



FOCUS ONTARIO

A YEAR OF OUTREACH,
ENGAGEMENT AND
COLLABORATION



Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
protection de la vie privée de l'Ontario

2015 STATISTICS

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Requests by the Public under *FIPPA/MFIPPA*

There were 59,810 freedom of information (FOI) requests filed across Ontario in 2015, not quite a 0.4% decrease over 2014 where 60,036 were filed.

TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

| | Personal Information | General Records | Total |
|--------------|----------------------|-----------------|---------------|
| Municipal | 18,492 | 18,367 | 36,859 |
| Provincial | 7,367 | 15,584 | 22,951 |
| Total | 25,859 | 33,951 | 59,810 |

TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

| | Personal Information | General Records | Total |
|--------------|----------------------|-----------------|---------------|
| Municipal | 18,049 | 18,037 | 36,086 |
| Provincial | 7,267 | 14,715 | 21,982 |
| Total | 25,316 | 32,752 | 58,068 |

TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

| Source | Municipal | Provincial | Total |
|-------------------------|---------------|---------------|---------------|
| Individual/Public | 22,861 | 3,656 | 26,517 |
| Individual by Agent | 7,366 | 6,268 | 13,634 |
| Business | 3,762 | 10,343 | 14,105 |
| Academic/Researcher | 107 | 131 | 238 |
| Association/Group | 282 | 536 | 818 |
| Media | 558 | 585 | 1,143 |
| Government (all levels) | 490 | 342 | 832 |
| Other | 660 | 121 | 781 |
| Total | 36,086 | 21,982 | 58,068 |

OUTCOME OF REQUESTS BY JURISDICTION*

| | Municipal | Provincial | Total |
|----------------------------------------------------|---------------|---------------|---------------|
| All Information Disclosed | 11,220 | 5,175 | 16,395 |
| Information Disclosed in Part | 17,853 | 7,526 | 25,379 |
| No Information Disclosed | 3,250 | 1,444 | 4,694 |
| No Responsive Records Exist | 2,193 | 5,392 | 7,585 |
| Request Withdrawn, Abandoned or Non-Jurisdictional | 1,684 | 2,475 | 4,159 |
| Total | 36,200 | 22,012 | 58,212 |

* 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

ACCESS

TOTAL FEES COLLECTED AND WAIVED BY JURISDICTION

| | Municipal | Provincial | Total |
|----------------------------------|----------------------|----------------------|------------------------|
| Total Application Fees Collected | \$ 184,471.30 | \$ 120,561.76 | \$ 305,033.06 |
| Total Additional Fees Collected | \$ 450,105.67 | \$ 545,697.96 | \$ 995,803.63 |
| Total | \$ 634,576.97 | \$ 666,259.72 | \$ 1,300,836.69 |
| Total Fees Waived | \$ 44,533.93 | \$ 24,146.20 | \$ 68,680.13 |

AVERAGE COST OF MUNICIPAL REQUESTS

| | 2011 | 2012 | 2013 | 2014 | 2015 |
|----------------------|----------|----------|----------|----------|----------|
| Personal Information | \$ 8.83 | \$ 9.67 | \$ 8.24 | \$ 8.86 | \$ 9.49 |
| General Records | \$ 24.22 | \$ 27.30 | \$ 28.09 | \$ 26.03 | \$ 25.69 |

AVERAGE COST OF PROVINCIAL REQUESTS

| | 2011 | 2012 | 2013 | 2014 | 2015 |
|----------------------|----------|----------|----------|----------|----------|
| Personal Information | \$ 11.35 | \$ 4.98 | \$ 6.04 | \$ 4.47 | \$ 13.37 |
| General Records | \$ 41.39 | \$ 41.99 | \$ 40.57 | \$ 41.48 | \$ 38.67 |

Provincial Compliance

OVERALL PROVINCIAL COMPLIANCE:

30-day: 82.2%
Extended: 88.6%
Over 90 days: 6.3%

TOP 10 PROVINCIAL INSTITUTIONS

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Over 90 Days | % |
|------------------------------------------------------|-------------------|--------------------|----------------|---------------|-----------------------|------|
| Ministry of the Environment and Climate Change | 7,858 | 7,121 | 5,732 | 5,732 | 696 | 9.8 |
| Ministry of Community Safety & Correctional Services | 5,727 | 5,989 | 5,247 | 87.6 | 250 | 4.2 |
| Ministry of Community & Social Services | 2,816 | 2,530 | 1,874 | 74.1 | 136 | 5.4 |
| Ministry of Labour | 973 | 934 | 791 | 84.7 | 25 | 2.7 |
| Ministry of Government and Consumer Services | 554 | 529 | 468 | 88.5 | 15 | 2.8 |
| Ministry of the Attorney General | 511 | 506 | 479 | 94.7 | 2 | 0.4 |
| Landlord and Tenant Board | 473 | 464 | 459 | 98.9 | 0 | 0.0 |
| Ministry of Transportation | 402 | 400 | 332 | 83.0 | 8 | 2.0 |
| LCBO | 222 | 228 | 217 | 95.2 | 1 | 0.4 |
| Ministry of Health and Long-Term Care | 227 | 224 | 128 | 57.1 | 36 | 16.1 |

* 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 INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES AND HOSPITALS)

