



2011 ACCESS & PRIVACY EVER VIGILANT

2011 ACCESS AND PRIVACY STATISTICS



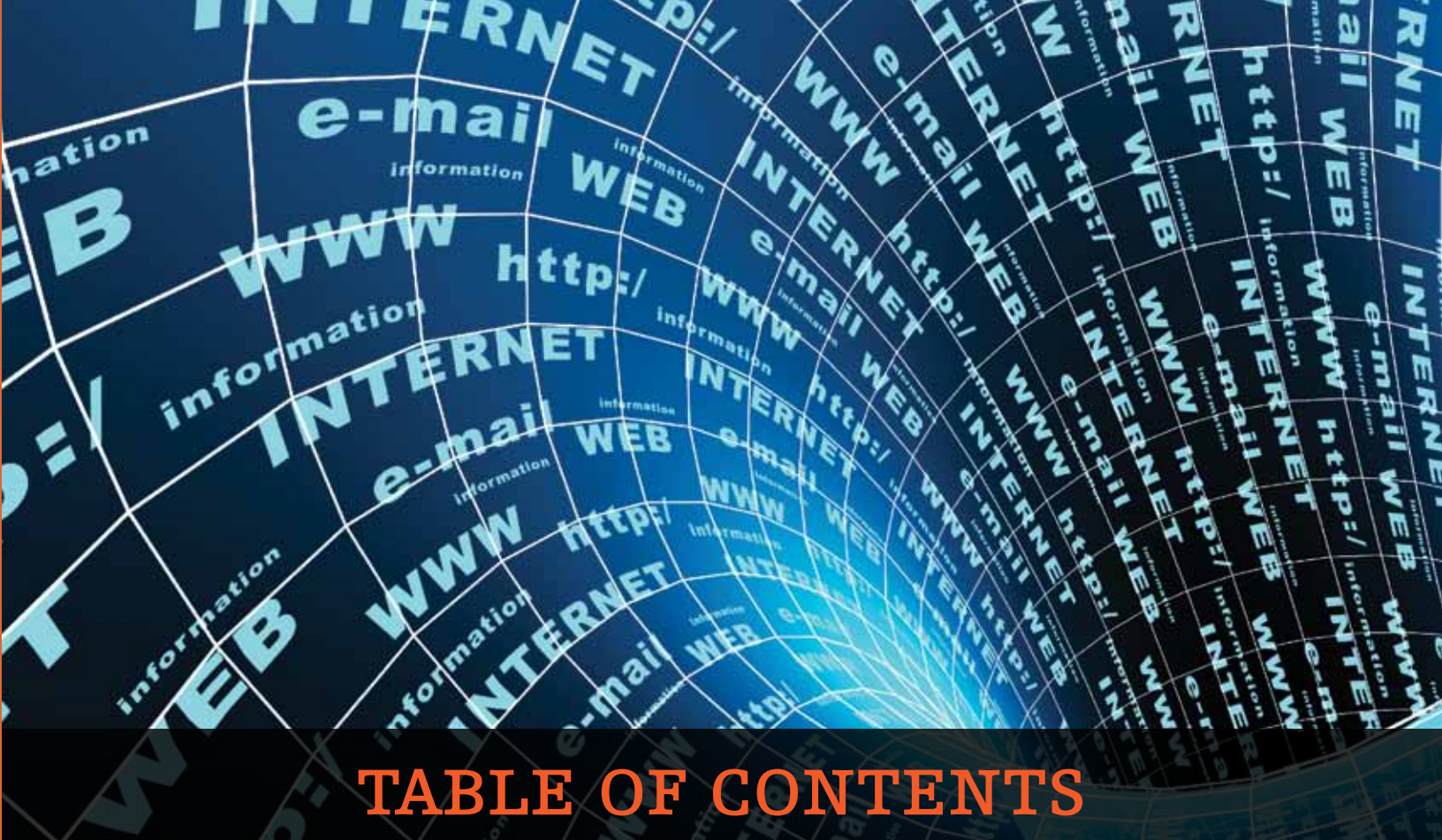


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Requests by the Public

There were 45,159 freedom of information (FOI) requests filed across Ontario in 2011, 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	13,535	14,466	28,001
Provincial	5,221	11,937	17,158
Total	18,756	26,403	45,159

Total FOI Requests Completed by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	13,042	14,114	27,156
Provincial	5,048	11,599	16,647
Total	18,090	25,713	43,803

Total FOI Requests Completed by Source and Jurisdiction

	Municipal	Provincial	Total
Individual/Public	18,398	4,223	22,621
Business	7,304	11,170	18,474
Government (All Levels)	411	249	660
Other	376	283	659
Association/Group	274	334	608
Media	344	264	608
Academic/Researcher	48	123	171
Unknown	1	1	2
Total	27,156	16,647	43,803

Outcome of Requests by Jurisdiction*

	Municipal	Provincial	Total
All information disclosed	8,028	4,286	12,314
Information disclosed in part	14,184	5,830	20,014
No information disclosed	4,069	5,005	9,074
Request withdrawn, abandoned or non-jurisdictional	1,033	1,548	2,581
Total	27,314	16,669	43,983

* 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

Total Fees Collected and Waived by Jurisdiction

	Municipal	Provincial	Total
Total Application Fees Collected	\$135,623.10	\$ 83,040.00	\$218,663.10
Total Additional Fees Collected	\$321,313.29	\$454,350.38	\$775,663.67
Total	\$456,936.39	\$537,390.38	\$994,326.77
Total Fees Waived	\$ 23,100.03	\$ 13,280.70	\$ 36,380.73

Average Cost of Municipal of Requests

	2007	2008	2009	2010	2011
Personal Information	\$ 9.67	\$ 8.82	\$ 8.11	\$ 8.01	\$ 8.83
General Records	\$23.49	\$23.54	\$26.55	\$25.68	\$24.22

Average Cost of Provincial Requests

	2007	2008	2009	2010	2011
Personal Information	\$10.54	\$11.26	\$ 9.47	\$12.88	\$11.35
General Records	\$50.54	\$42.74	\$39.66	\$39.97	\$41.39

Provincial Compliance

Overall Provincial Compliance

30-day:	83.6%
Extended:	90.0%
Over 90 days:	3.7%

Top 10 Provincial Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%		No.	%
Ministry of the Environment	6,111	5,935	4,876	82.2	5,073	321	5.4
Ministry of Community Safety & Correctional Services	4,873	4,692	3,971	84.6	4,464	138	2.9
Ministry of Community & Social Services	1,338	1,264	999	79.0	1,010	26	2.1
Ministry of Labour	925	885	813	91.9	813	14	1.6
Archives of Ontario	474	446	382	85.7	439	3	0.7
Ministry of the Attorney General	442	411	384	93.4	393	6	1.5
LCBO	376	393	382	97.2	382	0	0.0
Ministry of Transportation	377	353	328	92.9	334	3	0.8
Landlord and Tenant Board	317	344	336	97.7	336	0	0.0
Ontario Lottery and Gaming Corporation	229	222	210	94.6	222	1	0.5

Response Rate Compliance (Provincial Institutions except Colleges & Universities)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%		No.	%
Ministry of the Environment	6,111	5,935	4,876	82.2	85.5	321	5.4
Ministry of Community Safety & Correctional Services	4,873	4,692	3,971	84.6	95.1	138	2.9
Ministry of Community & Social Services	1,338	1,264	999	79.0	79.9	26	2.1
Ministry of Labour	925	885	813	91.9	91.9	14	1.6
Archives of Ontario	474	446	382	85.7	98.4	3	0.7
Ministry of the Attorney General	442	411	384	93.4	95.6	6	1.5
LCBO	376	393	382	97.2	97.2	0	0.0
Ministry of Transportation	377	353	328	92.9	94.6	3	0.8
Landlord and Tenant Board	317	344	336	97.7	97.7	0	0.0
Ontario Lottery and Gaming Corporation	229	222	210	94.6	100.0	1	29.0
Ministry of Natural Resources	165	195	140	71.8	92.8	11	5.6
Ministry of Health and Long-Term Care	173	175	94	53.7	70.9	29	16.6

