



25

**Years of Access and
Privacy Leadership**

OFFICE OF THE INFORMATION
AND PRIVACY COMMISSIONER,
ONTARIO, CANADA

**2012 ACCESS AND
PRIVACY STATISTICS**

TWO THOUSAND AND TWELVE ACCESS AND PRIVACY STATISTICS

Table of Contents

Requests by the Public	1
Provincial Compliance	3
Municipal Compliance	12
Appeals	26
Privacy Complaints	38
<i>Personal Health Information Protection Act (PHIPA)</i>	41

REQUESTS BY THE PUBLIC UNDER FIPPA/MFIPPA

There were 52,831 freedom of information (FOI) requests filed across Ontario in 2012, about a 17% increase over 2011 where 45,159 requests were filed and once again breaking the previous record of 38,903, which was set in 2010.

TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	15,702	17,158	32,860
Provincial	5,813	14,158	19,971
Total	21,515	31,316	52,831

TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	15,690	16,869	32,559
Provincial	5,669	13,798	19,467
Total	21,359	30,667	52,026

TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

	Municipal	Provincial	Total
Individual / Public	23,367	4,678	28,045
Business	7,052	12,695	19,747
Government (All Levels)	714	564	1,278
Media	611	492	1,103
Association / Group	374	436	810
Other	397	360	757
Academic / Researcher	44	242	286
Total	32,559	19,467	52,026

OUTCOME OF REQUESTS BY JURISDICTION*

	Municipal	Provincial	Total
All information disclosed	9,377	5,002	14,379
Information disclosed in part	17,370	6,422	23,792
No information disclosed	4,503	6,238	10,741
Request withdrawn, abandoned or non-jurisdictional	1,582	1,830	3,412
Total	32,832	19,492	52,324

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

REQUESTS BY THE PUBLIC UNDER *FIPPA/MFIPPA*

Total Fees Collected and Waived by Jurisdiction	Municipal	Provincial	Total
Total Application Fees Collected	\$158,451.60	\$85,192.58	\$243,644.18
Total Additional Fees Collected	\$453,933.34	\$522,477.69	\$976,411.03
Total	\$612,384.94	\$607,670.27	\$1,220,055.21
Total Fees Waived	\$41,492.02	\$17,607.28	\$59,099.30

Average Cost of Municipal of Requests	2008	2009	2010	2011	2012
Personal Information	\$8.82	\$8.11	\$8.01	\$8.83	\$9.67
General Records	\$23.54	\$26.55	\$25.68	\$24.22	\$27.30

Average Cost of Provincial Requests	2008	2009	2010	2011	2012
Personal Information	\$11.26	\$9.47	\$12.88	\$11.35	\$4.98
General Records	\$42.74	\$39.66	\$39.97	\$41.39	\$41.99

PROVINCIAL COMPLIANCE

Overall Provincial Compliance

30-day:	81.8%
Extended:	88.4%
Over 90 days:	4.4%

Top 10 Provincial Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	6,871	6,826	5,221	76.5	79.1	475	7.0
Ministry of Community Safety & Correctional Services	5,335	5,186	4,519	87.1	96.2	122	2.4
Ministry of Community & Social Services	1,418	1,357	1,088	80.2	80.7	17	1.3
Ministry of Labour	1,082	1,075	980	91.2	98.6	13	1.2
Archives of Ontario	442	463	406	87.7	98.3	5	1.1
LCBO	381	385	378	98.2	98.2	2	0.5
Ministry of the Attorney General	374	366	330	90.2	98.1	1	0.3
Ministry of Transportation	355	335	309	92.2	95.5	3	0.9
Landlord and Tenant Board	296	299	298	99.7	99.7	0	0.0
Ontario Lottery and Gaming Corporation	236	209	192	91.9	100.0	2	1.0

Response Rate Compliance (Provincial Institutions except Colleges, Universities and Hospitals)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	6,871	6,826	5,221	76.5	79.1	475	7.0
Ministry of Community Safety & Correctional Services	5,335	5,186	4,519	87.1	96.2	122	2.4
Ministry of Community & Social Services	1,418	1,357	1,088	80.2	80.7	17	1.3
Ministry of Labour	1,082	1,075	980	91.2	98.6	13	1.2
Archives of Ontario	442	463	406	87.7	98.3	5	1.1
LCBO	381	385	378	98.2	98.2	2	0.5
Ministry of the Attorney General	374	366	330	90.2	98.1	1	0.3
Ministry of Transportation	355	335	309	92.2	95.5	3	0.9
Landlord and Tenant Board	296	299	298	99.7	99.7	0	0.0
Ontario Lottery and Gaming Corporation	236	209	192	91.9	100.0	2	1.0
Ministry of Natural Resources	179	179	90	50.3	78.8	28	15.6
Ministry of Finance	193	178	139	78.1	93.3	9	5.1

RESPONSE RATE COMPLIANCE - PROVINCIAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of Health and Long-Term Care	171	171	116	67.8	80.1	22	12.9
Ministry of Government Services	114	103	93	90.3	96.1	0	0.0
Workplace Safety and Insurance Board	91	91	89	97.8	97.8	0	0.0
Ministry of Training, Colleges and Universities	98	88	70	79.5	87.5	3	3.4
Ministry of Education	69	62	36	58.1	71.0	6	9.7
Human Rights Tribunal of Ontario	62	61	59	96.7	98.4	1	1.6
Ministry of Children & Youth Services	78	59	51	86.4	88.1	2	3.4
Ministry of Agriculture, Food and Rural Affairs	49	49	27	55.1	95.9	12	24.5
Ontario Human Rights Commission	47	47	43	91.5	91.5	0	0.0
Ministry of Energy	51	46	31	67.4	78.3	10	21.7
Ontario Power Authority	46	46	11	23.9	100.0	16	34.8
Ministry of Municipal Affairs and Housing	44	46	37	80.4	97.8	3	6.5
Cabinet Office	42	39	36	92.3	100.0	0	0.0
Ontario Power Generation Inc.	37	39	17	43.6	100.0	1	2.6
Ministry of Aboriginal Affairs	34	37	25	67.6	73.0	7	18.9
Hydro One Inc	37	35	24	68.6	100.0	0	0.0
Ministry of Economic Development and Innovation	35	31	16	51.6	96.8	1	3.2
Ministry of Consumer Services	33	31	27	87.1	93.5	0	0.0
Infrastructure Ontario	30	30	11	36.7	100.0	8	26.7
Ministry of Northern Development and Mines	29	29	19	65.5	96.6	0	0.0
Ministry of Tourism, Culture and Sport	26	26	9	34.6	53.8	3	11.5
Ministry of Infrastructure	25	26	21	80.8	100.0	3	11.5
eHealth Ontario	39	22	2	9.1	100.0	8	36.4
Metrolinx	22	21	7	33.3	42.9	5	23.0
Legal Aid Ontario	20	20	19	95.0	95.0	0	0.0
Ministry of Citizenship and Immigration	18	18	13	72.2	83.3	0	0.0
Agricorp	13	13	10	76.9	100.0	0	0.0
The Toronto Organizing Committee for the 2015 Pan American and Parapan American Games	13	13	11	84.6	92.3	0	0.0
Pan/Parapan American Games Secretariat	13	13	10	76.9	84.6	0	0.0
Ministry of Intergovernmental Affairs	11	11	11	100.0	100.0	0	0.0
The Niagara Parks Commission	8	8	7	87.5	100.0	0	0.0
Cancer Care Ontario	8	8	6	75.0	100.0	0	0.0
Ontario Labour Relations Board	7	7	5	71.4	71.4	0	0.0
Ontario Senior's Secretariat	7	7	5	71.4	71.4	0	0.0
Ontario Agency for Health Protection and Promotion	6	6	6	100.0	100.0	0	0.0
Health Professions Appeal and Review Board	4	4	4	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Education Quality and Accountability Office	3	4	3	75.0	75.0	0	0.0
Office of Francophone Affairs	3	3	3	100.0	100.0	0	0.0
Higher Education Quality Council of Ontario	3	3	0	0.0	100.0	1	33.3
Ontario Energy Board	4	2	0	0.0	50.0	0	0.0
North Simcoe Muskoka Local Health Integration Network	2	2	2	100.0	100.0	0	0.0
Ottawa Convention Centre	2	2	2	100.0	100.0	0	0.0
Niagara Escarpment Commission	2	2	2	100.0	100.0	0	0.0
Office of the French Language Services Commissioner	2	2	2	100.0	100.0	0	0.0
Erie St. Clair LHIN	2	1	1	100.0	100.0	0	0.0
Champlain Local Health Integration Network	2	1	0	0.0	0.0	0	0.0
South West Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
Central Local Health Integration Network	1	1	0	0.0	100.0	0	0.0
Central West Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
South East Local Health Integration Network	1	1	0	0.0	0.0	0	0.0
Trillium Gift of Life Network	1	1	1	100.0	100.0	0	0.0
Waterloo Wellington Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
Hamilton Niagara Haldimand Brant Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
North East Local Health Integration Network	1	1	0	0.0	100.0	1	100.0
Ontario Northland Transportation Commission	4	0	0	0.0	0.0	0	0.0
Ontario Health Quality Council	1	0	0	0.0	0.0	0	0.0
Ontario Media Development Corporation	1	0	0	0.0	0.0	0	0.0
Total	18,638	18,251	14,954	81.9	88.1	790	4.3