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------------------------------------------|-------------------|--------------------|----------------|-------|-----------------------|--------------|------|
| Ministry of the Environment and Climate Change | 7,858 | 7,121 | 5,732 | 80.5 | 82.4 | 696 | 9.8 |
| Ministry of Community Safety & Correctional Services | 5,727 | 5,989 | 5,247 | 87.6 | 92.4 | 250 | 4.2 |
| Ministry of Community & Social Services | 2,816 | 2,530 | 1,874 | 74.1 | 82.8 | 136 | 5.4 |
| Ministry of Labour | 973 | 934 | 791 | 84.7 | 92.5 | 25 | 2.7 |
| Ministry of Government and Consumer Services | 554 | 529 | 468 | 88.5 | 96.0 | 15 | 2.8 |
| Ministry of the Attorney General | 511 | 506 | 479 | 94.7 | 97.8 | 2 | 0.4 |
| Landlord and Tenant Board | 473 | 464 | 459 | 98.9 | 98.9 | 0 | 0.0 |
| Ministry of Transportation | 402 | 400 | 332 | 83.0 | 92.8 | 8 | 2.0 |
| LCBO | 222 | 228 | 217 | 95.2 | 96.9 | 1 | 0.4 |
| Ministry of Health and Long-Term Care | 227 | 224 | 128 | 57.1 | 73.2 | 36 | 16.1 |
| Ontario Power Generation Inc. | 179 | 179 | 117 | 65.4 | 100.0 | 37 | 20.7 |
| Ministry of Training, Colleges and Universities | 147 | 142 | 135 | 95.1 | 100.0 | 1 | 0.7 |
| Ministry of Natural Resources and Forestry | 127 | 139 | 87 | 62.6 | 92.8 | 8 | 5.8 |
| Ministry of Finance | 129 | 124 | 95 | 76.6 | 92.7 | 13 | 10.5 |
| Ontario Lottery and Gaming Corporation | 121 | 124 | 110 | 88.7 | 100.0 | 5 | 4.0 |
| Human Rights Tribunal of Ontario | 108 | 102 | 96 | 94.1 | 95.1 | 0 | 0.0 |
| Workplace Safety and Insurance Board | 94 | 91 | 89 | 97.8 | 97.8 | 0 | 0.0 |
| Ministry of Education | 82 | 81 | 72 | 88.9 | 100.0 | 1 | 1.2 |
| Independent Electricity System Operator | 88 | 74 | 22 | 29.7 | 97.3 | 28 | 37.8 |
| Ministry of Energy | 71 | 59 | 25 | 42.4 | 67.8 | 17 | 28.8 |
| Cabinet Office | 50 | 51 | 39 | 76.5 | 100.0 | 0 | 0.0 |
| Metrolinx | 56 | 50 | 25 | 50.0 | 70.0 | 9 | 18.0 |
| Ontario Human Rights Commission | 48 | 48 | 48 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto Organizing Committee for the 2015 Pan American and Parapan American Games | 43 | 48 | 9 | 18.8 | 100.0 | 25 | 52.1 |
| Ministry of Municipal Affairs and Housing | 55 | 46 | 42 | 91.3 | 91.3 | 1 | 2.2 |
| Ministry of Children & Youth Services | 52 | 44 | 33 | 75.0 | 88.6 | 4 | 9.1 |
| Ministry of Agriculture, Food and Rural Affairs | 34 | 42 | 24 | 57.1 | 95.2 | 9 | 21.4 |
| Ministry of Citizenship, Immigration and International Trade | 41 | 37 | 31 | 83.8 | 97.3 | 1 | 2.7 |
| Ministry of Tourism, Culture and Sport | 35 | 37 | 19 | 51.4 | 86.5 | 6 | 16.2 |
| Legal Aid Ontario | 36 | 35 | 33 | 94.3 | 100.0 | 0 | 0.0 |
| Ministry of Economic Development, Employment and Infrastructure | 43 | 33 | 20 | 60.6 | 100.0 | 0 | 0.0 |
| Infrastructure Ontario | 32 | 27 | 16 | 59.3 | 100.0 | 1 | 3.7 |