Response Rate Compliance – Provincial

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of Training, Colleges and Universities	127	132	112	84.8	93.2	2	1.5
Ministry of Education	76	79	50	63.3	73.4	7	8.9
Ministry of Finance	85	77	60	77.9	85.7	1	1.3
Human Rights Tribunal of Ontario	76	76	74	97.4	100.0	0	0.0
Ministry of Government Services	78	76	55	72.4	94.7	1	1.3
Ministry of Revenue	48	54	49	90.7	96.3	1	1.9
Ministry of Children & Youth Services	56	53	50	94.3	94.3	0	0.0
Workplace Safety and Insurance Board	48	45	43	95.6	97.8	0	0.0
Metrolinx	38	40	33	82.5	90.0	2	5.0
Municipal Affairs and Housing	43	40	37	92.5	97.5	2	5.0
Ministry of Tourism	38	38	24	63.2	78.9	4	10.5
Ministry of Energy	36	37	20	54.1	62.2	4	10.8
Ministry of Northern Development and Mines	35	35	28	80.0	100.0	2	5.7
Ontario Infrastructure and Lands Corporation	26	26	10	38.5	100.0	0	0.0
Ontario Power Authority	26	26	3	11.5	88.5	11	42.3
Cabinet Office	26	24	20	83.3	100.0	0	0.0
Ontario Power Generation Inc.	23	24	11	45.8	100.0	2	8.3
Hydro One Inc.	20	20	11	55.0	100.0	3	15.0
Ministry of Economic Development and Trade	18	20	11	55.0	90.0	2	10.0
Ministry of Infrastructure	18	18	8	44.4	55.6	5	27.8
Ministry of Consumer Services	15	15	13	86.7	93.3	0	0.0
Ministry of Health Promotion and Sport	13	15	11	73.3	86.7	1	6.7
Ministry of Aboriginal Affairs	12	12	8	66.7	83.3	2	16.7
Ministry of Citizenship and Immigration	11	11	10	90.9	100.0	0	0.0
Legal Aid Ontario	10	10	9	90.0	90.0	0	0.0
Ministry of Research and Innovation	9	10	8	80.0	100.0	0	0.0
Agricorp	7	7	6	85.7	100.0	0	0.0
Ontario Agency for Health Protection and Promotion	6	6	6	100.0	100.0	0	0.0
Education Quality and Accountability Office	4	5	4	80.0	100.0	0	0.0
Ontario Energy Board	7	5	1	20.0	60.0	0	0.0
Ontario Labour Relations Board	5	5	5	100.0	100.0	0	0.0
Champlain Local Health Integration Network	4	4	2	50.0	50.0	1	25.0
eHealth Ontario	6	4	4	100.0	100.0	0	0.0
Ottawa Convention Centre	4	4	1	25.0	100.0	1	25.0
The Niagara Parks Commission	4	4	4	100.0	100.0	0	0.0
Trillium Gift of Life Network	4	4	4	100.0	100.0	0	0.0
Cancer Care Ontario	3	3	2	66.7	100.0	0	0.0
Ministry of Intergovernmental Affairs	3	3	3	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.	%
Ontario Northland Transportation Commission	3	3	3	100.0	100.0	0	0.0
Ontario Senior's Secretariat	2	2	2	100.0	100.0	0	0.0
Mississauga Halton Local Health Integrated Network	1	1	0	0.0	0.0	0	0.0
London Health Sciences Centre	0	0	0	0.0	0.0	0	0.0
St. Joseph's Health Care London	0	0	0	0.0	0.0	0	0.0
Total	16,879	16,393	13,735	83.8	90.0	606	3.7

* 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 (Colleges and Universities)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%		No.	%
University of Ottawa	78	63	41	65.1	96.8	6	9.5
Ryerson University	35	35	30	85.7	100.0	2	5.7
University of Toronto	32	30	29	96.7	100.0	0	0.0
The Fanshawe College of Applied Arts and Technology	16	16	15	93.8	100.0	0	0.0
Queen's University	17	15	13	86.7	100.0	1	6.7
York University	15	14	14	100.0	100.0	0	0.0
Algonquin College	12	9	3	33.3	44.4	0	0.0
McMaster University	7	8	2	25.0	50.0	1	12.5
University of Western Ontario	9	8	6	75.0	100.0	0	0.0
Laurentian University	6	7	4	57.1	100.0	1	14.3
University of Guelph	6	5	1	20.0	100.0	1	20.0
University of Waterloo	5	5	2	40.0	100.0	0	0.0
Brock University	1	4	0	0.0	25.0	0	0.0
Loyalist College of Applied Arts and Technology	4	4	2	50.0	100.0	1	25.0
Northern College	4	4	4	100.0	100.0	0	0.0
The Conestoga College Institute of Technology and Advanced Learning	6	4	4	100.0	100.0	0	0.0
Cambrian College of Applied Arts and Technology	3	3	1	33.3	33.3	0	0.0
Georgian College of Applied Arts & Technology	0	3	2	66.7	100.0	0	0.0
St. Lawrence College of Applied Arts & Technology	3	3	2	100.0	100.0	0	0.0
Trent University	2	3	1	33.3	100.0	0	0.0

Response Rate Compliance – Provincial

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Wilfrid Laurier University	4	3	2	66.7	100.0	0	0.0
Confederation College	3	2	2	100.0	100.0	0	0.0
Humber College Institute of Technology and Advanced Learning	3	1	1	100.0	100.0	0	0.0
Niagara College	2	1	1	100.0	100.0	0	0.0
Nipissing University	1	1	1	0.0	0.0	0	0.0
OCAD University	1	1	0	0.0	0.0	0	0.0
Sir Sandford Fleming College	2	1	1	100.0	100.0	0	0.0
The Lambton College of Applied Arts & Technology	1	1	0	0.0	100.0	1	100.0
Lakehead University	1	0	0	0.0	0.0	0	0.0
Total	279	254	185	72.8	93.3	14	5.5

* 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:	80.1%
Extended:	83.5%
Over 90 days:	2.5%

Top 30 Municipal Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	4,862	4,713	3,596	76.3	79.4	186	3.9
City of Toronto	2,386	2,262	1,867	82.5	88.2	97	4.3
Peel Regional Police	1,520	1,501	1,254	83.5	83.5	8	0.5
Hamilton Police Service	1,446	1,430	815	57.0	64.1	0	0.0
City of Brampton	1,332	1,330	1,329	99.9	100.0	0	0.0
Niagara Regional Police Service	1,336	1,256	688	54.8	53.1	17	1.4
Halton Regional Police Service	1,121	1,120	941	84.0	96.3	7	0.6
York Regional Police	1,086	1,114	944	84.7	85.9	9	0.8
Durham Regional Police Service	1,159	1,023	396	38.7	38.7	159	15.5
Town of Oakville	684	684	684	100.0	100.0	0	0.0
City of Ottawa - Ottawa Paramedic Services	709	670	559	83.4	95.1	9	1.3
Windsor Police Service	664	664	528	79.5%	79.5%	0	0.0
City of Kitchener	639	638	638	100.0	100.0	0	0.0
Ottawa Police Service	642	616	477	77.4	97.1	3	0.5
City of Mississauga	610	605	603	99.7	99.7	0	0.0
Town of Richmond Hill	479	474	467	98.5	99.6	1	0.2
Waterloo Regional Police Service	669	456	206	45.2	45.2	42	9.2
Brantford Police Service	377	406	277	68.2	68.2	63	15.5
Guelph Police Service	352	345	121	35.1	35.1	12	3.5
Barrie Police Service	334	333	332	99.7	99.7	0	0.0
Sarnia Police Service	306	294	260	88.4	99.3	0	0.0
City of Burlington	295	289	288	99.7	100.0	0	0.0
City of Cambridge	221	221	218	98.6	99.1	0	0.0
Thunder Bay Police Service	211	211	207	98.1	100.0	0	0.0
Town of Aurora	197	197	191	97.0	97.0	4	2.0
Peterborough Lakefield Community Police Service	186	178	156	87.6	99.4	0	0.0
Region of Peel	172	169	164	97.0	100.0	0	0.0