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATE COMPLIANCE - PROVINCIAL

Response Rate Compliance (Hospitals)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
The University Health Network	56	45	41	91.1	95.6	2	4.4
Mackenzie Health - Richmond Hill Site	35	35	35	100.0	100.0	0	0.0
Trillium Health Partners	38	33	28	84.8	100.0	0	0.0
The Ottawa Hospital	34	32	23	71.9	96.9	1	3.1
St. Joseph's Health Care London	39	31	18	58.1	90.3	7	22.6
The McCausland Hospital	31	31	31	100.0	100.0	0	0.0
Sunnybrook Health Sciences Centre	33	30	29	96.7	96.7	0	0.0
London Health Sciences Centre	32	27	12	44.4	88.9	10	37.0
Manitouwadge General Hospital	27	27	27	100.0	100.0	0	0.0
William Osler Health System	30	27	25	92.6	100.0	0	0.0
St. Michael's Hospital	27	26	21	80.8	100.0	0	0.0
Chapleau Health Services	25	25	25	100.0	100.0	0	0.0
Humber River Regional Hospital - Church Site	21	20	16	80.0	95.0	1	5.0
Hamilton Health Sciences	29	19	12	63.2	84.2	1	5.3
Toronto East General Hospital	20	18	18	100.0	100.0	0	0.0
St. Joseph's Healthcare Hamilton	20	17	16	94.1	100.0	0	0.0
Health Sciences North	16	15	9	60.0	100.0	1	6.7
North York General Hospital	15	15	15	100.0	100.0	0	0.0
Centre for Addiction and Mental Health (CAMH)	13	13	9	69.2	100.0	0	0.0
Southlake Regional Hospital	13	13	0	0.0	0.0	4	30.8
The Hospital for Sick Children	19	13	13	100.0	100.0	0	0.0
Children's Hospital of Eastern Ontario	11	10	10	100.0	100.0	0	0.0
Lakeridge Health	10	10	10	100.0	100.0	0	0.0
St. Joseph's Health Centre	10	10	10	100.0	100.0	0	0.0
Women's College Hospital	10	10	9	90.0	100.0	0	0.0
Joseph Brant Memorial Hospital	10	9	6	66.7	100.0	0	0.0
Ontario Shores Centre for Mental Health Sciences	12	9	7	77.8	100.0	0	0.0
Royal Victoria Regional Health Centre	9	9	5	55.6	100.0	0	0.0
Sault Area Hospital	9	9	8	88.9	100.0	0	0.0
Hotel-Dieu Grace Hospital	9	8	8	100.0	100.0	0	0.0
Markham Stouffville Hospital	12	8	3	37.5	100.0	0	0.0
Niagara Health Systems	8	8	3	37.5	100.0	1	12.5
Thunder Bay Regional Health Sciences Centre	8	8	6	75.0	62.5	0	0.0
Chatham-Kent Health Alliance	8	7	7	100.0	100.0	0	0.0
Rouge Valley Health System	7	7	6	85.7	85.7	0	0.0
The Scarborough Hospital	8	7	7	100.0	100.0	0	0.0
Baycrest	6	6	6	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Bluewater Health	7	6	6	100.0	100.0	0	0.0
Hôpital Montfort	8	6	6	100.0	100.0	0	0.0
Kingston General Hospital	7	6	3	50.0	100.0	0	0.0
Windsor Regional Hospital	6	6	6	100.0	100.0	0	0.0
Mount Sinai Hospital	7	5	4	80.0	100.0	0	0.0
Orillia Soldiers' Memorial Hospital	5	5	5	100.0	100.0	0	0.0
Cambridge Memorial Hospital	4	4	2	50.0	100.0	0	0.0
Campbellford Memorial Hospital	4	4	3	75.0	75.0	0	0.0
Halton Healthcare Services	4	4	2	50.0	100.0	1	25.0
Queensway Carleton Hospital	4	4	4	100.0	100.0	0	0.0
South Bruce Grey Health Centre	4	4	4	100.0	100.0	0	0.0
Blind River District Health Centre	3	3	3	100.0	100.0	0	0.0
Casey House Hospice	3	3	2	66.7	100.0	0	0.0
Geraldton District Hospital	3	3	3	100.0	100.0	0	0.0
Groves Memorial Community Hospital	3	3	1	33.3	33.3	0	0.0
Headwaters Health Care Centre	3	3	3	100.0	100.0	0	0.0
Norfolk General Hospital	3	3	2	66.7	66.7	1	33.3
Peterborough Regional Health Centre	4	3	2	66.7	100.0	0	0.0
Providence Healthcare	4	3	3	100.0	100.0	0	0.0
St. Joseph's Care Group	3	3	3	100.0	100.0	0	0.0
Stratford General Hospital Site	3	3	1	33.3	100.0	0	0.0
Toronto Grace Health Centre	3	3	3	100.0	100.0	0	0.0
Waypoint Centre for Mental Health Care	3	3	3	100.0	100.0	0	0.0
West Parry Sound Health Centre	3	3	3	100.0	100.0	0	0.0
Woodstock Hospital	3	3	2	66.7	100.0	0	0.0
Brockville General Hospital	2	2	2	100.0	100.0	0	0.0
Carleton Place & District Memorial Hospital	2	2	1	50.0	50.0	0	0.0
Cornwall Community Hospital	2	2	2	100.0	100.0	0	0.0
Georgian Bay General Hospital (Midland Site)	2	2	2	100.0	100.0	0	0.0
Grand River Hospital	3	2	1	50.0	100.0	0	0.0
Grey Bruce Health Services	2	2	2	100.0	100.0	0	0.0
Guelph General Hospital	2	2	1	50.0	100.0	0	0.0
Holland Bloorview Kids Rehabilitation Hospital	2	2	2	100.0	100.0	0	0.0
Hotel Dieu	3	2	1	50.0	100.0	0	0.0
Lennox & Addington County General Hospital	2	2	1	50.0	50.0	0	0.0
Listowel Memorial Hospital	2	2	2	100.0	100.0	0	0.0
Middlesex Hospital Alliance	2	2	2	100.0	100.0	0	0.0
Muskoka Algonquin Healthcare	2	2	2	100.0	100.0	0	0.0
North Bay Regional Health Centre	3	2	2	100.0	100.0	0	0.0
Northumberland Hills Hospital	2	2	1	50.0	50.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Perth and Smith's Falls District Hospital	2	2	0	0.0	100.0	0	0.0
Red Lake Margaret Cochenour Memorial Hospital	2	2	2	100.0	100.0	0	0.0
Ross Memorial Hospital	2	2	2	100.0	100.0	0	0.0
Runnymede Healthcare Centre	2	2	2	100.0	100.0	0	0.0
Sioux Lookout Meno Ya Win Health Centre	3	2	2	100.0	100.0	0	0.0
Smooth Rock Falls Hospital	2	2	2	100.0	100.0	0	0.0
St. Joseph's Health Centre Guelph	2	2	2	100.0	100.0	0	0.0
St. Thomas Elgin General Hospital	2	2	2	100.0	100.0	0	0.0
Temiskaming Hospital	2	2	2	100.0	100.0	0	0.0
University of Ottawa Heart Institute	2	2	0	0.0	100.0	0	0.0
West Haldimand General Hospital	2	2	2	100.0	100.0	0	0.0
Alexandra Hospital	1	1	1	100.0	100.0	0	0.0
Alexandra Marine and General Hospital	1	1	1	100.0	100.0	0	0.0
Almonte General Hospital / Fairview Manor	2	1	1	100.0	100.0	0	0.0
Anson General Hospital	1	1	1	100.0	100.0	0	0.0
Arnprior & District Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Atikokan General Hospital	1	1	1	100.0	100.0	0	0.0
Bingham Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Brant Community Healthcare System	1	1	1	100.0	100.0	0	0.0
Bridgepoint Health	2	1	1	100.0	100.0	0	0.0
Bruyère Continuing Care	3	1	1	100.0	100.0	0	0.0
Clinton Public Hospital Site	1	1	0	0.0	100.0	0	0.0
Collingwood General and Marine Hospital	1	1	1	100.0	100.0	0	0.0
Deep River and District Hospital	1	1	0	0.0	100.0	0	0.0
Dryden Regional Health Centre	1	1	0	0.0	100.0	0	0.0
Espanola Regional Hospital and Health Centre	1	1	1	100.0	100.0	0	0.0
Haldimand War Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Haliburton Highlands Health Services Corporation	1	1	1	100.0	100.0	0	0.0
Hanover & District Hospital	1	1	1	100.0	100.0	0	0.0
Hôpital De Mattawa Hospital	1	1	1	100.0	100.0	0	0.0
Hôpital Général de Hawkesbury & District General Hospital	1	1	1	100.0	100.0	0	0.0
Hôpital Glengarry Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Kemptville District Hospital	2	1	1	100.0	100.0	0	0.0
Kirkland and District Hospital	1	1	1	100.0	100.0	0	0.0
Lady Minto Hospital	1	1	1	100.0	100.0	0	0.0
Lake of the Woods District Hospital	1	1	0	0.0	0.0	0	0.0
Leamington District Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Manitoulin Health Centre	1	1	1	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
North Wellington Health Care	1	1	0	0.0	0.0	0	0.0
Notre-Dame Hospital	1	1	1	100.0	100.0	0	0.0
Pembroke Regional Hospital	1	1	1	100.0	100.0	0	0.0
Providence Care	1	1	1	100.0	100.0	0	0.0
Quinte Health Care	1	1	1	100.0	100.0	0	0.0
Renfrew Victoria Hospital	1	1	1	100.0	100.0	0	0.0
Riverside Health Care Facilities	1	1	1	100.0	100.0	0	0.0
Royal Ottawa Health Care Group	1	1	1	100.0	100.0	0	0.0
Seaforth Community Hospital Site	1	1	0	0.0	100.0	0	0.0
Sensenbrenner Hospital	1	1	1	100.0	100.0	0	0.0
St. Francis Memorial Hospital	1	1	0	0.0	100.0	0	0.0
St. Joseph's Continuing Care Centre	1	1	1	100.0	100.0	0	0.0
St. Joseph's General Hospital Elliot Lake	1	1	1	100.0	100.0	0	0.0
St. Mary's General Hospital	1	1	1	100.0	100.0	0	0.0
St. Marys Memorial Hospital Site	1	1	0	0.0	100.0	0	0.0
Tillsonburg District Memorial Hospital	1	1	1	100.0	100.0	0	0.0
Timmins & District Hospital	1	1	1	100.0	100.0	0	0.0
Weeneebayko Area Health Authority	1	1	1	100.0	100.0	0	0.0
West Nipissing General Hospital	1	1	1	100.0	100.0	0	0.0
West Park Healthcare Centre	1	1	0	0.0	100.0	0	0.0
Wilson Memorial General Hospital	1	1	1	100.0	100.0	0	0.0
Winchester District Memorial Hospital	2	1	1	100.0	100.0	0	0.0
Wingham & District Hospital	1	1	1	100.0	100.0	0	0.0
Englehart and District Hospital	0	0	0	0.0	0.0	0	0.0
Lady Dunn Health Centre	0	0	0	0.0	0.0	0	0.0
South Huron Hospital Association	0	0	0	0.0	0.0	0	0.0
St. Joseph's Continuing Care Centre of Sudbury	0	0	0	0.0	0.0	0	0.0
Stevenson Memorial Hospital	1	0	0	0.0	0.0	0	0.0
Total	937	845	696	82.4	95.3	30	3.6