RESPONSE RATE COMPLIANCE (PROVINCIAL INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES AND HOSPITALS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended Compliance%* | Over 90 Days | % |
|-------------------------------------------------------------------|----------------------|-----------------------|-------------------|-----------------|--------------------------|-----------------|------|
| Ministry of Northern Development and Mines | 20 | 27 | 7 | 25.9 | 48.1 | 14 | 51.9 |
| Trillium Gift of Life Network | 25 | 22 | 19 | 86.4 | 86.4 | 0 | 0.0 |
| Financial Services Commission of Ontario | 19 | 21 | 16 | 76.2 | 90.5 | 3 | 14.3 |
| Ontario Agency for Health Protection and Promotion | 19 | 20 | 16 | 80.0 | 100.0 | 2 | 10.0 |
| Ontario Securities Commission | 14 | 15 | 6 | 40.0 | 93.3 | 1 | 6.7 |
| Pay Equity Commission | 14 | 14 | 14 | 100.0 | 100.0 | 0 | 0.0 |
| Pan/Parapan American Games Secretariat | 13 | 14 | 7 | 50.0 | 100.0 | 0 | 0.0 |
| Treasury Board Secretariat | 11 | 10 | 6 | 60.0 | 100.0 | 2 | 20.0 |
| Ontario Clean Water Agency | 10 | 10 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Ministry of Research and Innovation | 11 | 9 | 2 | 22.2 | 100.0 | 1 | 11.1 |
| ORNGE | 6 | 8 | 6 | 75.0 | 100.0 | 0 | 0.0 |
| Ontario Financing Authority | 9 | 6 | 4 | 66.7 | 83.3 | 0 | 0.0 |
| Ontario Energy Board | 8 | 6 | 2 | 33.3 | 100.0 | 0 | 0.0 |
| Ontario Electricity Financial Corporation | 6 | 6 | 5 | 83.3 | 83.3 | 0 | 0.0 |
| Criminal Injuries Compensation Board | 17 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| The Niagara Parks Commission | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Ministry of Aboriginal Affairs | 6 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Agricorp | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| North East Local Health Integration Network | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Tourism Marketing Partnership Corporation | 4 | 4 | 3 | 75.0 | 100.0 | 1 | 25.0 |
| eHealth Ontario | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| North Simcoe Muskoka Local Health Integration Network | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Labour Relations Board | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Media Development Corporation | 5 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Cancer Care Ontario | 2 | 2 | 1 | 50.0 | 50.0 | 0 | 0.0 |
| Central East Local Health Integration Network | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Consent and Capacity Board | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Education Quality and Accountability Office | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Hamilton Niagara Haldimand Brant Local Health Integration Network | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Niagara Escarpment Commission | 2 | 2 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Office of Francophone Affairs | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Erie St. Clair LHIN | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Health Professions Appeal and Review Board | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (PROVINCIAL INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES AND HOSPITALS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|---------------------------------------------|-------------------|--------------------|----------------|-------------|-----------------------|--------------|------------|
| Health Services Appeal and Review Board | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Health Quality Council | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Review Board | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Seniors' Secretariat | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Women's Directorate | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Public Service Grievance Board | 1 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| South East Local Health Integration Network | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto Central LHIN | 1 | 1 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Ministry of Intergovernmental Affairs | 0 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Child and Family Services Review Board | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Conflict of Interest Commissioner | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Custody Review Board | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Social Benefits Tribunal | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Total | 21,701 | 20,788 | 17,075 | 82.1 | 88.2 | 1,361 | 6.5 |

* 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.

RESPONSE RATE COMPLIANCE (HOSPITALS)

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|---------------------------------------|-------------------|--------------------|----------------|-------|-----------------------|--------------|------|
| Listowel Memorial Hospital | 179 | 179 | 179 | 100.0 | 100.0 | 0 | 0.0 |
| Hanover & District Hospital | 127 | 127 | 127 | 100.0 | 100.0 | 0 | 0.0 |
| Bellwood Health Services | 60 | 60 | 60 | 100.0 | 100.0 | 0 | 0.0 |
| Hopital Smooth Rock Falls Hospital | 48 | 48 | 46 | 95.8 | 95.8 | 0 | 0.0 |
| Shouldice Hospital | 27 | 27 | 27 | 100.0 | 100.0 | 0 | 0.0 |
| Dryden Regional Health Centre | 23 | 23 | 19 | 82.6 | 82.6 | 0 | 0.0 |
| Hamilton Health Sciences | 26 | 19 | 17 | 89.5 | 100.0 | 0 | 0.0 |
| The University Health Network | 18 | 19 | 15 | 78.9 | 89.5 | 0 | 0.0 |
| Royal Victoria Regional Health Centre | 17 | 17 | 15 | 88.2 | 100.0 | 0 | 0.0 |
| St. Joseph's Healthcare Hamilton | 15 | 13 | 8 | 61.5 | 100.0 | 0 | 0.0 |
| The Ottawa Hospital | 17 | 11 | 7 | 63.6 | 100.0 | 2 | 18.2 |
| London Health Sciences Centre | 11 | 11 | 11 | 100.0 | 100.0 | 0 | 0.0 |
| St. Michael's Hospital | 14 | 10 | 10 | 100.0 | 100.0 | 0 | 0.0 |
| William Osler Health Centre | 5 | 10 | 10 | 100.0 | 100.0 | 0 | 0.0 |
| Sunnybrook Health Sciences Centre | 8 | 9 | 5 | 55.6 | 88.9 | 0 | 0.0 |
| Bruyère Continuing Care | 9 | 8 | 3 | 37.5 | 50.0 | 2 | 25.0 |

RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|--------------------------------------------------|----------------------|-----------------------|-------------------|-------|--------------------------|-----------------|------|
| The Hospital for Sick Children | 9 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Centre for Addiction and Mental Health (CAMH) | 8 | 7 | 5 | 71.4 | 100.0 | 0 | 0.0 |
| Niagara Health Systems | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| North York General Hospital | 7 | 7 | 4 | 57.1 | 100.0 | 0 | 0.0 |
| Windsor Regional Hospital | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Trillium Health Partners | 10 | 6 | 4 | 66.7 | 66.7 | 0 | 0.0 |
| Sault Area Hospital | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Markham Stouffville Hospital | 8 | 5 | 4 | 80.0 | 100.0 | 1 | 20.0 |
| Children's Hospital of Eastern Ontario | 7 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Humber River Hospital | 5 | 5 | 3 | 60.0 | 100.0 | 0 | 0.0 |
| Sinai Health System | 5 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Casey House Hospice | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Hotel Dieu Hospital | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Mackenzie Health – Richmond Hill Site | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| North Bay Regional Health Centre | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Quinte Health Care | 4 | 4 | 2 | 50.0 | 100.0 | 0 | 0.0 |
| Royal Ottawa Health Care Group | 4 | 4 | 2 | 50.0 | 100.0 | 0 | 0.0 |
| Southlake Regional Hospital | 4 | 4 | 2 | 50.0 | 50.0 | 0 | 0.0 |
| Cambridge Memorial Hospital | 5 | 3 | 2 | 66.7 | 100.0 | 1 | 33.3 |
| St. Joseph's Health Centre | 5 | 3 | 1 | 33.3 | 33.3 | 1 | 33.3 |
| Joseph Brant Hospital | 4 | 3 | 1 | 33.3 | 100.0 | 0 | 0.0 |
| Lakeridge Health | 4 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Orillia Soldiers' Memorial Hospital | 4 | 3 | 2 | 66.7 | 100.0 | 0 | 0.0 |
| Rouge Valley Health System | 4 | 3 | 1 | 33.3 | 66.7 | 1 | 33.3 |
| Blind River District Health Centre | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Brockville General Hospital | 3 | 3 | 2 | 66.7 | 100.0 | 0 | 0.0 |
| Grand River Hospital | 3 | 3 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Grey Bruce Health Services | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Halton Healthcare | 3 | 3 | 1 | 33.3 | 100.0 | 1 | 33.3 |
| Kingston General Hospital | 3 | 3 | 2 | 66.7 | 100.0 | 0 | 0.0 |
| Peterborough Regional Health Centre | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Providence Healthcare | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Health Care London | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Thunder Bay Regional Health Sciences 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 |
| Woodstock Hospital | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|------------|
| Hôpital Montfort | 4 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| West Park Healthcare Centre | 3 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Baycrest | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Bluewater Health | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Brant Community Healthcare System | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Clinton Public Hospital Site | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Georgian Bay General Hospital | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Health Sciences North | 2 | 2 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Norfolk General Hospital | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Queensway Carleton Hospital | 2 | 2 | 0 | 0.0 | 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 |
| Seaforth Community Hospital Site | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| St. Mary's Memorial Hospital Site | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Stratford General Hospital Site | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| The Scarborough Hospital | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Toronto East General Hospital | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Cornwall Community Hospital | 1 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Shores Centre for Mental Health Sciences | 1 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Alexandra Marine and General Hospital | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Anson General Hospital | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Atikokan General Hospital | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Carleton Place & District Memorial Hospital | 1 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Collingwood General and Marine Hospital | 1 | 1 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Hôpital de Mattawa Hospital | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Muskoka Algonquin Healthcare | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Providence Care | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Sensenbrenner Hospital | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Care Group | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Continuing Care Centre of Sudbury | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Winchester District Memorial Hospital | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Campbellford Memorial Hospital | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Headwaters Health Care Centre | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Wingham & District Hospital | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Total | 827 | 789 | 712 | 90.2 | 97.3 | 13 | 1.6 |

* 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 (COLLEGES & UNIVERSITIES)

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|---------------------------------------------------------------------|----------------------|-----------------------|-------------------|-------|--------------------------|-----------------|------|
| University of Toronto | 54 | 53 | 49 | 92.5 | 100.0 | 1 | 1.9 |
| University of Ottawa | 54 | 52 | 28 | 53.8 | 82.7 | 4 | 7.7 |
| Ryerson University | 31 | 28 | 25 | 89.3 | 100.0 | 0 | 0.0 |
| McMaster University | 21 | 21 | 15 | 71.4 | 100.0 | 0 | 0.0 |
| York University | 18 | 19 | 13 | 68.4 | 100.0 | 0 | 0.0 |
| Carleton University | 21 | 18 | 14 | 77.8 | 94.4 | 3 | 16.7 |
| University of Guelph | 19 | 18 | 4 | 22.2 | 94.4 | 3 | 16.7 |
| University of Western Ontario | 16 | 16 | 12 | 75.0 | 87.5 | 0 | 0.0 |
| Queen's University | 12 | 16 | 14 | 87.5 | 100.0 | 0 | 0.0 |
| Brock University | 20 | 15 | 14 | 93.3 | 100.0 | 0 | 0.0 |
| Centennial College | 11 | 11 | 1 | 9.1 | 27.3 | 0 | 0.0 |
| The Sheridan College Institute of Technology & Advanced Learning | 10 | 10 | 9 | 90.0 | 100.0 | 0 | 0.0 |
| University of Ontario Institute of Technology | 9 | 10 | 7 | 70.0 | 100.0 | 0 | 0.0 |
| Lakehead University | 8 | 10 | 2 | 20.0 | 20.0 | 1 | 10.0 |
| Sir Sandford Fleming College | 11 | 9 | 7 | 77.8 | 77.8 | 0 | 0.0 |
| University of Waterloo | 9 | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |
| Humber College Institute of Technology and Advanced Learning | 12 | 8 | 5 | 62.5 | 100.0 | 0 | 0.0 |
| The Fanshawe College of Applied Arts and Technology | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Collège La Cité | 11 | 6 | 3 | 50.0 | 50.0 | 0 | 0.0 |
| Algonquin College | 6 | 6 | 4 | 66.7 | 83.3 | 1 | 16.7 |
| Georgian College of Applied Arts & Technology | 6 | 6 | 4 | 66.7 | 100.0 | 0 | 0.0 |
| Mohawk College | 5 | 6 | 2 | 33.3 | 100.0 | 0 | 0.0 |
| Confederation College | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| George Brown College | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Niagara College | 5 | 5 | 3 | 60.0 | 60.0 | 0 | 0.0 |
| Seneca College | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Laurentian University | 5 | 4 | 3 | 75.0 | 100.0 | 0 | 0.0 |
| St. Lawrence College of Applied Arts and Technology | 3 | 4 | 3 | 75.0 | 100.0 | 0 | 0.0 |
| Northern College | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Durham College | 3 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Algoma University | 2 | 2 | 1 | 50.0 | 50.0 | 1 | 50.0 |
| Cambrian College of Applied Arts and Technology | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (COLLEGES & UNIVERSITIES) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|------------|
| Collège Boréal | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Sault College | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| The Conestoga College Institute of Technology and Advanced Learning | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| University of Windsor | 2 | 2 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| OCAD University | 1 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Loyalist College of Applied Arts and Technology | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Nipissing University | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| The Lambton College of Applied Arts & Technology | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Wilfrid Laurier University | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Trent University | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Total | 423 | 405 | 291 | 71.9 | 90.6 | 15 | 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.