Response Rate Compliance – Municipal

Top 30 Municipal Institutions (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
City of Greater Sudbury	144	154	140	90.9	98.7	0	0.0
York Region	153	149	141	94.6	96.0	0	0.0
City of Hamilton	153	136	116	85.3	83.8	1	0.7

Response Rate Compliance (School Boards)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District School Board of Niagara	79	79	79	100.0	100.0	0	0.0
Dufferin-Peel Catholic District School Board	19	19	9	47.4	100.0	0	0.0
Renfrew County District School Board	13	15	5	33.3	93.3	1	6.7
Toronto District School Board	20	15	3	20.0	33.3	0	0.0
Thames Valley District School Board	11	11	10	90.9	90.9	0	0.0
Simcoe County District School Board	10	10	10	100.0	100.0	0	0.0
York Region District School Board	10	10	9	90.0	100.0	0	0.0
Conseil des ecoles publiques de l'Est de l'Ontario	8	8	7	87.5	100.0	0	0.0
Conseil scolaire Viamonde	7	7	6	85.7	85.7	0	0.0
Hamilton-Wentworth Catholic District School Board	7	7	7	100.0	100.0	0	0.0
London District Catholic School Board	0	6	6	100.0	100.0	0	0.0
Ottawa-Carleton District School Board	5	5	1	20.0	100.0	0	0.0
Peel District School Board	5	5	5	100.0	100.0	0	0.0
Upper Grand District School Board	5	5	4	80.0	100.0	1	20.0
Windsor-Essex Catholic District School Board	5	5	5	100.0	100.0	0	0.0
Waterloo Region District School Board	5	4	2	50.0	75.0	0	0.0
Algonquin and Lakeshore Catholic District School Board	3	3	3	100.0	100.0	0	0.0
Conseil des ecoles catholiques du Centre-Est	3	3	2	66.7	66.7	1	0.0
Lakehead Public School	3	3	3	100.0	100.0	0	0.0
Near North District School Board	3	3	2	66.7	66.7	0	0.0
Rainbow District School Board	3	3	3	100.0	100.0	0	0.0
Toronto Catholic District School Board	4	3	1	33.3	33.3	0	0.0
Bruce-Grey Catholic District School Board	2	2	2	100.0	100.0	0	0.0
Hastings and Prince Edward District School Board	2	2	2	100.0	100.0	0	0.0
Trillium Lakelands District School Board	2	2	2	100.0	100.0	0	0.0

Response Rate Compliance – Municipal

Response Rate Compliance (School Boards) (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
Avon Maitland District School Board	0	1	1	100.0	100.0	0	0.0
Brant Haldimand Norfolk Catholic District School Board	1	1	0	0.0	0.0	0	0.0
Catholic District School Board of Eastern Ontario	1	1	1	100.0	100.0	0	0.0
Conseil scolaire de district catholique Centre-Sud	0	1	1	100.0	100.0	0	0.0
Rainy River District School Board	1	1	1	100.0	100.0	0	0.0
The Durham District School Board	1	1	1	100.0	100.0	0	0.0
Upper Canada District School Board	1	1	1	100.0	100.0	0	0.0
Waterloo Catholic District School Board	1	1	1	100.0	100.0	0	0.0
Total	240	243	195	80.2	92.2	3	1.2

* 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 (Health Boards)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Brant County Health Unit	12	12	12	100.0	100.0	0	0.0
North Bay Parry Sound District Health Unit	11	11	10	90.9	90.9	1	9.1
Sudbury & District Health Unit	10	10	10	100.0	100.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	9	9	7	77.8	77.8	0	0.0
Huron County Health Unit	8	8	8	100.0	100.0	0	0.0
Peterborough County-City Health Unit	4	4	1	25.0	75.0	0	0.0
Wellington Dufferin Guelph Public Health	3	3	3	100.0	100.0	0	0.0
Porcupine Health Unit	1	1	1	100.0	100.0	0	0.0
Eastern Ontario Health Unit	0	0	0	0.0	0.0	0	0.0
Total	58	58	52	89.7	93.1	1	1.7

* 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 – Municipal

Response Rate Compliance (Police)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	4,862	4,713	3,596	76.3	79.4	186	3.9
Peel Regional Police	1,520	1,501	1,254	83.5	83.5	8	0.5
Hamilton Police Service	1,446	1,430	815	57.0	64.1	0	0.0
Niagara Regional Police Service	1,336	1,256	688	54.8	53.1	17	1.4
Halton Regional Police Service	1,121	1,120	941	84.0	96.3	7	0.6
York Regional Police	1,086	1,114	944	84.7	85.9	9	0.8
Durham Regional Police Service	1,159	1,023	396	38.7	38.7	159	15.5
Windsor Police Service	664	664	528	79.5	79.5	0	0.0
Ottawa Police Service	642	616	477	77.4	97.1	3	0.5
Waterloo Regional Police Service	669	456	206	45.2	45.2	42	9.2
Brantford Police Service	377	406	277	68.2	68.2	63	15.5
Guelph Police Service	352	345	121	35.1	35.1	12	3.5
Barrie Police Service	334	333	332	99.7	99.7	0	0.0
Sarnia Police Service	306	294	260	88.4	99.3	0	0.0
Thunder Bay Police Service	211	211	207	98.1	100.0	0	0.0
Peterborough Lakefield Community Police Service	186	178	156	87.6	99.4	0	0.0
St. Thomas Police Service	102	102	77	75.5	75.5	1	1.0
Woodstock Police Service	89	86	85	98.8	98.8	0	0.0
City of Kawartha Lakes Police Service	73	69	60	87.0	87.0	2	2.9
Stratford Police Service	53	53	7	13.2	15.1	25	47.2
LaSalle Police Service	0	48	48	100.0	100.0	0	0.0
Port Hope Police Service	49	46	36	78.3	89.1	1	2.2
Greater Sudbury Police Service	34	34	32	94.1	94.1	0	0.0
Perth Police Service	29	29	29	100.0	100.0	0	0.0
Amherstburg Police Service	27	27	27	100.0	100.0	0	0.0
Hanover Police Service	20	20	16	80.0	80.0	0	0.0
Wingham Police Service	19	19	19	100.0	100.0	0	0.0
Saugeen Shores Police Service	18	18	11	61.1	100.0	0	0.0
West Grey Police Service	18	18	18	100.0	100.0	0	0.0
Shelburne Police Service	14	14	14	100.0	100.0	0	0.0
Smith Falls Police Service	7	7	7	100.0	100.0	0	0.0
Espanola Police Service	4	4	3	75.0	100.0	0	0.0
North Bay Police Service	4	4	3	75.0	75.0	0	0.0
Timmins Police Service	3	3	3	100.0	100.0	0	0.0
Total	16,834	16,261	11,693	71.9	75.4	535	3.3