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATE COMPLIANCE - PROVINCIAL

Response Rate Compliance (Colleges and Universities)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
University of Ottawa	90	93	50	53.8	71.0	16	17.2
University of Toronto	34	36	34	94.4	100.0	0	0.0
Ryerson University	28	28	24	85.7	96.4	0	0.0
York University	19	20	19	95.0	100.0	0	0.0
Carleton University	22	17	17	100.0	100.0	0	0.0
The Fanshawe College of Applied Arts and Technology	17	17	17	100.0	100.0	0	0.0
Algonquin College	19	16	8	50.0	75.0	4	25.0
Brock University	21	13	10	76.9	100.0	0	0.0
University of Western Ontario	14	13	7	53.8	76.9	1	7.7
Queen's University	13	13	11	84.6	100.0	0	0.0
McMaster University	13	11	4	36.4	81.8	2	18.2
University of Windsor	8	8	8	100.0	100.0	0	0.0
Northern College	8	8	8	100.0	100.0	0	0.0
La Cité collégiale	10	7	5	71.4	100.0	2	28.6
University of Waterloo	8	7	6	85.7	100.0	0	0.0
University of Guelph	7	7	2	28.6	100.0	0	0.0
Seneca College	10	5	5	100.0	100.0	0	0.0
George Brown College	5	5	1	20.0	100.0	2	40.0
Humber College Institute of Technology and Advanced Learning	5	5	4	80.0	100.0	0	0.0
Mohawk College	5	5	2	40.0	80.0	2	40.0
Confederation College	4	5	3	60.0	80.0	1	20.0
Wilfrid Laurier University	3	4	3	75.0	75.0	1	25.0
The Conestoga College Institute of Technology and Advanced Learning	2	4	2	50.0	100.0	0	0.0
Laurentian University	4	3	1	33.3	100.0	0	0.0
Nipissing University	3	3	3	100.0	100.0	0	0.0
Niagara College	2	3	2	66.7	66.7	1	33.3
Canadore College	4	2	0	0.0	0.0	0	0.0
Cambrian College of Applied Arts and Technology	2	2	2	100.0	100.0	0	0.0
OCAD University	2	2	2	100.0	100.0	0	0.0
Lakehead University	2	2	1	50.0	100.0	0	0.0
Trent University	2	2	2	100.0	100.0	0	0.0
University of Ontario Institute of Technology	2	2	1	50.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - PROVINCIAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Georgian College of Applied Arts & Technology	3	1	0	0.0	100.0	0	0.0
Sheridan College Institute of Technology & Advanced Learning	1	1	1	100.0	100.0	0	0.0
Durham College	1	1	0	0.0	0.0	0	0.0
Centennial College	3	0	0	0.0	0.0	0	0.0
Total	396	371	265	71.4	88.1	32	8.6

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

MUNICIPAL COMPLIANCE

Overall Municipal Compliance

30-day:	76.7%
Extended:	81.3%
Over 90 days:	4.7%

Top 30 Municipal Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	5,168	4,863	3,013	62.0	62.9	366	7.5
City of Toronto	2,571	2,584	1,944	75.2	83.4	116	4.5
Hamilton Police Service	1,319	1,374	973	70.8	72.5	2	0.1
Peel Regional Police	1,365	1,365	1,365	100.0	100.0	0	0.0
Durham Regional Police Service	1,277	1,361	354	26.0	26.2	171	12.6
City of Brampton	1,347	1,347	1,342	99.6	100.0	0	0.0
Niagara Regional Police Service	1,340	1,323	1,293	97.7	97.7	0	0.0
York Regional Police	1,191	1,178	1,074	91.2	92.2	4	0.3
Halton Regional Police Service	1,119	1,124	832	74.0	93.1	1	0.1
London Police Service	797	1,051	378	36.0	59.0	279	26.5
City of Ottawa	890	890	691	77.6	92.8	19	2.1
Windsor Police Service	845	845	424	50.2	50.3	0	0.0
Town of Oakville	734	728	725	99.6	100.0	0	0.0
Ottawa Police Service	700	722	512	70.9	96.8	0	0.0
City of Kitchener	648	648	644	99.4	100.0	0	0.0
City of Mississauga	624	625	621	99.4	99.4	0	0.0
Waterloo Regional Police Service	744	572	155	27.1	27.1	332	58.0
Town of Richmond Hill	525	522	513	98.3	98.3	0	0.0
City of Burlington	443	449	446	99.3	100.0	0	0.0
Sarnia Police Service	432	432	367	85.0	99.5	1	0.2
Barrie Police Service	404	402	400	99.5	99.8	0	0.0
Brantford Police Service	363	324	233	71.9	71.9	18	5.6
Guelph Police Service	336	321	72	22.4	22.4	49	15.3
Region of Peel	241	235	227	96.6	100.0	2	0.9
South Simcoe Police Service	239	232	193	83.2	100.0	2	0.9
Chatham-Kent Police Service	205	205	94	45.9	45.9	46	22.4
City of Cambridge	199	199	197	99.0	99.0	0	0.0
Town of Aurora	197	197	195	99.0	99.5	1	0.5
Thunder Bay Police Service	191	190	189	99.5	100.0	0	0.0
Peterborough Lakefield Community Police Service	168	169	146	86.4	98.2	0	0.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATE COMPLIANCE - MUNICIPAL

Response Rate Compliance (School Boards)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Upper Canada District School Board	73	73	67	91.8	100.0	1	1.4
District School Board of Niagara	71	71	71	100.0	100.0	0	0.0
Toronto District School Board	28	23	11	47.8	78.3	0	0.0
The Durham District School Board	20	20	16	80.0	80.0	0	0.0
Thames Valley District School Board	17	16	13	81.3	81.3	2	12.5
Dufferin-Peel Catholic DSBoard	14	14	13	92.9	100.0	1	7.1
Ottawa-Carleton District School Board	17	13	9	69.2	92.3	0	0.0
Waterloo Region District School Board	11	11	6	54.5	72.7	0	0.0
Windsor-Essex Catholic District School Board	11	11	8	72.7	72.7	1	9.1
Grand Erie District School Board	11	10	10	100.0	100.0	0	0.0
Toronto Catholic District School Board	10	9	5	55.6	88.9	0	0.0
Upper Grand District School Board	9	9	9	100.0	100.0	0	0.0
York Region District School Board	8	8	5	62.5	62.5	0	0.0
Hamilton Wentworth District School Board	7	7	1	14.3	14.3	4	57.1
Algonquin and Lakeshore Catholic District School Board	6	6	5	83.3	100.0	0	0.0
Bluewater District School Board	6	6	4	66.7	83.3	1	16.7
Niagara Catholic District School Board	6	6	5	83.3	83.3	0	0.0
Ottawa Catholic District School Board	6	6	6	100.0	100.0	0	0.0
Peel District School Board	7	6	6	100.0	100.0	0	0.0
Conseil des ecoles publiques de l'Est de l'Ontario	5	5	4	80.0	100.0	0	0.0
Halton Catholic District School Board	5	5	5	100.0	100.0	0	0.0
Limestone District School Board	6	5	3	60.0	100.0	0	0.0
London District Catholic School Board	5	5	5	100.0	100.0	0	0.0
Renfrew County District School Board	6	5	3	60.0	80.0	2	40.0
Rainbow District School Board	4	4	4	100.0	100.0	0	0.0
Trillium Lakelands District School Board	4	4	4	100.0	100.0	0	0.0
Conseil scolaire de district catholique Centre-Sud	3	3	2	66.7	100.0	0	0.0
Halton District School Board	3	3	3	100.0	100.0	0	0.0
Kawartha Pine Ridge District School Board	3	3	2	66.7	66.7	0	0.0
Lakehead Public School	3	3	2	66.7	66.7	0	0.0
Simcoe County District School Board	3	3	2	66.7	100.0	0	0.0
York Catholic District School Board	3	3	3	100.0	100.0	0	0.0
Brant Haldimand Norfolk Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Conseil des ecoles catholiques du Centre-Est	2	2	2	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Conseil scolaire de district des écoles catholiques du Sud-Ouest	2	2	2	100.0	100.0	0	0.0
Conseil scolaire Viamonde	2	2	2	100.0	100.0	0	0.0
Durham Catholic District School Board	2	2	1	50.0	100.0	0	0.0
Greater Essex County District School Board	2	2	1	50.0	50.0	0	0.0
Hamilton-Wentworth Catholic District School Board	2	2	1	50.0	100.0	0	0.0
Nipissing-Parry Sound Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Waterloo Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Avon Maitland District School Board	1	1	1	100.0	100.0	0	0.0
Catholic District School Board of Eastern Ontario	1	1	0	0.0	100.0	0	0.0
District School Board Ontario North East	1	1	1	100.0	100.0	0	0.0
Hastings and Prince Edward District School Board	1	1	1	100.0	100.0	0	0.0
Lambton Kent District School Board	1	1	1	100.0	100.0	0	0.0
Near North District School Board	1	1	1	100.0	100.0	0	0.0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	1	1	1	100.0	100.0	0	0.0
The Northwest Catholic District School Board	1	1	0	0.0	100.0	0	0.0
Total	417	402	333	82.8	91.3	12	3.0

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance (Health Boards)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Huron County Health Unit	52	52	52	100.0	100.0	0	0.0
Windsor-Essex County Health Unit	27	27	27	100.0	100.0	0	0.0
North Bay Parry Sound District Health Unit	18	18	18	100.0	100.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	10	10	8	80.0	80.0	0	0.0
Sudbury & District Health Unit	9	9	9	100.0	100.0	0	0.0
Middlesex-London Health Unit	7	7	7	100.0	100.0	0	0.0
Hastings and Prince Edward Counties Health Unit	7	7	6	85.7	85.7	0	0.0
Kingston, Frontenac, Lennox and Addington Public Health	6	6	6	100.0	100.0	0	0.0
Brant County Health Unit	6	6	6	100.0	100.0	0	0.0
Porcupine Health Unit	6	6	6	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Simcoe Muskoka District Health Unit	5	5	5	100.0	100.0	0	0.0
Grey Bruce Health Unit	5	5	4	80.0	100.0	0	0.0
Peterborough County-City Health Unit	5	5	4	80.0	100.0	0	0.0
Thunder Bay District Health Unit	4	4	4	100.0	100.0	0	0.0
Wellington Dufferin Guelph Public Health	4	4	4	100.0	100.0	0	0.0
Perth District Health Unit	3	3	3	100.0	100.0	0	0.0
Northwestern Health Unit	2	2	0	0.0	50.0	1	50.0
Board of Health for the City of Ottawa	1	1	1	100.0	100.0	0	0.0
Total	177	177	170	96.0	97.7	1	0.6

