATIP Office was able to clear the existing back-log of requests from the previous reporting periods.

The end of this reporting period also coincided with substantial changes to the operational environment due to the challenges and restrictions resulting from the Covid-19 pandemic.

The ATIP Office staff, like all Bank employees, quickly transitioned to permanent teleworking arrangements in early March 2020. As a result of the Bank's infrastructure, information technology maturity and Continuity of Operations readiness, delays and challenges in adapting to full teleworking were largely mitigated.

Given the critical role of the Bank's mandate in responding to the unprecedented economic and financial system challenges resulting from the Covid-19 pandemic, some operational elements were impacted by the availability of departmental staff. Delays were encountered in processing ATIP requests due to the prioritization of the Bank's core analytical and reporting work during this period.

In addition, the ATIP office continued to receive additional Access to Information requests and consultations from other departments as well as Parliamentary Questions during this period. A number of these Parliamentary Questions related to the Bank's response and activities relating to the Covid-19 pandemic.

Appendix A



ATTACHMENT A

3 June 2013

To/A Jeremy Farr
General Counsel & Corporate Secretary

From/De Stephen S. Poloz
Governor

Marie Bordeleau
Deputy Corporate Secretary/ATIP Coordinator

Subject/Objet: Delegation of Authority under the *Access to Information Act* and the *Privacy Act*

The Governor of the Bank of Canada, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Governor as the head of a government institution, under the section of the Act set out in the schedule opposite each position.

Position	Schedule	
	<i>Privacy Act</i> and Regulations	<i>Access to Information Act</i> and Regulations
General Counsel & Corporate Secretary	Full authority	Full authority
Deputy Corporate Secretary/ Access to Information and Privacy Coordinator	Full authority	Full authority
ATIP Manager	15, and the mandatory provisions of 26 for all records*	8(1), 9, 11(2) to (6) inclusive, and the mandatory provisions of 19(1) for all records*

11 June 2013
Date

Governor Stephen Poloz

*refer to attached table for specific delegation

Table of Specific Delegation

* Responsibility Delegated to ATIP Manager – *Privacy Act*

Sections	Description	Position
15	Extend time limit for responding to request for access	ATIP Manager
26	May refuse to disclose information about another individual, and shall refuse to disclose such information where disclosure is prohibited under section 8	ATIP Manager

* Responsibility Delegated to ATIP Manager– *Access to Information Act*

Sections	Description	Position
8(1)	Transfer of request	ATIP Manager
9	Extensions of time limits	ATIP Manager
11(2) to (6) inclusive	Fees	ATIP Manager
19(1)	Personal information	ATIP Manager

Appendix B

Statistical Report on *Access to Information Act*

(1 April 2019 to 31 March 2020)





Statistical Report on the Access to Information Act

Name of institution: Bank of Canada

Reporting period: 2019-04-01 to 2020-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

	Number of Requests
Received during reporting period	33
Outstanding from previous reporting period	10
Total	43
Closed during reporting period	33
Carried over to next reporting period	10

1.2 Sources of requests

Source	Number of Requests
Media	16
Academia	0
Business (private sector)	3
Organization	4
Public	2
Decline to Identify	8
Total	33

1.3 Informal 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	
5	0	0	0	0	0	0	5

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

Section 2: Decline to act on vexatious, made in bad faith or abuse of right requests

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

Section 3: Requests Closed During the Reporting Period

3.1 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	0	2	1	0	0	0	0	3
Disclosed in part	0	0	4	9	2	2	2	19
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	3	0	0	0	0	0	3
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	6	0	2	0	0	0	0	8
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	6	5	7	9	2	2	2	33

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	3	16(2)	0	18(a)	0	20.1	0
13(1)(b)	7	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	1	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	8	18(d)	9	21(1)(a)	13
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	14
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	2	16.1(1)(d)	0	19(1)	11	22.1(1)	0
15(1) - I.A.*	8	16.2(1)	0	20(1)(a)	0	23	2
15(1) - Def.*	0	16.3	0	20(1)(b)	9	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	7	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	2		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	1				
16(1)(d)	0						