* 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	2,386	2,262	1,867	82.5	88.2	97	4.3
City of Brampton	1,332	1,330	1,329	99.9	100.0	0	0.0
Town of Oakville	684	684	684	100.0	100.0	0	0.0
City of Ottawa - Ottawa Paramedic Services	709	670	559	83.4	95.1	9	1.3
City of Kitchener	639	638	638	100.0	100.0	0	0.0
City of Mississauga	610	605	603	99.7	99.7	0	0.0
Town of Richmond Hill	479	474	467	98.5	99.6	1	0.2
City of Burlington	295	289	288	99.7	100.0	0	0.0
City of Cambridge	221	221	218	98.6	99.1	0	0.0
Town of Aurora	197	197	191	97.0	97.0	4	2.0
Region of Peel	172	169	164	97.0	100.0	0	0.0
City of Greater Sudbury	144	154	140	90.9	98.7	0	0.0
York Region	153	149	141	94.6	96.0	0	0.0
City of Hamilton	153	136	116	85.3	83.8	1	0.7
Corporation City of London	131	130	118	90.8	92.3	0	0.0
The Regional Municipality of Niagara	130	123	122	99.2	100.0	0	0.0
City of Oshawa	109	104	104	100.0	100.0	0	0.0
Town of Halton Hills	93	96	94	97.9	100.0	0	0.0
City of Windsor	100	94	87	92.6	92.6	0	0.0
Town of Markham	95	91	67	73.6	81.3	1	1.1
City of Thunder Bay	92	89	85	95.5	95.5	0	0.0
City of Vaughan	96	88	88	100.0	100.0	0	0.0
City of Peterborough	90	79	67	84.8	100.0	0	0.0
City of Kawartha Lakes	78	78	73	93.6	100.0	2	2.6
Town of Georgina	65	65	64	98.5	98.5	0	0.0
City of Brantford	58	58	52	89.7	96.6	0	0.0
Regional Municipality of Durham	52	48	47	97.9	100.0	0	0.0
City of Sault Ste. Marie	43	43	43	100.0	100.0	0	0.0
Regional Municipality of Waterloo	43	41	40	97.6	97.6	0	0.0
Corporation of the County of Grey	42	40	39	97.5	97.5	0	0.0
Town of Newmarket	38	39	36	92.3	94.9	0	0.0
Town of Bradford West Gwillimbury	38	38	37	97.4	97.4	1	2.6
City of Waterloo	37	37	37	100.0	100.0	0	0.0
Town of Gravenhurst	36	36	33	91.7	94.4	0	0.0
City of Kingston	34	34	33	97.1	97.1	1	2.9
City of Barrie	31	33	29	87.9	90.9	3	9.1
City of North Bay	33	33	32	97.0	100.0	0	0.0

Response Rate Compliance – Municipal

Response Rate Compliance (Municipal Corporations) (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Town of Caledon	35	33	31	93.9	100.0	0	0.0
The Corporation of Haldimand County	34	32	31	96.9	100.0	0	0.0
Town of Whitby	32	32	15	46.9	53.1	2	6.3
Municipality of Chatham-Kent	31	31	31	100.0	100.0	0	0.0
Norfolk County	30	31	26	83.9	83.9	0	0.0
The Corporation of the City of Cornwall	26	26	24	92.3	92.3	0	0.0
The City of Guelph, ON	28	25	20	80.0	100.0	4	16.0
The Regional Municipality of Halton	31	25	21	84.0	96.0	1	4.0
Corporation of the Town of Ajax	23	23	23	100.0	100.0	0	0.0
Municipality of Clarington	23	23	22	95.7	95.7	0	0.0
The Corporation of the Township of Clearview	21	23	21	91.3	100.0	0	0.0
County of Oxford	21	21	21	100.0	100.0	0	0.0
County of Simcoe	19	21	21	100.0	100.0	0	0.0
Town of New Tecumseth	0	17	17	100.0	100.0	0	0.0
The Corporation of the County of Wellington	15	15	15	100.0	100.0	0	0.0
Town of Amherstburg	16	15	9	60.0	100.0	0	0.0
The Corporation of the Township of Seguin	15	14	12	85.7	100.0	0	0.0
Corporation of the Town of Hawkesbury	13	13	13	0.0	100.0	0	0.0
Corporation of the Municipality of Meaford	12	12	11	91.7	100.0	0	0.0
The Corporation of the Town of Bracebridge	12	12	12	100.0	100.0	0	0.0
Town of Collingwood	13	12	12	100.0	100.0	0	0.0
Town of Fort Erie	12	12	10	83.3	100.0	0	0.0
The District Municipality of Muskoka	12	11	11	100.0	100.0	0	0.0
City of Port Colborne	10	10	9	90.0	90.0	0	0.0
Corporation of the Town of Niagara-on-the-Lake	10	10	10	100.0	100.0	0	0.0
The Corporation of the Town of Kingsville	10	10	8	80.0	80.0	0	0.0
Town of Huntsville	11	10	7	70.0	70.0	0	0.0
Township of Springwater	10	10	7	70.0	100.0	0	0.0
The Corporation of Loyalist Township	9	9	9	100.0	100.0	0	0.0
Town of Carleton Place	9	9	3	33.3	33.3	6	66.7
Township of Ramara	9	9	9	100.0	100.0	0	0.0
City of Thorold	8	8	6	75.0	75.0	0	0.0
Town of Penetanguishene	8	8	6	75.0	100.0	0	0.0
Township of King	8	8	8	100.0	100.0	0	0.0
City of Sarnia	8	7	7	100.0	100.0	0	0.0

Response Rate Compliance – Municipal

Response Rate Compliance (Municipal Corporations) (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Stratford	12	7	6	85.7	85.7	1	14.3
The Corporation of the County of Peterborough	7	7	7	100.0	100.0	0	0.0
Township of Adjala-Tosorontio	7	7	7	100.0	100.0	0	0.0
Township of Essa	7	7	7	100.0	100.0	0	0.0
City of St.Thomas	6	6	4	66.7	66.7	0	0.0
Corporation of the County of Lambton	6	6	6	100.0	100.0	0	0.0
Corporation of the Township of Lake of Bays	7	6	5	83.3	100.0	0	0.0
Municipality of Wawa	6	6	5	83.3	83.3	0	0.0
Town of Cobourg	6	6	5	83.3	83.3	0	0.0
Town of Wasaga Beach	6	6	6	100.0	100.0	0	0.0
Corporation of the City of Orillia	8	5	5	100.0	100.0	0	0.0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	5	5	4	80.0	100.0	0	0.0
The Corporation of the City of Brockville	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 Parry Sound	5	5	5	100.0	100.0	0	0.0
Township of Cavan Monaghan	5	5	5	100.0	100.0	0	0.0
United Counties of Leeds and Grenville	4	5	3	60.0	100.0	1	20.0
City of Timmins	4	4	3	75.0	75.0	0	0.0
Corporation of the Municipality of Port Hope	11	4	4	100.0	100.0	0	0.0
Corporation of the Township of Brock	4	4	4	100.0	100.0	0	0.0
County of Hastings	4	4	4	100.0	100.0	0	0.0
Municipality of North Perth	4	4	4	100.0	100.0	0	0.0
Town of Kapuskasing	7	4	4	100.0	100.0	0	0.0
Town of Lincoln	4	4	4	100.0	100.0	0	0.0
Town of Pelham	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 North Dumfries	4	4	4	100.0	100.0	0	0.0
City of Belleville	5	3	2	66.7	100.0	0	0.0
City of Owen Sound	3	3	3	100.0	100.0	0	0.0
Corporation of the County of Brant	3	3	3	100.0	100.0	0	0.0
Corporation of the Municipality of Greenstone	3	3	3	100.0	100.0	0	0.0
Corporation of the Township of Algonquin Highlands	3	3	3	100.0	100.0	0	0.0
County of Elgin	3	3	3	100.0	100.0	0	0.0
The Corporation of Town of Minto	0	3	3	100.0	100.0	0	0.0