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance (Police)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	5,168	4,863	3,013	62.0	62.9	366	7.5
Hamilton Police Service	1,319	1,374	973	70.8	72.5	2	0.1
Peel Regional Police	1,365	1,365	1,365	100.0	100.0	0	0.0
Durham Regional Police Service	1,277	1,361	354	26.0	26.2	171	12.6
Niagara Regional Police Service	1,340	1,323	1,293	97.7	97.7	0	0.0
York Regional Police	1,191	1,178	1,074	91.2	92.2	4	0.3
Halton Regional Police Service	1,119	1,124	832	74.0	93.1	1	0.1
London Police Service	797	1,051	378	36.0	59.0	279	26.5
Windsor Police Service	845	845	424	50.2	50.3	0	0.0
Ottawa Police Service	700	722	512	70.9	96.8	0	0.0
Waterloo Regional Police Service	744	572	155	27.1	27.1	332	58.0
Sarnia Police Service	432	432	367	85.0	99.5	1	0.2
Barrie Police Service	404	402	400	99.5	99.8	0	0.0
Brantford Police Service	363	324	233	71.9	71.9	18	5.6
Guelph Police Service	336	321	72	22.4	22.4	49	15.3
South Simcoe Police Service	239	232	193	83.2	100.0	2	0.9
Chatham-Kent Police Service	205	205	94	45.9	45.9	46	22.4
Thunder Bay Police Service	191	190	189	99.5	100.0	0	0.0
Peterborough Lakefield Community Police Service	168	169	146	86.4	98.2	0	0.0
Strathroy-Caradoc Police Service	119	119	118	99.2	99.2	1	0.8
Woodstock Police Service	117	117	117	100.0	100.0	0	0.0
St. Thomas Police Service	115	115	101	87.8	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Kawartha Lakes Police Service	112	112	112	100.0	100.0	0	0.0
Amherstburg Police Service	53	53	53	100.0	100.0	0	0.0
Stratford Police Service	48	48	16	33.3	33.3	17	35.4
Pembroke Police Service	45	45	34	75.6	100.0	0	0.0
Port Hope Police Service	44	44	42	95.5	100.0	0	0.0
Belleville Police Service	43	43	10	23.3	27.9	9	20.9
Cobourg Police Service	39	43	22	51.2	51.2	8	18.6
Greater Sudbury Police Service	40	40	37	92.5	97.5	0	0.0
LaSalle Police Service	38	38	32	84.2	84.2	0	0.0
Perth Police Service	31	31	31	100.0	100.0	0	0.0
Smiths Falls Police Service	29	29	28	96.6	100.0	0	0.0
Saugeen Shores Police Services	29	29	24	82.8	100.0	0	0.0
Timmins Police Service	28	25	25	100.0	100.0	0	0.0
Cornwall Community Police Service	25	25	22	88.0	96.0	0	0.0
Midland Police Services Board	25	24	12	50.0	100.0	0	0.0
Hanover Police Service	22	22	20	90.9	90.9	0	0.0
Aylmer Police	21	21	21	100.0	100.0	0	0.0
West Grey Police Service	15	15	15	100.0	100.0	0	0.0
Gananoque Police Services Board	15	15	12	80.0	100.0	0	0.0
Wingham Police Service	14	14	14	100.0	100.0	0	0.0
Kingston Police Services Board	12	12	3	25.0	41.7	3	25.0
Shelburne Police Service	11	11	10	90.9	100.0	0	0.0
Orangeville Police Service	10	10	7	70.0	100.0	0	0.0
Sault Ste. Marie Police Service	9	9	7	77.8	100.0	0	0.0
Espanola Police Service	7	7	6	85.7	100.0	0	0.0
Deep River Police Services	6	6	6	100.0	100.0	0	0.0
West Nipissing Police Service	6	4	4	100.0	100.0	0	0.0
Dryden Police Service	4	4	4	100.0	100.0	0	0.0
Brockville Police Service	2	2	2	100.0	100.0	0	0.0
North Bay Police Service	1	1	1	100.0	100.0	0	0.0
Stirling-Rawdon Police Services Board	1	1	1	100.0	100.0	0	0.0
Total	19,339	19,187	13,036	67.9	72.7	1,309	6.8