Municipal Compliance

OVERALL MUNICIPAL COMPLIANCE:

30-day: 79.1%
Extended: 83.2%
Over 90 days: 3.0%

TOP 30 MUNICIPAL INSTITUTIONS

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended %* | Over 90 Days | % |
|----------------------------------------------------------|-------------------|--------------------|----------------|--------------|-------------|--------------|------|
| Toronto Police Service | 5687 | 5045 | 3401 | 67.4 | 67.9 | 618 | 12.2 |
| City of Toronto | 2866 | 2750 | 2145 | 78.0 | 87.7 | 23 | 0.8 |
| The Corporation of the City of Brampton | 2062 | 2061 | 2046 | 99.3 | 99.3 | 0 | 0.0 |
| Durham Regional Police Service | 1340 | 1464 | 563 | 38.5 | 40.7 | 75 | 5.1 |
| Peel Regional Police | 1336 | 1336 | 1336 | 100.0 | 100.0 | 0 | 0.0 |
| York Regional Police | 1326 | 1296 | 465 | 35.9 | 35.9 | 19 | 1.5 |
| Hamilton Police Service | 1267 | 1255 | 1111 | 88.5 | 89.1 | 0 | 0.0 |
| Halton Regional Police Service | 1180 | 1193 | 828 | 69.4 | 77.5 | 11 | 0.9 |
| Niagara Regional Police Service | 1246 | 1177 | 951 | 80.8 | 80.8 | 10 | 0.8 |
| Town of Oakville | 971 | 976 | 967 | 99.1 | 99.2 | 0 | 0.0 |
| Waterloo Regional Police Service | 995 | 972 | 579 | 59.6 | 69.0 | 58 | 6.0 |
| Ottawa Police Service | 911 | 920 | 683 | 74.2 | 74.2 | 4 | 0.4 |
| City of Ottawa | 807 | 865 | 678 | 78.4 | 80.5 | 27 | 3.1 |
| London Police Service | 827 | 857 | 366 | 42.7 | 89.0 | 24 | 2.8 |
| City of Kitchener | 846 | 846 | 840 | 99.3 | 100.0 | 0 | 0.0 |
| City of Mississauga | 767 | 763 | 755 | 99.0 | 99.0 | 0 | 0.0 |
| Windsor Police Service | 735 | 735 | 567 | 77.1 | 88.3 | 0 | 0.0 |
| City of Burlington | 637 | 634 | 616 | 97.2 | 97.2 | 3 | 0.5 |
| Town of Richmond Hill | 637 | 629 | 626 | 99.5 | 100.0 | 0 | 0.0 |
| Guelph Police Service | 432 | 492 | 307 | 62.4 | 64.2 | 72 | 14.6 |
| Barrie Police Service | 385 | 384 | 381 | 99.2 | 99.2 | 0 | 0.0 |
| City of Cambridge | 342 | 340 | 340 | 100.0 | 100.0 | 0 | 0.0 |
| Region of Peel | 236 | 319 | 310 | 97.2 | 100.0 | 1 | 0.3 |
| Sarnia Police Service | 263 | 266 | 234 | 88.0 | 100.0 | 1 | 0.4 |
| Brantford Police Service | 247 | 224 | 116 | 51.8 | 52.7 | 2 | 0.9 |
| City of Greater Sudbury | 220 | 222 | 198 | 89.2 | 97.3 | 2 | 0.9 |
| Thunder Bay Police Service | 221 | 221 | 215 | 97.3 | 99.1 | 1 | 0.5 |
| Bradford West Gwillimbury/Innisfil Police Services Board | 228 | 218 | 185 | 84.9 | 84.9 | 1 | 0.5 |
| Peterborough Police Service | 218 | 212 | 176 | 83.0 | 95.3 | 2 | 0.9 |
| City of Hamilton | 207 | 209 | 173 | 82.8 | 83.3 | 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 (SCHOOL BOARDS)