Response Rate Compliance – Municipal

Response Rate Compliance (Municipal Corporations) (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Town of Cochrane	3	3	2	66.7	100.0	0	0.0
Town of Lakeshore	4	3	3	100.0	100.0	0	0.0
Town of Mississippi Mills	3	3	3	100.0	100.0	0	0.0
Town of Smiths Falls	3	3	3	100.0	100.0	0	0.0
Town of South Bruce Peninsula	3	3	3	100.0	100.0	0	0.0
Town of Whitchurch-Stouffville	3	3	3	100.0	100.0	0	0.0
Township of Alfred and Plantagenet	3	3	3	100.0	66.7	0	0.0
Township of Carling	3	3	3	100.0	100.0	0	0.0
Township of East Zorra-Tavistock	3	3	3	100.0	100.0	0	0.0
Township of Puslinch	3	3	3	100.0	100.0	0	0.0
Township of Tay	3	3	3	100.0	100.0	0	0.0
Township of Woolwich	3	3	3	100.0	100.0	0	0.0
City of Temiskaming Shores	2	2	2	100.0	100.0	0	0.0
Corporation of the County of Essex	2	2	2	100.0	100.0	0	0.0
County of Bruce	2	2	2	100.0	100.0	0	0.0
County of Frontenac	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 Sioux Lookout	2	2	2	100.0	100.0	0	0.0
Municipality of Thames Centre	2	2	2	100.0	100.0	0	0.0
The Corporation of the Municipality of Brockton	2	2	2	100.0	100.0	0	0.0
The Corporation of the Municipality of Red Lake	2	2	2	100.0	100.0	0	0.0
The Corporation of the Township of Bonfield	2	2	2	100.0	100.0	0	0.0
Town of Arnprior	2	2	2	100.0	100.0	0	0.0
Town of Kearney	0	2	2	100.0	100.0	0	0.0
Township of Blandford-Blenheim	2	2	2	100.0	100.0	0	0.0
Township of Muskoka Lakes	7	2	2	100.0	100.0	0	0.0
Township of Oro-Medonte	2	2	2	100.0	100.0	0	0.0
Township of Perth East	2	2	2	100.0	100.0	0	0.0
Township of Severn	2	2	1	50.0	50.0	0	0.0
Township of Smith-Ennismore-Lakefield	2	2	2	100.0	100.0	0	0.0
Township of Southgate	3	2	2	100.0	100.0	0	0.0
Township of West Lincoln	2	2	1	50.0	50.0	0	0.0
Village of Sundridge	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
Corporation of the Town of Kirkland Lake	1	1	1	100.0	100.0	0	0.0

Response Rate Compliance – Municipal

Response Rate Compliance (Municipal Corporations) (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
County of Huron	1	1	1	100.0	100.0	0	0.0
Halton Community Housing Corporation	1	1	1	100.0	100.0	0	0.0
Municipality of Callander	1	1	1	100.0	100.0	0	0.0
Municipality of Dysart et al	1	1	1	100.0	100.0	0	0.0
Municipality of West Lincoln	1	1	1	100.0	100.0	0	0.0
Municipality of West Grey	1	1	1	100.0	100.0	0	0.0
The Corporation of the City of Kenora	1	1	1	100.0	100.0	0	0.0
The Corporation of the Municipality of Kincardine	1	1	0	0.0	100.0	0	0.0
The Corporation of the Township of Conmee	1	1	1	100.0	100.0	0	0.0
The Corporation of the Township of North Frontenac	1	1	1	100.0	100.0	0	0.0
The Corporation of the Township of Tiny	1	1	1	100.0	100.0	0	0.0
The Municipality of Huron Shores	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 Orangeville	1	1	1	100.0	100.0	0	0.0
Township of Centre Wellington	1	1	1	100.0	100.0	0	0.0
Township of Edwardsburgh/Cardinal	1	1	1	100.0	100.0	0	0.0
Township of Elizabethtown-Kitley	1	1	1	100.0	100.0	0	0.0
Township of Georgian Bluffs	1	1	1	100.0	100.0	0	0.0
Township of Havelock-Belmont-Methuen	1	1	1	100.0	100.0	0	0.0
Township of Malahide	1	1	1	100.0	100.0	0	0.0
Township of McKellar	1	1	0	0.0	0.0	0	0.0
Township of Mcnab/Braeside	1	1	0	0.0	100.0	0	0.0
Township of Melancthon	1	1	1	100.0	100.0	0	0.0
Township of North Dundas	1	1	1	100.0	100.0	0	0.0
Township of Perth South	2	1	1	100.0	100.0	0	0.0
Township of South Stormont	1	1	1	100.0	100.0	0	0.0
Township of The Archipelago	1	1	1	100.0	100.0	0	0.0
Township of Wilmot	1	1	1	100.0	100.0	0	0.0
Village of Merrickville-Wolford	1	1	1	100.0	100.0	0	0.0
Total	10,615	10,352	9,603	92.8	95.7	135	1.3

* 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 (Other Municipal Institutions)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto & Region Conservation Authority	48	48	40	83.3	91.7	0	0.0
Toronto Transit Commission	47	47	43	91.5	93.6	0	0.0
Cochrane DSSAB	23	23	23	100.0	100.0	0	0.0
Municipal Property Assessment Corporation	23	19	13	68.4	100.0	0	0.0
Nottawasaga Valley Conservation Authority	14	14	13	92.9	100.0	0	0.0
Credit Valley Conservation Authority	12	12	12	100.0	100.0	0	0.0
Lake Simcoe Region Conservation Authority	12	12	11	91.7	100.0	0	0.0
Oakville Hydro Electricity Distribution System Inc.	11	11	11	100.0	100.0	0	0.0
Algoma District Services Administration Board	9	9	9	100.0	100.0	0	0.0
Haldimand County Hydro Inc.	7	7	7	100.0	100.0	0	0.0
Hamilton Region Conservation Authority	7	7	7	100.0	100.0	0	0.0
Otonabee Region Conservation Authority	5	5	5	100.0	100.0	0	0.0
St. Thomas Energy Inc.	5	5	5	100.0	100.0	0	0.0
Toronto Hydro-Electric System Limited	7	4	4	100.0	100.0	0	0.0
Cataraqui Region Conservation Authority	3	3	1	33.3	33.3	0	0.0
Long Point Region Conservation Authority	3	3	3	100.0	100.0	0	0.0
Conservation Halton	3	2	2	100.0	100.0	0	0.0
Ganaraska Region Conservation Authority	2	2	2	100.0	100.0	0	0.0
London Transit Commission	2	2	2	100.0	100.0	0	0.0
Rideau Valley Conservation Authority	2	2	1	50.0	100.0	0	0.0
Toronto Public Library	3	2	2	100.0	100.0	0	0.0
Board of Governors of Exhibition Place	1	1	1	100.0	100.0	0	0.0
Festival Hydro Inc.	1	1	1	100.0	100.0	0	0.0
Toronto Hydro Corporation	3	1	1	100.0	100.0	0	0.0
Sault Ste. Marie Region Conservation Authority	1	0	0	0.0	0.0	0	0.0
Total	254	242	219	90.5	96.3	0	0.0

Summary of Appeals: 2011 vs 2010

	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

	2010 General Records Appeals			2010 Personal Information Appeals			2010 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	328	306	634	121	222	343	449	528	977
Closed	257	302	559	139	218	357	396	520	916

General Records and Personal Information

Issues in Appeals Opened

	Provincial	%	Municipal	%	Total	%
Exemptions only	184	29.6	258	43.6	442	36.4
Third Party	170	27.3	23	3.9	193	15.9
Act Does Not Apply	54	8.5	49	8.4	103	8.5
Reasonable Search	44	7.1	57	9.6	101	8.3
Deemed Refusal	39	6.3	50	8.4	89	7.3
Exemptions with Other Issues	27	4.3	62	10.5	89	7.3
Other	30	4.8	29	4.9	59	4.9
Interim Decision	26	4.2	23	3.9	49	4.0
Time Extension	20	3.2	6	1.0	26	2.1
Frivolous or Vexatious	2	0.3	12	2.0	14	1.2
Fee and Fee Waiver	5	0.8	7	1.2	12	1.0
Correction	4	0.6	6	1.0	10	0.8
Fee	4	0.6	5	0.8	9	0.7
Failure to Disclose	6	1.0	1	0.2	7	0.6
Custody or Control	2	0.3	2	0.3	4	0.3
Fee Waiver	3	0.5	1	0.2	4	0.3
Inadequate Decision	2	0.3	0	0.0	2	0.2
Transfer	1	0.2	0	0.0	1	0.1
Total	623	100.0	591	100.0	1214	100.0