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATE COMPLIANCE - MUNICIPAL

Response Rate Compliance (Municipal Corporations)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Toronto	2,571	2,584	1,944	75.2	83.4	116	4.5
City of Brampton	1,347	1,347	1,342	99.6	100.0	0	0.0
City of Ottawa	890	890	691	77.6	92.8	19	2.1
Town of Oakville	734	728	725	99.6	100.0	0	0.0
City of Kitchener	648	648	644	99.4	100.0	0	0.0
City of Mississauga	624	625	621	99.4	99.4	0	0.0
Town of Richmond Hill	525	522	513	98.3	98.3	0	0.0
City of Burlington	443	449	446	99.3	100.0	0	0.0
Region of Peel	241	235	227	96.6	100.0	2	0.9
City of Cambridge	199	199	197	99.0	99.0	0	0.0
Town of Aurora	197	197	195	99.0	99.5	1	0.5
City of Greater Sudbury	148	150	136	90.7	88.7	0	0.0
Corporation City of London	154	144	128	88.9	89.6	0	0.0
Niagara Region	135	140	128	91.4	94.3	0	0.0
Town of Halton Hills	141	140	137	97.9	100.0	0	0.0
York Region	148	135	119	88.1	87.4	2	1.5
City of Hamilton	146	133	110	82.7	83.5	1	0.8
City of Thunder Bay	133	132	118	89.4	97.0	1	0.8
City of Vaughan	126	129	129	100.0	100.0	0	0.0
City of Guelph	118	121	115	95.0	100.0	0	0.0
City of Windsor	113	114	105	92.1	92.1	0	0.0
City of Oshawa	114	113	107	94.7	100.0	0	0.0
City of Markham	95	99	68	68.7	72.7	2	2.0
Corporation of the County of Grey	88	90	89	98.9	100.0	0	0.0
City of St. Catharines	85	84	83	98.8	100.0	0	0.0
The Corporation of The City of Niagara Falls	80	80	37	46.3	50.0	6	7.5
City of Kingston	70	68	48	70.6	72.1	4	5.9
City of Peterborough	60	65	58	89.2	98.5	0	0.0
City of Waterloo	71	63	62	98.4	98.4	0	0.0
Town of Innisfil	63	60	55	91.7	100.0	0	0.0
Town of Georgina	59	59	59	100.0	100.0	0	0.0
City of North Bay	59	58	53	91.4	87.9	0	0.0
Town of Whitby	60	58	47	81.0	79.3	0	0.0
City of Kawartha Lakes	56	57	49	86.0	100.0	4	7.0
Town of Bradford West Gwillimbury	53	52	50	96.2	96.2	0	0.0
City of Brantford	50	49	46	93.9	95.9	0	0.0
Regional Municipality of Durham	48	46	43	93.5	93.5	1	2.2
Municipality of Chatham-Kent	43	43	36	83.7	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Regional Municipality of Waterloo	41	42	36	85.7	97.6	0	0.0
Town of Newmarket	43	42	38	90.5	95.2	0	0.0
City of Sault Ste. Marie	38	38	37	97.4	97.4	0	0.0
Norfolk County	37	34	33	97.1	97.1	0	0.0
The Corporation of Haldimand County	34	34	34	100.0	100.0	0	0.0
City of Barrie	34	33	30	90.9	90.9	2	6.1
Corporation of the Town of Ajax	33	31	31	100.0	100.0	0	0.0
Town of Gravenhurst	29	29	26	89.7	93.1	0	0.0
The Regional Municipality of Halton	34	28	23	82.1	85.7	4	14.3
Town of New Tecumseth	27	28	28	100.0	100.0	0	0.0
Municipality of Clarington	25	24	23	95.8	100.0	0	0.0
City of Clarence-Rockland	23	23	23	100.0	100.0	0	0.0
Town of Lakeshore	22	22	22	100.0	100.0	0	0.0
The Corporation of the City of Cornwall	21	21	17	81.0	100.0	0	0.0
Corporation of the City of Welland	20	20	19	95.0	100.0	0	0.0
Town of Milton	20	20	20	100.0	100.0	0	0.0
Corporation of the Municipality of Meaford	20	19	19	100.0	100.0	0	0.0
County of Simcoe	29	18	18	100.0	100.0	0	0.0
Town of Caledon	17	17	15	88.2	100.0	1	5.9
Town of Espanola	17	17	10	58.8	64.7	0	0.0
Corporation of the Town of Hawkesbury	16	16	11	68.8	68.8	0	0.0
The Corporation of the City of Elliot Lake	16	16	6	37.5	50.0	8	50.0
The Corporation of the Township of Clearview	16	16	14	87.5	87.5	0	0.0
City of Stratford	15	15	10	66.7	86.7	0	0.0
City of Belleville	14	14	11	78.6	100.0	0	0.0
City of Woodstock	14	14	13	92.9	92.9	0	0.0
Corporation of the County of Brant	14	14	14	100.0	100.0	0	0.0
Municipality of Lambton Shores	14	14	14	100.0	100.0	0	0.0
Township of Southgate	40	14	14	100.0	100.0	0	0.0
Corporation of the Township of Georgian Bay	14	13	12	92.3	100.0	0	0.0
County of Oxford	13	13	13	100.0	100.0	0	0.0
Town of Fort Erie	13	13	11	84.6	100.0	0	0.0
Town of Penetanguishene	13	13	12	92.3	100.0	0	0.0
Township of Dorion	13	13	13	100.0	100.0	0	0.0
City Of Owen Sound	12	12	12	100.0	100.0	0	0.0
Town of Cobourg	12	12	12	100.0	100.0	0	0.0
Town of Mississippi Mills	12	12	12	100.0	100.0	0	0.0
Township of King	12	12	12	100.0	100.0	0	0.0
City of Thorold	11	11	11	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
The Corporation of the City of Brockville	13	11	10	90.9	90.9	0	0.0
The Corporation of the Town of Kingsville	11	11	9	81.8	90.9	0	0.0
Town of Collingwood	10	11	10	90.9	100.0	0	0.0
City of Port Colborne	10	10	8	80.0	100.0	0	0.0
The Corporation of the County of Wellington	10	10	10	100.0	100.0	0	0.0
The Corporation of the Town of Bracebridge	10	10	10	100.0	100.0	0	0.0
The District Municipality of Muskoka	11	10	10	100.0	100.0	0	0.0
Town of Amherstburg	0	10	6	60.0	90.0	1	10.0
Town of Carleton Place	10	10	5	50.0	100.0	0	0.0
Corporation of the City of Dryden	8	9	4	44.4	88.9	1	11.1
Corporation of the County of Lambton	9	9	8	88.9	88.9	0	0.0
Corporation of the Township of Brock	9	9	9	100.0	100.0	0	0.0
Corporation of the Township of Lake of Bays	9	9	9	100.0	100.0	0	0.0
Town of Moosonee	9	9	9	100.0	100.0	0	0.0
Town of Pelham	9	9	5	55.6	77.8	0	0.0
Township of Springwater	9	9	8	88.9	100.0	0	0.0
Township of Tay	9	9	9	100.0	100.0	0	0.0
Township of Uxbridge	9	9	9	100.0	100.0	0	0.0
City of Sarnia	8	8	5	62.5	75.0	1	12.5
City of St. Thomas	9	8	8	100.0	100.0	0	0.0
Corporation of the City of Orillia	8	8	4	50.0	50.0	2	25.0
The Corporation of Loyalist Township	8	8	7	87.5	87.5	0	0.0
The Corporation of the City of Quinte West	8	8	8	100.0	100.0	0	0.0
Town of Orangeville	9	8	8	100.0	100.0	0	0.0
Township of Red Rock	8	8	8	100.0	100.0	0	0.0
United Counties of Leeds and Grenville	9	8	7	87.5	100.0	1	12.5
Corporation of the Municipality of Port Hope	15	7	7	100.0	100.0	0	0.0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	9	7	7	100.0	100.0	0	0.0
The Corporation of the Town of Midland	10	7	4	57.1	71.4	0	0.0
The Corporation of the Township of Guelph/Eramosa	7	7	7	100.0	100.0	0	0.0
Town of Lincoln	9	7	6	85.7	85.7	0	0.0
Township of Russell	8	7	6	85.7	100.0	0	0.0
City of Timmins	10	6	3	50.0	100.0	1	16.7
Corporation of the Town of Niagara-on-the-Lake	6	6	5	83.3	100.0	0	0.0
County of Bruce	6	6	3	50.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Town of Huntsville	5	6	5	83.3	83.3	0	0.0
Town of Wasaga Beach	6	6	6	100.0	100.0	0	0.0
Township of Cavan Monaghan	6	6	5	83.3	100.0	1	16.7
Township of Ramara	6	6	6	100.0	100.0	0	0.0
Township of Woolwich	7	6	6	100.0	100.0	0	0.0
City of Pickering	5	5	5	100.0	100.0	0	0.0
Corporation of the County of Essex	5	5	5	100.0	100.0	0	0.0
Municipality of North Perth	5	5	5	100.0	100.0	0	0.0
Municipality of Powassan	5	5	5	100.0	100.0	0	0.0
Town of East Gwillimbury	5	5	5	100.0	100.0	0	0.0
Town of Greater Napanee	5	5	4	80.0	80.0	0	0.0
Town of Kapuskasing	2	5	1	20.0	100.0	3	60.0
Town of Tillsonburg	5	5	5	100.0	100.0	0	0.0
Township of Essa	5	5	5	100.0	100.0	0	0.0
Township of Muskoka Lakes	5	5	1	20.0	20.0	2	40.0
Township of South Dundas	5	5	4	80.0	100.0	0	0.0
County of Dufferin	5	4	4	100.0	100.0	0	0.0
The Corporation of the Municipality of West Nipissing	4	4	4	100.0	100.0	0	0.0
The Corporation of the Township of Seguin	4	4	2	50.0	100.0	0	0.0
The Municipality of Huron Shores	4	4	1	25.0	25.0	0	0.0
The Town of Plympton-Wyoming	4	4	4	100.0	100.0	0	0.0
Town of Erin	4	4	2	50.0	100.0	0	0.0
Town of LaSalle	7	4	2	50.0	100.0	0	0.0
Town of Renfrew	12	4	4	100.0	100.0	0	0.0
Town of Smiths Falls	4	4	4	100.0	100.0	0	0.0
Town of The Blue Mountains	4	4	4	100.0	100.0	0	0.0
Town of Whitchurch-Stouffville	4	4	4	100.0	100.0	0	0.0
Township of Centre Wellington	4	4	4	100.0	100.0	0	0.0
Township of Huron-Kinloss	4	4	4	100.0	100.0	0	0.0
Township of Minden Hills	4	4	4	100.0	100.0	0	0.0
Township of North Dumfries	4	4	4	100.0	100.0	0	0.0
Township of Perth South	4	4	4	100.0	100.0	0	0.0
Township of Puslinch	4	4	2	50.0	100.0	1	25.0
Township of Scugog	4	4	4	100.0	100.0	0	0.0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	4	4	4	100.0	100.0	0	0.0
Township of Wilmot	4	4	3	75.0	100.0	0	0.0
Lanark County	3	3	3	100.0	100.0	0	0.0
Municipality of Bayham	4	3	3	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Municipality of Central Elgin	3	3	1	33.3	33.3	2	66.7
Municipality of Marmora and Lake	0	3	3	100.0	100.0	0	0.0
Municipality of Middlesex Centre	3	3	3	100.0	100.0	0	0.0
Municipality of Trent Hills	3	3	3	100.0	100.0	0	0.0
The Corporation of the Municipality of Brockton	3	3	3	100.0	100.0	0	0.0
The Corporation of the Township of Tiny	3	3	0	0.0	66.7	2	66.7
Town of Gananoque	3	3	3	100.0	100.0	0	0.0
Town of Kearney	3	3	3	100.0	100.0	0	0.0
Town Of South Bruce Peninsula	12	3	3	100.0	100.0	0	0.0
Town of Tecumseh	3	3	2	66.7	100.0	1	33.3
Township of Galway-Cavendish & Harvey	3	3	3	100.0	100.0	0	0.0
Township of Georgian Bluffs	3	3	3	100.0	100.0	0	0.0
Township of Killaloe, Hagarty and Richards	3	3	1	33.3	100.0	1	33.3
Township of Leeds and the Thousand Islands	3	3	3	100.0	100.0	0	0.0
Township of Mcnab/Braeside	3	3	1	33.3	100.0	1	33.3
Township of Oro-Medonte	4	3	3	100.0	100.0	0	0.0
Township of Plummer Additional	3	3	3	100.0	100.0	0	0.0
Township of Severn	2	3	0	0.0	0.0	2	66.7
Corporation of the Town of Iroquois Falls	2	2	2	100.0	100.0	0	0.0
Corporation of the Township of Algonquin Highlands	2	2	2	100.0	100.0	0	0.0
Corporation of the Township of Douro-Dummer	2	2	2	100.0	100.0	0	0.0
Corporation of the Township of Wellington North	2	2	2	100.0	100.0	0	0.0
Corporation Township of Hamilton	1	2	1	50.0	50.0	0	0.0
County of Hastings	2	2	2	100.0	100.0	0	0.0
County of Perth	2	2	2	100.0	100.0	0	0.0
Municipality of Centre Hastings	2	2	1	50.0	50.0	0	0.0
Municipality of Dysart et al	2	2	2	100.0	100.0	0	0.0
Municipality of Leamington	2	2	1	50.0	50.0	1	50.0
Municipality of Northern Bruce Peninsula	2	2	2	100.0	100.0	0	0.0
Municipality of South Huron	3	2	1	50.0	100.0	0	0.0
Municipality of Southwest Middlesex	2	2	2	100.0	100.0	0	0.0
Municipality of Strathroy-Caradoc	2	2	2	100.0	100.0	0	0.0
The Corporation of the City of Kenora	2	2	2	100.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
The Corporation of the Municipality of Kincardine	2	2	0	0.0	100.0	1	50.0
The Corporation of the Town of Petrolia	2	2	2	100.0	100.0	0	0.0
The Corporation of the Township of Rideau Lakes	3	2	2	100.0	100.0	0	0.0
Town of Arnprior	2	2	2	100.0	100.0	0	0.0
Town of Cochrane	2	2	2	100.0	100.0	0	0.0
Town of Saugeen Shores	3	2	2	100.0	100.0	0	0.0
Town of Shelburne	2	2	2	100.0	100.0	0	0.0
Township of Addington Highlands	2	2	0	0.0	50.0	0	0.0
Township of Alfred and Plantagenet	2	2	1	50.0	50.0	1	50.0
Township of Chatsworth	2	2	2	100.0	100.0	0	0.0
Township of Edwardsburgh/Cardinal	2	2	2	100.0	100.0	0	0.0
Township of Laird	2	2	2	100.0	100.0	0	0.0
Township of Lucan Biddulph	2	2	2	100.0	100.0	0	0.0
Township of North Stormont	2	2	2	100.0	100.0	0	0.0
Village of Merrickville-Wolford	2	2	2	100.0	100.0	0	0.0
Wellington County Museum and Archives	2	2	2	100.0	100.0	0	0.0
City of Temiskaming Shores	1	1	1	100.0	100.0	0	0.0
Corporation of the County of Haliburton	1	1	1	100.0	100.0	0	0.0
Corporation of the Municipality of French River	1	1	1	100.0	100.0	0	0.0
Corporation of the Municipality of Mattawan	1	1	1	100.0	100.0	0	0.0
Corporation of the Municipality of Tweed	1	1	0	0.0	0.0	0	0.0
Corporation of The Town of Aylmer	1	1	1	100.0	100.0	0	0.0
Corporation of the Town of Essex	1	1	1	100.0	100.0	0	0.0
Corporation of the Town of Ingersoll	1	1	1	100.0	100.0	0	0.0
Corporation of The Town of St. Marys	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Hilliard	1	1	1	100.0	100.0	0	0.0
Corporation of the Township of Howick	1	1	1	100.0	100.0	0	0.0
County of Middlesex	4	1	1	100.0	100.0	0	0.0
Municipalité - East Ferris - Municipality	1	1	1	100.0	100.0	0	0.0
Municipality of Highlands East	1	1	1	100.0	100.0	0	0.0
Municipality of North Grenville	1	1	1	100.0	100.0	0	0.0
Municipality of Sioux Lookout	2	1	1	100.0	100.0	0	0.0
Municipality of South Bruce	2	1	1	100.0	100.0	0	0.0
Municipality of St. Charles	1	1	1	100.0	100.0	0	0.0
Municipality of Temagami	1	1	0	0.0	0.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Municipality of Wawa	1	1	1	100.0	100.0	0	0.0
Municipality of Whitestone	1	1	1	100.0	100.0	0	0.0
Tarbutt & Tarbutt Add'l Township	1	1	1	100.0	100.0	0	0.0
The Corporation of the County of Peterborough	1	1	0	0.0	100.0	0	0.0
The Corporation of the Municipality of Arran-Elderslie	2	1	1	100.0	100.0	0	0.0
The Corporation of the Municipality of Killarney	1	1	1	100.0	100.0	0	0.0
The Corporation of the Town of Perth	1	1	0	0.0	100.0	0	0.0
The Corporation of the Township of Champlain	1	1	1	100.0	100.0	0	0.0
The Township of Drummond/North Elmsley	1	1	1	100.0	100.0	0	0.0
Town of Bancroft	1	1	1	100.0	100.0	0	0.0
Town of Mattawa	1	1	1	100.0	100.0	0	0.0
Town of Parry Sound	1	1	1	100.0	100.0	0	0.0
Township of Adelaide Metcalfe	1	1	1	100.0	100.0	0	0.0
Township of Adjala-Tosorontio	3	1	0	0.0	0.0	0	0.0
Township of Alnwick/Haldimand	1	1	1	100.0	100.0	0	0.0
Township of Black River-Matheson	1	1	1	100.0	100.0	0	0.0
Township of Carling	1	1	1	100.0	100.0	0	0.0
Township of Chamberlain	1	1	1	100.0	100.0	0	0.0
Township of Frontenac Islands	1	1	1	100.0	100.0	0	0.0
Township of Hornepayne	1	1	1	100.0	100.0	0	0.0
Township of Larder Lake	1	1	1	100.0	100.0	0	0.0
Township of McKellar	1	1	1	100.0	100.0	0	0.0
Township of McMurrich/Monteith	1	1	1	100.0	100.0	0	0.0
Township of Mulmur	1	1	1	100.0	100.0	0	0.0
Township of North Kawartha	1	1	1	100.0	100.0	0	0.0
Township of Norwich	1	1	1	100.0	100.0	0	0.0
Township of Otonabee-South Monaghan	1	1	1	100.0	100.0	0	0.0
Township of South Stormont	1	1	0	0.0	0.0	0	0.0
Township of Southwold	1	1	1	100.0	100.0	0	0.0
Township of Strong	1	1	1	100.0	100.0	0	0.0
Township of The Archipelago	1	1	1	100.0	100.0	0	0.0
Corporation of the Town of Northeastern Manitoulin and the Islands	1	0	0	0.0	0.0	0	0.0
Town of Deep River	1	0	0	0.0	0.0	0	0.0
Township of Central Frontenac	1	0	0	0.0	0.0	0	0.0
Township of Havelock-Belmont-Methuen	1	0	0	0.0	0.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Township of Machar	1	0	0	0.0	0.0	0	0.0
Township of West Lincoln	1	0	0	0.0	0.0	0	0.0
Village of Sundridge	1	0	0	0.0	0.0	0	0.0
Total	12,465	12,338	11,025	89.4	93.6	200	1.6