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

3.3 Exclusions

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

3.4 Format of information released

Paper	Electronic	Other
16	6	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
3995	3881	30

3.5.2 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	3	3	0	0	0	0	0	0	0	0
Disclosed in part	14	615	4	1254	0	0	1	2009	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	7	0	1	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	24	618	5	1254	0	0	1	2009	0	0

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	1	0	0	0	1
Disclosed in part	11	0	1	1	13
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	1	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0
Total	13	0	1	1	15

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	21
Percentage of requests closed within legislated timelines (%)	63.6

3.7 Deemed refusals

3.7.1 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
12	5	3	4	0

3.7.2 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	3	7
16 to 30 days	0	0	0
31 to 60 days	1	2	3
61 to 120 days	0	1	1
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	0	0
Total	5	7	12

3.8 Requests for translation

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

Section 4: Extensions

4.1 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	0	0	1	0
Disclosed in part	8	0	9	7
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	2
Total	8	0	10	9

4.2 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	4	0	5	5
31 to 60 days	1	0	2	3
61 to 120 days	2	0	2	1
121 to 180 days	1	0	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	8	0	10	9

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	32	\$160	3	\$15
Other fees	0	\$0	0	\$0
Total	32	\$160	3	\$15

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer 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 Request	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	1	5	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
365	0	0	0	0	0	0	0	0	0	0
Total	1	5	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer 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 Request	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
365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
1	0	2	3	0	0

Section 9: Court Action

9.1 Court actions on complaints received before June 21, 2019 and on-going

Section 41 (before June 21, 2019)	Section 42	Section 44
0	0	0

9.2 Court actions on complaints received after June 21, 2019

Section 41 (after June 21, 2019)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

Section 10: Resources Related to the Access to Information Act

10.1 Costs

Expenditures		Amount
Salaries		\$679,642
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$679,642

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	5.06
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	5.06

Note: Enter values to two decimal places

Appendix C

Bank of Canada

2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures

In addition to completing the forms for the Statistical Reports on the ATIA and Privacy Act for 2019-20, institutions are asked to complete this Supplemental Report to help identify the impact of COVID-19 measures on institutional performance for 2019-20 and going forward. The data requirements are set out in the tables below.

Supplemental Statistical Report on the *Access to Information Act*

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 1 – Requests Received

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	32
Row 2	Received from 2020-03-14 to 2020-03-31	1
Row 3	Total¹	33

¹ – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1 Row 1

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 2 – Requests Closed

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	21	12
Row 2	Received from 2020-03-14 to 2020-03-31	0	0
Row 3	Total²	21	12

² – Total for Row 3 Col. 1 should equal the total in the ATI Statistical Report section 3.6.1 Row 1 -- Total for Row 3 Col. 2 should equal the total in the ATI Statistical Report section 3.7.1. Col. 1 Row 1

Bank of Canada

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 3 – Requests Carried Over

		Col. 1
		Number of requests
Row 1	Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	9
Row 2	Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	1
Row 3	Total³	10

³ – Total for Row 3 should equal the total in the ATI Statistical Report section 1.1 Row 5

Supplemental Statistical Report on the *Privacy Act*

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 4 – Requests Received

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	12
Row 2	Received from 2020-03-14 to 2020-03-31	0
Row 3	Total¹	12

¹ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 1

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 5 – Requests Closed

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	8	2
Row 2	Received from 2020-03-14 to 2020-03-31	0	0
Row 3	Total²	8	2

² – Total for Row 3 Col. 1 should equal the total in the Privacy Statistical Report Section 2.6.1 Row 1 -- Total for Row 3 Col. 2 should equal the total in the Privacy Statistical Report Section 2.7.1. Col. 1 Row 1

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 6 – Requests Carried Over

		Col. 1
		Number of requests
Row 1	Requests from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	3
Row 2	Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
Row 3	Total³	3

³ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 5