Appeals

General Records and Personal Information

Types of Appellants in Appeals Opened

	Provincial	%	Municipal	%	Total	%
Individual	413	66.3	500	84.6	913	75.2
Business	146	23.4	62	10.5	208	17.1
Media	17	2.7	18	3.0	35	2.9
Union	25	4.0	2	0.3	27	2.2
Association/Group	9	1.4	7	1.2	16	1.3
Government	7	1.1	1	0.2	8	0.7
Academic/Researcher	3	0.5	1	0.2	4	0.3
Politician	3	0.5	0	0.0	3	0.2
Total	623	100.0	591	100.0	1214	100.0

Number of Appeals Closed Other than by Order, by Outcome

	Provincial	%	Municipal	%	Total	%
Mediated in Full	249	63.4	329	73.9	578	69.0
Withdrawn	71	18.1	54	12.1	125	14.9
Screened out	53	13.5	51	11.5	104	12.4
Abandoned	14	3.6	9	2.0	23	2.7
Dismissed without Inquiry/Review/Order	6	1.5	2	0.4	8	1.0
Total	393	100.0	445	100.0	838	100.0

*PA08-92 closed by Court Order

Number of Appeals Closed by Order, by Order Outcome

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	40	44.4	41	43.2	81	43.8
Head's decision partially upheld	32	35.6	26	27.4	58	31.4
Head's decision not upheld	10	11.1	16	16.8	26	14.1
Other	8	8.9	11	11.6	19	10.3
Letter Order*	0	0.0	1	1.1	1	0.5
Total	90	100.0	95	100.0	185	100.0

* MA10-210 closed by Letter Order, December 13, 2011.

General Records and Personal Information

Outcome of Appeals by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	138	40.9	426	97.7	14	5.6	578	56.5
Order Issued	4	1.2	1	0.2	180	72.0	185	18.1
Withdrawn	82	24.3	5	1.1	38	15.2	125	12.2
Screened out	104	30.9	0	0.0	0	0.0	104	10.2
Abandoned	9	2.7	4	0.9	10	4.0	23	2.2
Dismissed without Inquiry/Re-view/Order	0	0.0	0	0.0	8	3.2	8	0.8
Total	337	100.0	436	100.0	250	100.0	1023	100.0

Provincial Ministry Appeals Opened by Ministry Name

Ministry	No.	%
Ministry of Health and Long-Term Care	151	33.6
Ministry of Community Safety and Correctional Services	123	27.4
Ministry of Government Services	25	5.6
Ministry of the Attorney General	24	5.3
Ministry of Natural Resources	19	4.2
Ministry of the Environment	19	4.2
Ministry of Community and Social Services	15	3.3
Ministry of Labour	12	2.7
Ministry of Transportation	12	2.7
Ministry of Northern Development, Mines and Forestry	8	1.8
Ministry of Training, Colleges & Universities	8	1.8
Ministry of Children and Youth Services	5	1.1
Ministry of Education	5	1.1
Ministry of Finance	5	1.1
Ministry of Infrastructure	4	0.9
Ministry of Tourism, Culture and Sport	4	0.9
Ministry of Economic Development and Trade	3	0.7
Ministry of Aboriginal Affairs	2	0.4
Ministry of Municipal Affairs and Housing	2	0.4
Ministry of Research and Innovation	1	0.2
Total	449	100.0

Appeals

General Records and Personal Information

Provincial Agency Appeals Opened by Agency Name

Agency	No.	%
University of Ottawa	17	9.8
Ontario Lottery and Gaming Corporation	10	5.8
Archives of Ontario	8	4.6
Alcohol and Gaming Commission	7	4.0
Ontario Infrastructure and Lands Corporation	7	4.0
Office of the Public Guardian and Trustee	6	3.5
Seneca College of Applied Arts and Technology	6	3.5
Financial Services Commission of Ontario	5	2.9
Infrastructure Ontario	5	2.9
Legal Aid Ontario	5	2.9
McMaster University	5	2.9
Ontario Power Generation	5	2.9
Workplace Safety and Insurance Board	5	2.9
Canadore College of Applied Arts and Technology	4	2.3
Mohawk College of Applied Arts and Technology	4	2.3
Ontario Heritage Trust	4	2.3
Algonquin College	3	1.7
Carleton University	3	1.7
Fanshawe College of Applied Arts and Technology	3	1.7
George Brown College of Applied Arts and Technology	3	1.7
Human Rights Tribunal of Ontario	3	1.7
Hydro One	3	1.7
Ontario Power Authority	3	1.7
Cabinet Office	2	1.2
Centennial College of Applied Arts and Technology	2	1.2
Durham College of Applied Arts and Technology	2	1.2
Georgian College of Applied Arts and Technology	2	1.2
La Cité collégiale	2	1.2
Metrolinx	2	1.2
Ontario College of Art & Design	2	1.2
Ryerson University	2	1.2
University of Guelph	2	1.2
University of Toronto	2	1.2
University of Western Ontario	2	1.2
Brock University	1	0.6
Cambrian College of Applied Arts and Technology	1	0.6

General Records and Personal Information

Champlain Local Health Integration Network	1	0.6
Conestoga College of Applied Arts and Technology	1	0.6
Confederation College of Applied Arts and Technology	1	0.6
Consent and Capacity Board	1	0.6
Fleming College	1	0.6
Health Professions Appeal and Review Board	1	0.6
Humber College of Applied Arts and Technology	1	0.6
Lambton College of Applied Arts and Technology	1	0.6
Liquor Control Board of Ontario	1	0.6
Loyalist College of Applied Arts and Technology	1	0.6
Metro Toronto Convention Centre	1	0.6
Niagara College of Applied Arts and Technology	1	0.6
North East Local Health Integration Network	1	0.6
Northern College of Applied Arts and Technology	1	0.6
Office of the Independent Police Review Director	1	0.6
Ontario Labour Relations Board	1	0.6
Ontario Securities Commission	1	0.6
Ontario Seniors' Secretariat	1	0.6
Queen's University	1	0.6
Sault College of Applied Arts and Technology	1	0.6
Sheridan College Institute of Technology and Advanced Learning	1	0.6
St. Clair College of Applied Arts and Technology	1	0.6
St. Lawrence College of Applied Arts and Technology	1	0.6
Waterloo Wellington LHIN	2	0.6
York University	1	0.6
Total	174	100.0

Municipal Police Services Appeals Opened by Police Service Name

Police Service	No.	%
Toronto Police Services Board	82	29.8
Halton Regional Police Services Board	34	12.4
Hamilton Police Services Board	22	8.0
Ottawa Police Services Board	19	6.9
York Regional Police Services Board	19	6.9
Peel Regional Police Services Board	16	5.8
Durham Regional Police Services Board	14	5.1
Guelph Police Services Board	14	5.1

Appeals

General Records and Personal Information

London Police Services Board	9	3.3
Waterloo Regional Police Services Board	7	2.5
Peterborough Lakefield Community Police Services Board	5	1.8
Belleville Police Services Board	4	1.5
Barrie Police Services Board	3	1.1
Sarnia Police Services Board	3	1.1
Sault Ste. Marie Police Services Board	3	1.1
South Simcoe Police Services Board	3	1.1
Windsor Police Services Board	3	1.1
Kingston Police Services Board	2	0.7
Niagara Regional Police Services Board	2	0.7
The Greater Sudbury Police Services Board	2	0.7
Thunder Bay Police Services Board	2	0.7
Brockville Police Services Board	1	0.4
Cornwall Community Police Services Board	1	0.4
Pembroke Police Services Board	1	0.4
Smiths Falls Police Services Board	1	0.4
St. Thomas Police Services Board	1	0.4
Timmins Police Services Board	1	0.4
West Nipissing Police Services Board	1	0.4
Total	275	100.0