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response Rate Compliance (Other Municipal Institutions)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District of Nipissing Social Services Administration Board	97	97	97	100.0	100.0	0	0.0
Toronto and Region Conservation Authority	61	61	56	91.8	98.4	0	0.0
Toronto Transit Commission	38	34	30	88.2	100.0	0	0.0
Municipal Property Assessment Corporation	30	32	29	90.6	93.8	0	0.0
District of Thunder Bay Social Services Administration Board (TBDSSAB)	28	28	28	100.0	100.0	0	0.0
Lake Simcoe Region Conservation Authority	17	17	17	100.0	100.0	0	0.0
Cochrane DSSAB	15	15	15	100.0	100.0	0	0.0
Conservation Halton	16	14	14	100.0	100.0	0	0.0
Algoma District Services Administration Board	13	13	13	100.0	100.0	0	0.0
Kitchener-Wilmot Hydro Inc.	11	11	11	100.0	100.0	0	0.0
Nottawasaga Valley Conservation Authority	11	11	10	90.9	100.0	0	0.0
Cataraqui Region Conservation Authority	8	8	8	100.0	100.0	0	0.0
District of Timiskaming Social Services Administration Board	8	8	7	87.5	100.0	0	0.0
Otonabee Region Conservation Authority	7	7	6	85.7	100.0	0	0.0
Kenora District Services Board	6	6	6	100.0	100.0	0	0.0
Niagara Peninsula Conservation Authority	6	6	6	100.0	100.0	0	0.0
Oakville Hydro Electricity Distribution System Inc.	6	6	6	100.0	100.0	0	0.0
Utilities Kingston (1425445 Ontario Limited)	6	6	3	50.0	50.0	1	16.7
Credit Valley Conservation Authority	5	5	5	100.0	100.0	0	0.0
Grand River Conservation Authority	5	5	4	80.0	80.0	0	0.0
Toronto Hydro-Electric System Limited	6	5	2	40.0	100.0	1	20.0
Board of Governors of Exhibition Place	4	4	3	75.0	75.0	0	0.0
Ottawa Public Library	4	4	4	100.0	100.0	0	0.0
Toronto Public Library	3	4	3	75.0	100.0	0	0.0

RESPONSE RATE COMPLIANCE - MUNICIPAL

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City Housing Hamilton Corporation	3	3	3	100.0	100.0	0	0.0
Hamilton Region Conservation Authority	3	3	3	100.0	100.0	0	0.0
London Transit Commission	3	3	3	100.0	100.0	0	0.0
North Bay-Mattawa Conservation Authority	3	3	3	100.0	100.0	0	0.0
St. Thomas Energy Inc.	3	3	3	100.0	100.0	0	0.0
Windsor Public Library	5	3	3	100.0	100.0	0	0.0
Grey Sauble Conservation Authority	2	2	0	0.0	100.0	0	0.0
Hamilton Public Library	2	2	1	50.0	50.0	1	50.0
Hydro Ottawa Limited	3	2	0	0.0	0.0	1	50.0
Long Point Region Conservation Authority	2	2	2	100.0	100.0	0	0.0
Rainy River District Social Services Administration Board	1	2	2	100.0	100.0	0	0.0
Upper Thames River Conservation Authority	2	2	2	100.0	100.0	0	0.0
Britt-Byng Inlet Local Services Board	1	1	1	100.0	100.0	0	0.0
City of Peterborough Housing Corporation	1	1	1	100.0	100.0	0	0.0
Guelph Hydro Electric Systems Inc.	1	1	1	100.0	100.0	0	0.0
Haldimand County Hydro Inc.	1	1	1	100.0	100.0	0	0.0
Horizon Utilities Corporation	1	1	1	100.0	100.0	0	0.0
Kawartha Conservation	1	1	0	0.0	100.0	0	0.0
Lower Trent Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
Manotick Mill Quarter Community Development	1	1	0	0.0	0.0	0	0.0
Milton Hydro Distribution Inc.	1	1	0	0.0	100.0	0	0.0
Mississauga Library System	1	1	1	100.0	100.0	0	0.0
Mississippi Valley Conservation Authority	1	1	1	100.0	100.0	0	0.0
Rideau Valley Conservation Authority	1	1	1	100.0	100.0	0	0.0
Saugeen Valley Conservation Authority	1	1	0	0.0	100.0	0	0.0
Sault Ste. Marie Region Conservation Authority	0	1	0	0.0	100.0	1	100.0
Thunder Bay Public Library	1	1	1	100.0	0.0	0	0.0
Transit Windsor	1	1	1	100.0	100.0	0	0.0
Watabeag Local Roads Board	1	1	1	100.0	100.0	0	0.0
Windsor Essex Community Housing Corporation	2	1	1	100.0	100.0	0	0.0
Sudbury Hydro	1	0	0	0.0	0.0	0	0.0
Total	462	455	421	92.5	97.1	5	1.1

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

APPEALS

Summary of Appeals: 2012 vs 2011

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

	2011 General Records Appeals			2011 Personal Information Appeals			2011 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	468	333	801	154	259	413	623	591	1214
Closed	337	296	633	145	245	390	483	540	1023

General Records and Personal Information

Issues in Appeals Opened

	Provincial	%	Municipal	%	Total	%
Exemptions only	220	35.5	303	46.1	523	41.0
Third Party	95	15.3	35	5.3	130	10.2
Reasonable Search	58	9.4	61	9.3	119	9.3
Act Does Not Apply	53	8.6	52	7.9	105	8.2
Exemptions with Other Issues	40	6.5	55	8.4	95	7.4
Deemed Refusal	46	7.4	41	6.2	87	6.8
Other	37	6.0	49	7.5	86	6.7
Interim Decision	33	5.3	9	1.4	42	3.3
Time Extension	6	1.0	17	2.6	23	1.8
Fee and Fee Waiver	8	1.3	6	0.9	14	1.1
Custody or Control	5	0.8	8	1.2	13	1.0
Failure to Disclose	8	1.3	3	0.5	11	0.9
Fee	2	0.3	8	1.2	10	0.8
Correction	2	0.3	5	0.8	7	0.5
Frivolous or Vexatious	3	0.5	3	0.5	6	0.5
Transfer	1	0.2	2	0.3	3	0.2
Fee Waiver	2	0.3	0	0.0	2	0.2
Forward	0	0.0	0	0.0	0	0.0
Inadequate Decision	0	0.0	0	0.0	0	0.0
Total	619	100.0	657	100.0	1276	100.0

General Records and Personal Information

Types of Appellants in Appeals Opened

	Provincial	%	Municipal	%	Total	%
Individual	445	71.9	564	85.8	1009	79.1
Business	116	18.7	63	9.6	179	14.0
Media	25	4.0	20	3.0	45	3.5
Association/Group	9	1.5	8	1.2	17	1.3
Academic/Researcher	8	1.3	1	0.2	9	0.7
Politician	9	1.5	0	0.0	9	0.7
Government	4	0.6	0	0.0	4	0.3
Union	3	0.5	1	0.2	4	0.3
Total	619	100.0	657	100.0	1276	100.0

Number of Appeals Closed Other than by Order, by Outcome

	Provincial	%	Municipal	%	Total	%
Mediated in Full	321	77.0	313	67.2	634	71.8
Withdrawn	51	12.2	80	17.2	131	14.8
Screened out	25	6.0	45	9.7	70	7.9
Abandoned	17	4.1	21	4.7	38	4.4
Dismissed without Inquiry/Review/Order	3	0.7	5	1.1	8	0.9
Interim Order Issued*	0	0.0	1	0.2	1	0.2
Total	417	100.0	465	100.0	882	100.0

* MA10-482-3 closed by Interim Order in Adjudication, July 25, 2012

Number of Appeals Closed by Order, by Order Outcome

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	65	45.8	55	41.0	120	43.5
Head's decision partially upheld	56	39.4	41	30.6	97	35.1
Head's decision not upheld	13	9.2	13	9.7	26	9.4
Other	7	4.9	24	17.9	31	11.2
Letter Order*	1	0.0	1	0.7	2	0.7
Total	142	100.0	134	100.0	276	100.0

* PA11-396 closed by Letter Order, May 16, 2012

* MA11-124 closed by Letter Order, May 23, 2012

APPEALS

General Records and Personal Information

Outcome of Appeals by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	196	52.8	429	97.7	9	2.6	634	54.8
Order Issued	1	0.3	0	0.0	276	79.5	277	23.9
Withdrawn	95	25.5	4	0.9	32	9.2	131	11.3
Screened out	70	18.8	0	0.0	0	0.0	70	6.0
Abandoned	10	2.7	6	1.4	22	6.3	38	3.3
Dismissed without Inquiry/ Review/Order	0	0.0	0	0.0	8	2.3	8	0.7
Total	372	100.0	439	100.0	347	100.0	1158	100.0

Provincial Ministry Appeals Opened by Ministry Name

Ministry	No.	%
Ministry of Community Safety and Correctional Services	112	32.7
Ministry of Health and Long-Term Care	34	9.9
Ministry of the Attorney General	33	9.6
Ministry of Natural Resources	29	8.5
Ministry of the Environment	27	7.9
Ministry of Government Services	20	5.8
Ministry of Community and Social Services	15	4.4
Ministry of Transportation	11	3.2
Ministry of Finance	10	2.9
Ministry of Training, Colleges and Universities	9	2.6
Ministry of Children and Youth Services	7	2.0
Ministry of Education	6	1.8
Ministry of Municipal Affairs and Housing	6	1.8
Ministry of Labour	5	1.5
Ministry of Agriculture, Food and Rural Affairs	4	1.2
Ministry of Economic Development and Innovation	4	1.2
Ministry of Infrastructure	4	1.2
Ministry of Northern Development, Mines and Forestry	3	0.9
Ministry of Tourism, Culture and Sport	2	0.6
Ministry of Energy	1	0.3
Total	342	100.0