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------------------------|----------------------|-----------------------|-------------------|-------|--------------------------|-----------------|------|
| District School Board of Niagara | 100 | 99 | 97 | 98.0 | 100.0 | 1.0 | 1.0 |
| Toronto District School Board | 39 | 45 | 22 | 48.9 | 77.8 | 8.0 | 17.8 |
| Ottawa Catholic District School Board | 15 | 15 | 15 | 100.0 | 100.0 | 0.0 | 0.0 |
| Ottawa-Carleton District School Board | 15 | 15 | 12 | 80.0 | 93.3 | 0.0 | 0.0 |
| Toronto Catholic District School Board | 13 | 11 | 7 | 63.6 | 63.6 | 1.0 | 9.1 |
| Halton Catholic District School Board | 11 | 11 | 8 | 72.7 | 72.7 | 0.0 | 0.0 |
| Hamilton-Wentworth Catholic District School Board | 11 | 11 | 7 | 63.6 | 100.0 | 0.0 | 0.0 |
| Simcoe County District School Board | 9 | 11 | 11 | 100.0 | 100.0 | 0.0 | 0.0 |
| Hamilton Wentworth District School Board | 10 | 10 | 0 | 0.0 | 0.0 | 1.0 | 10.0 |
| Rainy River District School Board | 10 | 10 | 10 | 100.0 | 100.0 | 0.0 | 0.0 |
| Thames Valley District School Board | 10 | 10 | 9 | 90.0 | 100.0 | 0.0 | 0.0 |
| Peel District School Board | 9 | 8 | 5 | 62.5 | 100.0 | 2.0 | 25.0 |
| York Region District School Board | 8 | 8 | 7 | 87.5 | 100.0 | 0.0 | 0.0 |
| Conseil des écoles catholiques du Centre-Est | 7 | 7 | 7 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil des écoles publiques de l'Est de l'Ontario | 7 | 7 | 7 | 100.0 | 100.0 | 0.0 | 0.0 |
| Durham Catholic District School Board | 7 | 7 | 5 | 71.4 | 85.7 | 0.0 | 0.0 |
| Algonquin and Lakeshore Catholic District School Board | 6 | 6 | 2 | 33.3 | 100.0 | 1.0 | 16.7 |
| Windsor-Essex Catholic District School Board | 6 | 6 | 6 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire de district catholique Centre-Sud | 5 | 5 | 2 | 40.0 | 40.0 | 0.0 | 0.0 |
| Halton District School Board | 5 | 5 | 5 | 100.0 | 100.0 | 0.0 | 0.0 |
| Hastings and Prince Edward District School Board | 5 | 5 | 2 | 40.0 | 100.0 | 0.0 | 0.0 |
| Huron – Superior Catholic District School Board | 5 | 5 | 3 | 60.0 | 60.0 | 0.0 | 0.0 |
| Waterloo Region District School Board | 5 | 5 | 3 | 60.0 | 80.0 | 0.0 | 0.0 |
| Grand Erie District School Board | 4 | 5 | 5 | 100.0 | 100.0 | 0.0 | 0.0 |
| Greater Essex County District School Board | 4 | 4 | 4 | 100.0 | 100.0 | 0.0 | 0.0 |
| Kawartha Pine Ridge District School Board | 4 | 4 | 4 | 100.0 | 100.0 | 0.0 | 0.0 |
| Lakehead District School Board (Lakehead Public Schools) | 4 | 4 | 4 | 100.0 | 100.0 | 0.0 | 0.0 |
| London District Catholic School Board | 4 | 4 | 4 | 100.0 | 100.0 | 0.0 | 0.0 |
| Renfrew County District School Board | 4 | 4 | 2 | 50.0 | 50.0 | 1.0 | 25.0 |
| Bloorview School Authority | 3 | 3 | 3 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire catholique de district des Grandes Rivières | 3 | 3 | 3 | 100.0 | 100.0 | 0.0 | 0.0 |

RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|-------|
| Dufferin-Peel Catholic DSBoard | 3 | 3 | 2 | 66.7 | 100.0 | 0.0 | 0.0 |
| Niagara Catholic District School Board | 3 | 3 | 3 | 100.0 | 100.0 | 0.0 | 0.0 |
| Rainbow District School Board | 3 | 3 | 2 | 66.7 | 100.0 | 1.0 | 33.3 |
| Avon Maitland District School Board | 2 | 2 | 0 | 0.0 | 100.0 | 0.0 | 0.0 |
| Brant Haldimand Norfolk Catholic District School Board | 2 | 2 | 1 | 50.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire de district catholique de l'Est ontarien | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire de district catholique des Aurores boréales | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire de district catholique Franco-Nord | 2 | 2 | 1 | 50.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire Viamonde | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Lambton Kent District School Board | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Limestone District School Board | 2 | 2 | 0 | 0.0 | 50.0 | 1.0 | 50.0 |
| Peterborough Victoria Northumberland and Clarington Catholic District School Board | 2 | 2 | 1 | 50.0 | 100.0 | 1.0 | 50.0 |
| St. Clair Catholic District School Board | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Sudbury Catholic District School Board | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Wellington Catholic District School Board | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| York Catholic District School Board | 2 | 2 | 2 | 100.0 | 100.0 | 0.0 | 0.0 |
| Superior-Greenstone District School Board | 1 | 2 | 0 | 0.0 | 50.0 | 1.0 | 50.0 |
| Algoma District School Board | 1 | 1 | 0 | 0.0 | 100.0 | 0.0 | 0.0 |
| Bluewater District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Catholic District School Board of Eastern Ontario | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire catholique Providence | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire public du Grand Nord de l'Ontario | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Conseil scolaire public du Nord-Est de l'Ontario | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| District School Board Ontario North East | 1 | 1 | 0 | 0.0 | 0.0 | 1.0 | 100.0 |
| Huron-Perth Catholic District School Board | 1 | 1 | 0 | 0.0 | 0.0 | 1.0 | 100.0 |
| Kenora Catholic District School Board | 1 | 1 | 0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Near North District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Nipissing-Parry Sound Catholic District School Board | 1 | 1 | 0 | 0.0 | 100.0 | 0.0 | 0.0 |
| Renfrew County Catholic District School Board | 1 | 1 | 0 | 0.0 | 100.0 | 0.0 | 0.0 |
| Simcoe Muskoka Catholic District School Board | 1 | 1 | 0 | 0.0 | 0.0 | 0.0 | 0.0 |

RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------|-------------------|--------------------|----------------|--------------|-----------------------|--------------|------------|
| Superior North Catholic District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| The Northwest Catholic District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Trillium Lakelands District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Upper Canada District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Upper Grand District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Waterloo Catholic District School Board | 1 | 1 | 1 | 100.0 | 100.0 | 0.0 | 0.0 |
| Northeastern Catholic District School Board | 0 | 1 | 0 | 0.0 | 0.0 | 1.0 | 100.0 |
| Total | 403 | 410 | 319 | 77.8 | 89.3 | 22.0 | 5.4 |

* 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 | % Compliance | Extended Compliance%* | Over 90 Days | % |
|---------------------------------------------------------|-------------------|--------------------|----------------|--------------|-----------------------|--------------|------------|
| Simcoe Muskoka District Health Unit | 67 | 68 | 64 | 94.1 | 94.1 | 0 | 0.0 |
| Windsor-Essex County Health Unit | 33 | 33 | 33 | 100.0 | 100.0 | 0 | 0.0 |
| Algoma Public Health | 30 | 29 | 24 | 82.8 | 82.8 | 0 | 0.0 |
| Huron County Health Unit | 24 | 24 | 24 | 100.0 | 100.0 | 0 | 0.0 |
| North Bay Parry Sound District Health Unit | 23 | 23 | 23 | 100.0 | 100.0 | 0 | 0.0 |
| London InterCommunity Health Centre | 13 | 13 | 13 | 100.0 | 100.0 | 0 | 0.0 |
| Brant County Health Unit | 12 | 12 | 12 | 100.0 | 100.0 | 0 | 0.0 |
| Sudbury & District Health Unit | 11 | 11 | 11 | 100.0 | 100.0 | 0 | 0.0 |
| Grey Bruce Health Unit | 10 | 10 | 10 | 100.0 | 100.0 | 0 | 0.0 |
| Middlesex-London Health Unit | 10 | 10 | 7 | 70.0 | 70.0 | 0 | 0.0 |
| Northwestern Health Unit | 10 | 10 | 10 | 100.0 | 100.0 | 0 | 0.0 |
| Peterborough County-City Health Unit | 9 | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |
| Haliburton, Kawartha, Pine Ridge District 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 |
| Kingston, Frontenac, Lennox and Addington Public Health | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Porcupine Health Unit | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Renfrew County and District Health Unit | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Chatham-Kent Board of Health | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Wellington Dufferin Guelph Public Health | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Elgin-St. Thomas Health Unit | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Total | 275 | 275 | 262 | 95.3 | 95.6 | 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 (POLICE)