General Records and Personal Information

Municipal School Boards Appeals Opened by Board Name

School Board	No.	%
Toronto District School Board	9	22.5
Hamilton-Wentworth District School Board	8	20.0
Thames Valley District School Board	4	10.0
Renfrew County District School Board	3	7.5
Algoma District School Board	2	5.0
Brant-Haldimand Norfolk Catholic District School Board	2	5.0
London District Catholic School Board	2	5.0
York Catholic District School Board	2	5.0
Algonquin and Lakeshore Catholic District School Board	1	2.5
Halton Catholic District School Board	1	2.5
Hastings and Prince Edward District School Board	1	2.5
Near North District School Board	1	2.5
Ottawa-Carleton District School Board	1	2.5
Renfrew County Catholic District School Board	1	2.5
Toronto Catholic District School Board	1	2.5
Waterloo Region District School Board	1	2.5
Total	40	100.0

Municipal Corporation Appeals Opened by Municipality Name

Municipality	No.	%
City of Toronto	48	21.2
City of Greater Sudbury	16	7.1
City of Ottawa	12	5.3
City of Hamilton	10	4.4
City of Windsor	8	3.5
Regional Municipality of Peel	7	3.1
City of Kawartha Lakes	5	2.2
Town of Richmond Hill	5	2.2
Corporation of the City of Orillia	4	1.8
The Corporation of the City of Cambridge	4	1.8
The Corporation of the Town of Markham	4	1.8
Town of Amherstburg	4	1.8
Town of Penetanguishene	4	1.8
City of Burlington	3	1.3

Appeals

General Records and Personal Information

Municipal Corporation Appeals Opened by Municipality Name (continued)

Municipality	No.	%
City of Kingston	3	1.3
City of Vaughan	3	1.3
Corporation of the City of Brantford	3	1.3
Regional Municipality of Waterloo	3	1.3
The Corporation of the City of London	3	1.3
Town of Kapuskasing	3	1.3
City of Brampton	2	0.9
City of Cornwall	2	0.9
City of Mississauga	2	0.9
City of St. Catharines	2	0.9
City of Thunder Bay	2	0.9
City of Woodstock	2	0.9
Corporation of the County of Essex	2	0.9
County of Simcoe	2	0.9
Haldimand County	2	0.9
Municipality of Clarington	2	0.9
The Corporation of the Town of Whitby	2	0.9
Town of Carleton Place	2	0.9
Town of Fort Erie	2	0.9
Town of LaSalle	2	0.9
Township of Clearview	2	0.9
Township of Georgian Bay	2	0.9
Township of North Glengarry	2	0.9
City of Belleville	1	0.4
City of Dryden	1	0.4
City of Kitchener	1	0.4
City of North Bay	1	0.4
City of Stratford	1	0.4
City of Waterloo	1	0.4
Corporation of the City of Clarence-Rockland	1	0.4
County of Lanark	1	0.4
County of Norfolk	1	0.4
Municipality of Chatham-Kent	1	0.4
Municipality of Meaford	1	0.4
Municipality of Port Hope	1	0.4

General Records and Personal Information

Municipal Corporation Appeals Opened by Municipality Name (continued)

Municipality	No.	%
Municipality of West Elgin	1	0.4
Regional Municipality of Durham	1	0.4
Regional Municipality of Halton	1	0.4
The City of Temiskaming Shores	1	0.4
The Corporation of the City of Barrie	1	0.4
The Corporation of the City of St. Thomas	1	0.4
The Corporation of the Town of Cobourg	1	0.4
The Regional Municipality of York	1	0.4
The Township of Woolwich	1	0.4
Town of Aurora	1	0.4
Town of Erin	1	0.4
Town of Gananoque	1	0.4
Town of Gravenhurst	1	0.4
Town of Halton Hills	1	0.4
Town of Innisfil	1	0.4
Town of Lincoln	1	0.4
Town of Midland	1	0.4
Town of New Tecumseth	1	0.4
Town of Oakville	1	0.4
Township of Hamilton	1	0.4
Township of Horton	1	0.4
Township of Rideau Lakes	1	0.4
Township of Seguin	1	0.4
Township of Severn	1	0.4
Township of Uxbridge	1	0.4
Township of Whitewater Region	1	0.4
United Counties of Leeds and Grenville	1	0.4
United Counties of Prescott and Russell	1	0.4
Total	226	100.0

Appeals

General Records and Personal Information

Other Types of Municipal Appeals Opened by Institution Name

Institution	No.	%
Toronto Community Housing Corporation	16	31.4
Toronto Transit Commission	8	15.7
Hamilton Entertainment and Convention Facilities Inc.	3	5.9
Local Services Board of Britt-Byng Inlet	3	5.9
Exhibition Place	2	3.9
Festival Hydro Services Inc.	2	3.9
Nottawasaga Valley Conservation Authority	2	3.9
Windsor Essex Community Housing Corporation	2	3.9
Build Toronto Inc.	1	2.0
Festival Hydro Inc.	1	2.0
Fort Erie Economic Development Corporation	1	2.0
Hydro Ottawa Limited	1	2.0
Markham Public Library	1	2.0
Nickel District Conservation Authority	1	2.0
Peterborough County & City Health Unit	1	2.0
Renfrew County Joint Transportation Consortium	1	2.0
Sony Centre for the Performing Arts	1	2.0
Sudbury & District Health Unit	1	2.0
Toronto Parking Authority	1	2.0
Toronto Public Library Board	1	2.0
Total	50	100.0

General Records and Personal Information

Appeals Opened by Representative Type

	No.	%
Self-represented	897	73.9
Lawyer	292	24.1
Agent	25	2.0
Total	1214	100.0

Mandatory Fees Collected by IPC for General Records Appeals Closed in 2010

Fees	Number of Appeals	Total
\$25.00	456	\$11,400.00
\$10.00	311	\$4,560.00
Total	767	\$15,960.00

Privacy Complaints

Summary of Privacy Complaints – 2010 vs. 2011

	2010 Privacy Complaints				2011 Privacy Complaints			
	Provincial	Municipal	Non-jurisdictional	Total	Provincial	Municipal	Non-jurisdictional	Total
Opened	127	125	0	252	131	135	0	266
Closed	130	137	0	267	129	148	0	277

Number of Privacy Complaints Closed 2002-2011

Year	Provincial	Municipal	Non-jurisdictional	Total
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
2002	54	38	7	99

Privacy Complaints Closed by Type of Resolution

	Provincial	%	Municipal	%	Non-Juris	%	Total	%
Resolved	88	68.2	92	62.2	0	0.0	180	65.0
Screened out	20	15.5	25	16.9	0	0.0	45	16.2
Withdrawn	14	10.9	15	10.1	0	0.0	29	10.5
Abandoned	6	4.7	9	6.1	0	0.0	15	5.4
Report	1	0.8	7	4.7	0	0.0	8	2.9
Total	129	100.0	148	100.0	0	0.0	277	100.0

Source of Complaints

	Provincial	%	Municipal	%	Non-Juris	%	Total	%
Individual	69	53.5	97	65.5	0	0.0	166	59.9
IPC Commissioner initiated	4	3.1	7	4.7	0	0.0	11	4.0
Self-reported Breaches	56	43.4	44	29.7	0	0.0	100	36.1
Total	129	100.0	148	100.0	0	0.0	277	100.0

Privacy Complaints by Type of Resolution and Stage Closed

	Intake	%	Investigation	%	Total	%
Resolved	156	64.2	24	70.6	180	65.0
Screened out	45	18.5	0	0.0	45	16.2
Withdrawn	27	11.1	2	5.9	29	10.5
Abandoned	15	6.2	0	0.0	15	5.4
Report	0	0.0	8	23.5	8	2.9
Total	243	100.0	34	100.0	277	100.0