General Records and Personal Information

Provincial Agency Appeals Opened by Agency Name

Agency	No.	%
Infrastructure Ontario	26	23.4
Ontario Lottery and Gaming Corporation	13	11.7
Ontario Power Authority	9	8.1
Metrolinx	7	6.3
Workplace Safety and Insurance Board	6	5.4
Alcohol and Gaming Commission of Ontario	5	4.5
Archives of Ontario	5	4.5
Ontario Power Generation	5	4.5
Hydro One	4	3.6
Cabinet Office	3	2.7
eHealth Ontario	3	2.7
Legal Aid Ontario	3	2.7
AGRICORP	2	1.8
Cancer Care Ontario	2	1.8
Health Professions Appeal and Review Board	2	1.8
Landlord and Tenant Board	2	1.8
Ontario Northland Transportation Commission	2	1.8
Ontario Securities Commission	2	1.8
Consent and Capacity Board	1	0.9
Human Rights Tribunal of Ontario	1	0.9
Liquor Control Board of Ontario	1	0.9
Niagara Parks Commission	1	0.9
Office of the Independent Police Review Director	1	0.9
Office of the Public Guardian and Trustee	1	0.9
Ontario Civilian Police Commission	1	0.9
Ontario Parks Board of Directors	1	0.9
Ontario Place Corporation	1	0.9
Waterloo Wellington LHIN	1	0.9
Total	111	100.0

APPEALS

General Records and Personal Information

Provincial College and University Appeals Opened by College or University Name

College and University	No.	%
University of Ottawa	40	46.5
Fanshawe College of Applied Arts and Technology	5	5.8
Seneca College of Applied Arts and Technology	5	5.8
University of Toronto	5	5.8
Brock University	4	4.7
Canadore College of Applied Arts and Technology	4	4.7
La Cité Collégiale	4	4.7
McMaster University	4	4.7
Algonquin College	3	3.5
Carleton University	3	3.5
York University	3	3.5
Queen's University	2	2.3
University of Windsor	2	2.3
Ryerson University	1	1.2
University of Western Ontario	1	1.2
Total	86	100.0

Other Provincial Appeals Opened by Institution Name

Institution	No.	%
Centre for Addiction and Mental Health	3	42.9
Toronto Organizing Committee	2	28.6
Chatham-Kent Health Alliance	1	14.3
Halton Healthcare Services	1	14.3
Total	7	100.0

General Records and Personal Information

Provincial Hospital Appeals Opened by Hospital Name

Hospital	No.	%
William Osler Health Centre	7	9.6
Hamilton Health Sciences	6	8.2
The Ottawa Hospital	5	6.8
London Health Sciences Centre	4	5.5
Mackenzie Richmond Hill Hospital	4	5.5
North York General Hospital	4	5.5
The Hospital for Sick Children	4	5.5
St. Joseph's Health Care London	3	4.1
St. Joseph's Healthcare Hamilton	3	4.1
University Health Network	3	4.1
Bluewater Health	2	2.7
Children's Hospital of Eastern Ontario	2	2.7
Health Sciences North	2	2.7
Scarborough Hospital, The	2	2.7
Toronto East General Hospital	2	2.7
University of Ottawa Heart Institute	2	2.7
Campbellford Memorial Hospital	1	1.4
Humber River Regional Hospital	1	1.4
Joseph Brant Memorial Hospital	1	1.4
Kingston General Hospital	1	1.4
Markham Stouffville Hospital	1	1.4
Mount Sinai Hospital	1	1.4
Muskoka Algonquin Healthcare	1	1.4
Niagara Health System	1	1.4
Peterborough Regional Health Centre	1	1.4
Quinte Health Care	1	1.4
Southlake Regional Health Centre	1	1.4
St. Joseph's Health Centre (Toronto)	1	1.4
St. Michael's Hospital	1	1.4
Sunnybrook Health Sciences Centre	1	1.4
The Credit Valley Hospital	1	1.4
The Scarborough Hospital	1	1.4
Women's College Hospital	1	1.4
York Central Hospital	1	1.4
Total	73	100.0

APPEALS

General Records and Personal Information

Municipal Police Services Appeals Opened by Police Service Name

Police Service	No.	%
Toronto Police Services Board	92	31.7
Ottawa Police Services Board	32	11.0
Halton Regional Police Services Board	17	5.9
York Regional Police Services Board	16	5.5
London Police Services Board	15	5.2
Durham Regional Police Services Board	14	4.8
Peel Regional Police Services Board	14	4.8
Hamilton Police Services Board	13	4.5
The Greater Sudbury Police Services Board	11	3.8
South Simcoe Police Services Board	10	3.4
Niagara Regional Police Services Board	8	2.8
Windsor Police Services Board	8	2.8
Belleville Police Services Board	5	1.7
Chatham-Kent Police Services Board	4	1.4
Cornwall Community Police Services Board	4	1.4
LaSalle Police Services Board	3	1.0
Strathroy-Caradoc Police Service	3	1.0
Barrie Police Services Board	2	0.7
Brantford Police Services Board	2	0.7
City of Kawartha Lakes Police Service	2	0.7
Sarnia Police Services Board	2	0.7
Timmins Police Services Board	2	0.7
Township of Stirling-Rawdon Police Service	2	0.7
Cobourg Police Services Board	1	0.3
Guelph Police Services Board	1	0.3
Hanover Police Services Board	1	0.3
Kingston Police Services Board	1	0.3
Owen Sound Police Services Board	1	0.3
Peterborough Lakefield Community Police Services Board	1	0.3
Port Hope Police Services Board	1	0.3
Town of Amherstburg Police Services Board	1	0.3
West Nipissing Police Services Board	1	0.3
Total	290	100.0

General Records and Personal Information

Municipal School Boards Appeals Opened by Board Name

School Board	No.	%
Hamilton-Wentworth District School Board	9	20.0
Toronto District School Board	5	11.1
Renfrew County District School Board	4	8.9
Bluewater District School Board	3	6.7
Halton Catholic District School Board	3	6.7
Limestone District School Board	3	6.7
London District Catholic School Board	3	6.7
Kawartha Pine Ridge District School Board	2	4.4
Ottawa-Carleton District School Board	2	4.4
Dufferin-Peel Catholic District School Board	1	2.2
Durham Catholic District School Board	1	2.2
Durham District School Board	1	2.2
Grand Erie District School Board	1	2.2
Hamilton-Wentworth Catholic District School Board	1	2.2
Nipissing-Parry Sound Catholic District School Board	1	2.2
Rainbow District School Board	1	2.2
Renfrew County Catholic District School Board	1	2.2
Upper Grand District School Board	1	2.2
York Catholic District School Board	1	2.2
York Region District School Board	1	2.2
Total	45	100.0

APPEALS

General Records and Personal Information

Municipal Corporation Appeals Opened by Municipality Name

Municipality	No.	%
City of Toronto	53	19.8
City of Ottawa	31	11.6
City of Greater Sudbury	16	6.0
Town of Penetanguishene	10	3.7
City of Elliot Lake	8	3.0
City of Markham	7	2.6
City of Vaughan	7	2.6
The Corporation of the City of London	5	1.9
The Regional Municipality of York	5	1.9
City of Hamilton	4	1.5
City of Mississauga	4	1.5
Corporation of the Township of Muskoka Lakes	4	1.5
Loyalist Township	4	1.5
Regional Municipality of Waterloo	4	1.5
Town of Espanola	4	1.5
Town of Gravenhurst	4	1.5
Town of Midland	4	1.5
City of Kawartha Lakes	3	1.1
City of Kingston	3	1.1
City of Niagara Falls	3	1.1
Municipality of Marmora and Lake	3	1.1
Regional Municipality of Peel	3	1.1
Town of Amherstburg	3	1.1
Town of New Tecumseth	3	1.1
Town of South Bruce Peninsula	3	1.1
City of Brampton	2	0.7
City of Peterborough	2	0.7
County of Renfrew	2	0.7
Municipality of Moonbeam	2	0.7
Municipality of the Township of Tiny	2	0.7
Regional Municipality of Durham	2	0.7
Regional Municipality of Halton	2	0.7
The Corporation of the Town of Kingsville	2	0.7
The Corporation of the Town of Whitby	2	0.7
Town of Fort Erie	2	0.7
Town of Halton Hills	2	0.7
Town of Newmarket	2	0.7

General Records and Personal Information

Municipality	No.	%
Town of Pelham	2	0.7
Township of Adjala-Tosorontio	2	0.7
Township of Clearview	2	0.7
City of Guelph	1	0.4
City of North Bay	1	0.4
City of Sarnia	1	0.4
City of Timmins	1	0.4
City of Welland	1	0.4
City of Windsor	1	0.4
Corporation of the City of Brantford	1	0.4
Corporation of the City of Clarence-Rockland	1	0.4
County of Simcoe	1	0.4
Haldimand County	1	0.4
Larder Lake, The Corporation of the Township of	1	0.4
Municipality of Centre Hastings	1	0.4
Municipality of Kincardine	1	0.4
Municipality of Middlesex Centre	1	0.4
Municipality of North Grenville	1	0.4
Municipality of North Perth	1	0.4
Municipality of Port Hope	1	0.4
Niagara Regional Housing	1	0.4
The Corporation of the City of Cambridge	1	0.4
The Corporation of the Municipality of Mattawan	1	0.4
The Corporation of the Town of Cobourg	1	0.4
The Corporation of the Town of Orangeville	1	0.4
The Corporation of the Township of Havelock-Belmont-Methuen	1	0.4
The Corporation of the Township of Tarbutt and Tarbutt Additional	1	0.4
Town of Bracebridge	1	0.4
Town of Collingwood	1	0.4
Town of Huntsville	1	0.4
Town of Innisfil	1	0.4
Town of Kapuskasing	1	0.4
Town of LaSalle	1	0.4
Town of Niagara-on-the-Lake	1	0.4
Town of Petrolia	1	0.4
Town of Plympton-Wyoming	1	0.4
Town of Tecumseh	1	0.4
Township of Killaloe, Hagarty and Richards	1	0.4
Township of McKellar	1	0.4

APPEALS

General Records and Personal Information

Municipality	No.	%
Township of McNab/Braeside	1	0.4
Township of Puslinch	1	0.4
Township of Southgate	1	0.4
Township of Springwater	1	0.4
Total	268	100.0