Issues* In Privacy Complaints

	Provincial	%	Municipal	%	Non-Juris	%	Total	%
Disclosure	73	74.5	66	54.1	0	0.0	139	63.2
Security	12	12.2	15	12.3	0	0.0	27	12.3
Collection	3	3.1	14	11.5	0	0.0	17	7.7
Use	1	1.0	9	7.4	0	0.0	10	4.5
General privacy issue	3	3.1	5	4.1	0	0.0	8	3.6
Notice of collection	0	0.0	5	4.1	0	0.0	5	2.3
Access	3	3.1	1	0.8	0	0.0	4	1.8
Disposal	1	1.0	2	1.6	0	0.0	3	1.4
Personal information	1	1.0	2	1.6	0	0.0	3	1.4
Consent	1	1.0	1	0.8	0	0.0	2	0.9
Retention	0	0.0	1	0.8	0	0.0	1	0.5
Right of correction	0	0.0	1	0.8	0	0.0	1	0.5
Total	98	100.0	122	100.0	0	0.0	220	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	%	Non-Juris	%	Total	%
Resolved - Finding not necessary	82	83.7	84	68.9	0	0.0	166	75.5
Complied in Full	3	3.1	20	16.4	0	0.0	23	10.5
Act does not apply	9	9.2	12	9.8	0	0.0	21	9.5
Not Complied	3	3.1	6	4.9	0	0.0	9	4.1
Unable to conclude	1	1.0	0	0.0	0	0.0	1	0.5
Total	98	100.0	122	100.0	0	0.0	220	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.

* Note: Percentage figures in this report are rounded off, so percentage columns may not add up to 100.0%.

Personal Health Information Protection Act (PHIPA)

Summary of PHIPA Complaints: 2011 vs. 2010

	2010					2011				
	Access / Correction	Collection/ Use/ Disclosure	Self-Reported Breach	IPC - initiated	Total	Access / Correction	Collection/ Use/ Disclosure	Self-Reported Breach	IPC - initiated	Total
Opened	100	62	95	31	288	123	64	135	24	346
Closed	112	59	98	22	291	109	64	123	27	323

Type of PHIPA Complaint Files Opened in 2011

	Access/Correction		Collection/Use/Disclosure				Total			
	Access/Correction	%	Individual	%	Self-reported Breach	%	IPC-initiated	%	Total	%
Public Hospital	52	42.3	26	40.6	77	57.0	5	20.8	160	46.2
Doctor	17	13.8	7	10.9	4	3.0	10	41.7	38	11.0
Clinic	12	9.8	6	9.4	14	10.4	3	12.5	35	10.1
Community or Mental Health Centre, Program or Service	6	4.9	5	7.8	19	14.1	3	12.5	33	9.5
Other Health Care Professional	7	5.7	2	3.1	6	4.4	0	0.0	15	4.3
Community Care Access Centre	3	2.4	2	3.1	2	1.5	0	0.0	7	2.0
Ministry of Health and Long-Term Care	5	4.1	2	3.1	0	0.0	0	0.0	7	2.0
Long-Term Care Facility	4	3.3	0	0.0	1	0.7	1	4.2	6	1.7
Nursing Home	4	3.3	2	3.1	0	0.0	0	0.0	6	1.7
Agent	4	3.3	0	0.0	0	0.0	0	0.0	4	1.2
Ambulance Services	0	0.0	1	1.6	3	2.2	0	0.0	4	1.2
Board of Health	0	0.0	1	1.6	2	1.5	0	0.0	3	0.9
Laboratory	0	0.0	0	0.0	2	1.5	1	4.2	3	0.9
Other	0	0.0	2	3.1	1	0.7	0	0.0	3	0.9
Other Prescribed Person	2	1.6	1	1.6	0	0.0	0	0.0	3	0.9
Pharmacy	1	0.8	2	3.1	0	0.0	0	0.0	3	0.9
Dentist	0	0.0	2	3.1	0	0.0	0	0.0	2	0.6
Minister of Health	1	0.8	0	0.0	0	0.0	1	4.2	2	0.6
Psychologist	1	0.8	0	0.0	1	0.7	0	0.0	2	0.6
Care Home - Tenant Protection	1	0.8	0	0.0	0	0.0	0	0.0	1	0.3
Charitable Home for the Aged	0	0.0	0	0.0	1	0.7	0	0.0	1	0.3
Home or Joint Home (Aged or Rest)	1	0.8	0	0.0	0	0.0	0	0.0	1	0.3
Independent Health Facility	0	0.0	1	1.6	0	0.0	0	0.0	1	0.3
Institution - Mental Hospitals Act	0	0.0	1	1.6	0	0.0	0	0.0	1	0.3

Type of PHIPA Complaint Files Opened in 2011 (continued)

	Access/Correction		Collection/Use/Disclosure						Total	
		%	Individual	%	Self-reported Breach	%	IPC-initiated	%		%
Nurse	0	0.0	1	1.6	0	0.0	0	0.0	1	0.3
Physiotherapist	0	0.0	0	0.0	1	0.7	0	0.0	1	0.3
Prescribed Entities	0	0.0	0	0.0	1	0.7	0	0.0	1	0.3
Radiological Technician	1	0.8	0	0.0	0	0.0	0	0.0	1	0.3
Social Worker	1	0.8	0	0.0	0	0.0	0	0.0	1	0.3
Total	123	100.0	64	100.0	135	100.0	24	100.0	346	100.0

Outcome of Access/Correction Complaints by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	40	58.0	31	86.1	0	0.0	71	65.1
Withdrawn	18	26.1	3	8.3	0	0.0	21	19.3
Screened out	8	11.6	0	0.0	0	0.0	8	7.3
Dismissed without Inquiry/Review/Order	0	0.0	1	2.8	4	100.0	5	4.6
Abandoned	3	4.3	1	2.8	0	0.0	4	3.7
Order Issued	0	0.0	0	0.0	0	0.0	0	0.0
Total	69	100.0	36	100.0	4	100.0	109	100.0

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	43	75.4	2	33.33	0	0.0	45	70.3
Screened out	11	19.3	0	0.0	0	0.0	11	17.2
Dismissed without Inquiry/Review	0	0.0	4	66.66	1	100.0	5	7.8
Withdrawn	3	5.3	0	0.0	0	0.0	3	4.7
Total	57	100.0	6	10.0	1	100.0	64	100.0

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

	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	24	100.0	2	66.7	0	0.0	26	96.3
Dismissed without Inquiry/Review	0	0.0	1	33.3	0		1	3.7
Total	24	100.0	3	100.0	0	0.0	27	100.0

Outcome of Self-reported Breaches by Stage Closed

	Intake	%	Informal Resolution	%	Adjudication	%	Total	%
Resolved	114	100.0	8	100.0	0	0.0	122	99.2
Order Issued*	0	0.0	0	0.0	1	100.0	1	0.9
Total	114	100.0	8	100.0	1	100.0	123	100.0

* File HR11-45 closed by order HO-011.

Access/Correction Complaints Closed by Issue*

	No.	%
Deemed Refusal	22	20.2
Fee	13	11.9
Correction	11	10.1
No Written Request	11	10.1
Exemptions only	10	9.2
Reasonable Search	9	8.3
Status as Representative	7	6.4
Failure to Provide Access	6	5.5
Other	5	4.6
Act Does Not Apply	4	3.7
Fee and Fee Waiver	4	3.7
Not Personal Health Information	3	2.8
Exemptions with Other Issues	2	1.8
Inadequate Decision	1	0.9
Lock Box	1	0.9
Total	109	100.0

* To better capture the types of files processed, the following new issues have been added for 2011:

- No Written Request
- Status as Representative
- Not Personal Health Information
- Lockbox

**INFORMATION AND PRIVACY
COMMISSIONER OF ONTARIO
2011 ANNUAL REPORT**

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