Other Types of Municipal Appeals Opened by Institution Name

Institution	No.	%
Municipal Property Assessment Corporation	8	14.8
Nottawasaga Valley Conservation Authority	4	7.4
Toronto Community Housing Corporation	4	7.4
Toronto Hydro Corporation	4	7.4
Toronto Transit Commission	4	7.4
Haliburton, Kawartha, Pine Ridge District Health Unit	3	5.6
Hydro Ottawa Holding Inc.	3	5.6
Local Services Board of Britt-Byng Inlet	3	5.6
Enwin Utilities Ltd.	2	3.7
Grand River Conservation Authority	2	3.7
Halton Region Conservation Authority	2	3.7
Toronto Parking Authority	2	3.7
Algoma District Services Administration	1	1.9
Board of Management of the Toronto Zoo	1	1.9
Build Toronto Inc.	1	1.9
Greater Sudbury Hydro Plus Inc.	1	1.9
Hydro Ottawa Limited	1	1.9
Mississippi Valley Conservation Authority	1	1.9
Oakville Hydro Corporation	1	1.9
Peterborough County & City Health Unit	1	1.9
Peterborough Housing Corporation	1	1.9
Rainy River District Social Services Administration Board	1	1.9
Sudbury & District Health Unit	1	1.9
Wellington-Dufferin-Guelph Public Health Department	1	1.9
Windsor-Essex County Health Unit	1	1.9
Total	54	100.0

General Records and Personal Information

Appeals Opened by Representative Type

	No.	%
Self-represented	1016	79.6
Lawyer	229	17.9
Agent	31	2.0
Total	1276	100.0

Fees Collected for Appeals Closed in 2012

Fees	Number of Appeals	Total
\$25.00	545	\$13,625.00
\$10.00	321	\$5,450.00
Total	866	\$19,075.00

PRIVACY COMPLAINTS

Summary of Privacy Complaints – 2011 vs. 2012

	2011 Privacy Complaints			2012 Privacy Complaints		
	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	131	135	266	155	127	282
Closed	129	148	277	154	121	275

Number of Privacy Complaints Closed 2003–2012

Year	Provincial	Municipal	Non-jurisdictional	Total
2012	154	121	0	275
2011	129	148	0	277
2010	130	137	0	267
2009	101	126	0	227
2008	110	119	3	232
2007	129	89	4	222
2006	82	55	0	137
2005	52	43	2	97
2004	74	41	11	126
2003	66	60	2	128

Privacy Complaints Closed by Type of Resolution

	Provincial	%	Municipal	%	Total	%
Resolved	105	68.2	85	70.2	190	69.1
Screened out	22	14.3	15	12.4	37	13.5
Withdrawn	15	9.7	19	15.7	34	12.4
Abandoned	8	5.2	2	1.7	10	3.6
Report	4	2.6	0	0.0	4	1.5
Total	154	100.0	121	100.0	275	100.0

Source of Complaints

	Provincial	%	Municipal	%	Total	%
Individual	92	59.7	75	62.0	167	60.7
IPC Commissioner initiated	4	2.6	4	3.3	8	2.9
Self-reported Breaches	58	37.7	42	34.7	100	36.4
Total	154	100.0	121	100.0	275	100.0

Privacy Complaints by Type of Resolution and Stage Closed

	Intake	%	Investigation	%	Total	%
Resolved	180	69.0	10	71.4	190	69.1
Screened out	37	14.2	0	0.0	37	13.5
Withdrawn	34	13.0	0	0.0	34	12.4
Abandoned	10	3.8	0	0.0	10	3.6
Report	0	0.0	4	28.6	4	1.5
Total	261	100.0	14	100.0	275	100.0

Issues* In Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Disclosure	78	61.4	68	70.1	146	65.2
General privacy issue	10	7.9	7	7.2	17	7.6
Security	13	10.2	5	5.2	18	8.0
Collection	8	6.3	6	6.2	14	6.3
Access	4	3.1	3	3.1	7	3.1
Notice of collection	5	3.9	2	2.1	7	3.1
Personal information	4	3.1	1	1.0	5	2.2
Use	2	1.6	2	2.1	4	1.8
Consent	0	0.0	2	2.1	2	0.9
Accuracy	1	0.8	0	0.0	1	0.4
Retention	1	0.8	0	0.0	1	0.4
Section 22(a) - Information published or available	1	0.8	0	0.0	1	0.4
Section 6(1)(a) - Draft by-law or private bill	0	0.0	1	0.8	1	0.8
Total	127	100.0	97	100.0	224	100.0

* The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

PRIVACY COMPLAINTS

Outcome of Issues* in Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Resolved - Finding not necessary	104	81.9	92	94.8	196	87.5
Complied in Full	12	9.4	3	3.1	15	6.7
Act does not apply	8	6.3	2	2.1	10	4.5
Not Complied	3	2.4	0	0.0	3	1.3
Total	127	100.0	97	100.0	224	100.0

* The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

PERSONAL HEALTH INFORMATION PROTECTION ACT (PHIPA)

Summary of PHIPA Complaints: 2012 vs. 2011

	2011					2012				
	Access / Correction	Collection/ Use/ Disclosure	Self-Reported Breach	IPC - initiated	Total	Access / Correction	Collection/ Use/ Disclosure	Self-Reported Breach	IPC - initiated	Total
Opened	123	64	135	24	346	136	69	190	19	414
Closed	109	64	123	27	323	147	77	191	22	437

Type of PHIPA Complaint Files Opened in 2012

	Access/Correction		Collection/Use/Disclosure						Total	
	Access/Correction	%	Individual	%	Self-reported Breach	%	IPC-initiated	%	Total	%
Public Hospital	31	22.8	15	21.7	102	53.7	3	15.8	151	36.5
Doctor	31	22.8	8	11.6	7	3.7	5	26.3	51	12.3
Clinic	24	17.6	6	8.7	13	6.8	5	26.3	48	11.6
Community or Mental health centre, program or service	9	6.6	3	4.3	17	8.9	0	0.0	29	7.0
Other health care professional	7	5.1	5	7.2	7	3.7	1	5.3	20	4.8
Community Care Access Centre	7	5.1	4	5.8	8	4.2	0	0.0	19	4.6
Independent Health Facility	1	0.7	0	0.0	9	4.7	1	5.3	11	2.7
Private Hospital	1	0.7	4	5.8	5	2.6	0	0.0	10	2.4
Other	3	2.2	4	5.8	1	0.5	0	0.0	8	1.9
Ministry of Health	5	3.7	1	1.4	0	0.0	1	5.3	7	1.7
Other prescribed person	1	0.7	2	2.9	3	1.6	0	0.0	6	1.4
Dentist	0	0.0	2	2.9	3	1.6	0	0.0	5	1.2
Nursing Home	4	2.9	0	0.0	1	0.5	0	0.0	5	1.2
Pharmacy	0	0.0	4	5.8	0	0.0	1	5.3	5	1.2
Laboratory	2	1.5	1	1.4	1	0.5	0	0.0	4	1.0
Long-term care facility	1	0.7	1	1.4	2	1.1	0	0.0	4	1.0
Ambulance services	0	0.0	2	2.9	1	0.5	0	0.0	3	0.7
Physiotherapist	0	0.0	1	1.4	1	0.5	1	5.3	3	0.7
Psychologist	2	1.5	0	0.0	1	0.5	0	0.0	3	0.7
Home for special care	0	0.0	1	1.4	1	0.5	0	0.0	2	0.5
Home or joint home (aged or rest)	2	1.5	0	0.0	0	0.0	0	0.0	2	0.5
Institution - Mental Hospitals Act	0	0.0	1	1.4	0	0.0	1	5.3	2	0.5

	Access/Correction		Collection/Use/Disclosure						Total	
	Individual	%	Individual	%	Self-reported Breach	%	IPC-initiated	%		
Medical Officer of Health	0	0.0	0	0.0	2	1.1	0	0.0	2	0.5
Minister of Health	2	1.5	0	0.0	0	0.0	0	0.0	2	0.5
Optician	1	0.7	1	1.4	0	0.0	0	0.0	2	0.5
Prescribed Entities	0	0.0	1	1.4	1	0.5	0	0.0	2	0.5
Agent	0	0.0	0	0.0	1	0.5	0	0.0	1	0.2
Care Home - tenant protection	0	0.0	0	0.0	1	0.5	0	0.0	1	0.2
Medical Laboratory Technician	0	0.0	1	1.4	0	0.0	0	0.0	1	0.2
Midwife	0	0.0	0	0.0	1	1.4	0	0.0	1	1.4
Nurse	1	0.7	0	0.0	0	0.0	0	0.0	1	1.4
Optometrist	0	0.0	1	1.4	0	0.0	0	0.0	1	1.4
Pharmacist	0	0.0	0	0.0	1	1.4	0	0.0	1	1.4
Psychiatric Facility	1	0.7	0	0.0	0	0.0	0	0.0	1	1.4
Total	136	100.0	69	100.0	190	100.0	19	100.0	414	100.0

Outcome of Access/Correction Complaints by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	82	68.9	1	3.6	0	0.0	83	56.5
Withdrawn	18	15.1	4	14.3	0	0.0	22	15.1
Settled	0	0.0	13	46.4	0	0.0	13	8.9
Screened out without subs	10	8.4	0	0.0	0	0.0	10	6.8
Dismissed without Inquiry/Review	0	0.0	9	32.1	0	0.0	9	6.1
Screened out with subs	6	5.0	0	0.0	0	0.0	6	4.1
Abandoned	2	1.7	1	3.6	0	0.0	3	2.5
Dismissed without Order	0	0.0	0	0.0	1	0.0	0	0.0
Order Issued*	1	0.8	0	0.0	0	0.0	1	0.8
Total	119	100.0	28	100.0	0	0.0	147	100.0

* File HA11-55 closed by Deemed Refusal Order.

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	42	55.3	1	0.0	0	0.0	43	55.8
Screened out	16	21.1	0	0.0	0	0.0	16	20.8
Withdrawn	14	18.4	0	0.0	0	0.0	14	18.2
Abandoned	4	5.3	0	0.0	0	0.0	4	5.3
Total	76	100.0	1	0.0	0	0.0	77	100.0

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

	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	19	100.0	3	100.0	0	0.0	22	100.0
Total	19	100.0	3	100.0	0	0.0	22	100.0

Outcome of Self–reported Breaches by Stage Closed

	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	184	100.0	7	100.0	0	0.0	191	100.0
Total	184	100.0	7	100.0	0	0.0	191	100.0

Access/Correction Complaints Closed by Issue

	No.	%
Deemed Refusal	59	40.4
Reasonable Search	26	17.7
Other	20	13.7
Correction	10	6.8
Fee and Fee Waiver	6	4.1
Status as Representative	5	3.4
Failure to Provide Access	5	3.4
Fee	5	3.4
Act Does Not Apply	3	2.1
No Written Request	3	2.1
Exemptions only	2	1.4
Exemptions with Other Issues	2	1.4
Expedited Access	1	0.7
Total	147	100.0



**INFORMATION AND PRIVACY
COMMISSIONER OF ONTARIO
2012 ANNUAL REPORT**

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