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|-------------------------------------------------------------|----------------------|-----------------------|-------------------|-------|--------------------------|-----------------|------|
| Toronto Police Service | 5,687 | 5,045 | 3,401 | 67.4 | 67.9 | 618 | 12.2 |
| Durham Regional Police Service | 1,340 | 1,464 | 563 | 38.5 | 40.7 | 75 | 5.1 |
| Peel Regional Police | 1,336 | 1,336 | 1,336 | 100.0 | 100.0 | 0 | 0.0 |
| York Regional Police | 1,326 | 1,296 | 465 | 35.9 | 35.9 | 19 | 1.5 |
| Hamilton Police Service | 1,267 | 1,255 | 1,111 | 88.5 | 89.1 | 0 | 0.0 |
| Halton Regional Police Service | 1,180 | 1,193 | 828 | 69.4 | 77.5 | 11 | 0.9 |
| Niagara Regional Police Service | 1,246 | 1,177 | 951 | 80.8 | 80.8 | 10 | 0.8 |
| Waterloo Regional Police Service | 995 | 972 | 579 | 59.6 | 69.0 | 58 | 6.0 |
| Ottawa Police Service | 911 | 920 | 683 | 74.2 | 74.2 | 4 | 0.4 |
| London Police Service | 827 | 857 | 366 | 42.7 | 89.0 | 24 | 2.8 |
| Windsor Police Service | 735 | 735 | 567 | 77.1 | 88.3 | 0 | 0.0 |
| Guelph Police Service | 432 | 492 | 307 | 62.4 | 64.2 | 72 | 14.6 |
| Barrie Police Service | 385 | 384 | 381 | 99.2 | 99.2 | 0 | 0.0 |
| Brantford Police Service | 247 | 224 | 116 | 51.8 | 52.7 | 2 | 0.9 |
| Thunder Bay Police Service | 221 | 221 | 215 | 97.3 | 99.1 | 1 | 0.5 |
| Bradford West Gwillimbury/Innisfil Police Services Board | 228 | 218 | 185 | 84.9 | 84.9 | 1 | 0.5 |
| Peterborough Police Service | 218 | 212 | 176 | 83.0 | 95.3 | 2 | 0.9 |
| Chatham-Kent Police Service | 204 | 204 | 179 | 87.7 | 88.7 | 2 | 1.0 |
| Strathroy-Caradoc Police Service | 124 | 123 | 123 | 100.0 | 100.0 | 0 | 0.0 |
| City of Kawartha Lakes Police Service | 102 | 98 | 95 | 96.9 | 96.9 | 0 | 0.0 |
| St. Thomas Police Service | 91 | 90 | 84 | 93.3 | 93.3 | 0 | 0.0 |
| Woodstock Police Service | 91 | 88 | 86 | 97.7 | 100.0 | 0 | 0.0 |
| Stratford Police Service | 71 | 67 | 64 | 95.5 | 95.5 | 0 | 0.0 |
| Orangeville Police Service | 61 | 58 | 54 | 93.1 | 100.0 | 0 | 0.0 |
| Timmins Police Service | 52 | 51 | 50 | 98.0 | 98.0 | 0 | 0.0 |
| Port Hope Police Service | 43 | 41 | 34 | 82.9 | 85.4 | 0 | 0.0 |
| Greater Sudbury Police Service | 39 | 38 | 32 | 84.2 | 84.2 | 1 | 2.6 |
| Cobourg Police Service | 41 | 37 | 12 | 32.4 | 32.4 | 2 | 5.4 |
| Wingham Police Service | 37 | 37 | 37 | 100.0 | 100.0 | 0 | 0.0 |
| Midland Police Services Board | 30 | 36 | 23 | 63.9 | 100.0 | 0 | 0.0 |
| LaSalle Police Service | 33 | 33 | 29 | 87.9 | 97.0 | 0 | 0.0 |
| Amherstburg Police Service | 29 | 29 | 29 | 100.0 | 100.0 | 0 | 0.0 |
| Shelburne Police Service | 23 | 23 | 23 | 100.0 | 100.0 | 0 | 0.0 |
| Smiths Falls Police Service | 22 | 20 | 20 | 100.0 | 100.0 | 0 | 0.0 |
| Hanover Police Service | 21 | 20 | 18 | 90.0 | 90.0 | 0 | 0.0 |
| Saugeen Shores Police Services | 19 | 19 | 15 | 78.9 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (POLICE) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|------------|
| Cornwall Community Police Service | 18 | 18 | 18 | 100.0 | 100.0 | 0 | 0.0 |
| Aylmer Police | 17 | 17 | 17 | 100.0 | 100.0 | 0 | 0.0 |
| West Grey Police Service | 16 | 14 | 14 | 100.0 | 100.0 | 0 | 0.0 |
| Gananoque Police Services Board | 13 | 13 | 11 | 84.6 | 100.0 | 0 | 0.0 |
| Belleville Police Service | 12 | 9 | 4 | 44.4 | 44.4 | 0 | 0.0 |
| Sault Ste. Marie Police Service | 9 | 7 | 5 | 71.4 | 85.7 | 0 | 0.0 |
| West Nipissing Police Service | 7 | 7 | 2 | 28.6 | 100.0 | 0 | 0.0 |
| Brockville Police Service | 4 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Deep River Police Services Board | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| North Bay Police Service | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Espanola Police Service | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Kingston Police Services Board | 3 | 3 | 2 | 66.7 | 66.7 | 0 | 0.0 |
| Dryden Police Service | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Total | 19,828 | 19,223 | 13,332 | 69.4 | 73.6 | 902 | 4.7 |

* 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 CORPORATIONS)

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|-----|
| City of Toronto | 2,866 | 2,750 | 2,145 | 78.0 | 87.7 | 23 | 0.8 |
| The Corporation of the City of Brampton | 2,062 | 2,061 | 2,046 | 99.3 | 99.3 | 0 | 0.0 |
| Town of Oakville | 971 | 976 | 967 | 99.1 | 99.2 | 0 | 0.0 |
| City of Ottawa | 807 | 865 | 678 | 78.4 | 80.5 | 27 | 3.1 |
| City of Kitchener | 846 | 846 | 840 | 99.3 | 100.0 | 0 | 0.0 |
| City of Mississauga | 767 | 763 | 755 | 99.0 | 99.0 | 0 | 0.0 |
| City of Burlington | 637 | 634 | 616 | 97.2 | 97.2 | 3 | 0.5 |
| Town of Richmond Hill | 637 | 629 | 626 | 99.5 | 100.0 | 0 | 0.0 |
| City of Cambridge | 342 | 340 | 340 | 100.0 | 100.0 | 0 | 0.0 |
| Region of Peel | 236 | 319 | 310 | 97.2 | 100.0 | 1 | 0.3 |
| Sarnia Police Service | 263 | 266 | 234 | 88.0 | 100.0 | 1 | 0.4 |
| City of Greater Sudbury | 220 | 222 | 198 | 89.2 | 97.3 | 2 | 0.9 |
| City of Hamilton | 207 | 209 | 173 | 82.8 | 83.3 | 0 | 0.0 |
| York Region | 198 | 191 | 171 | 89.5 | 92.7 | 3 | 1.6 |
| Town of Halton Hills | 183 | 184 | 178 | 96.7 | 98.9 | 0 | 0.0 |
| City of Oshawa | 177 | 168 | 164 | 97.6 | 99.4 | 0 | 0.0 |
| City of Guelph | 164 | 161 | 154 | 95.7 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended Compliance%* | Over 90 Days | % |
|-------------------------------------------------|----------------------|-----------------------|-------------------|-----------------|--------------------------|-----------------|------|
| Corporation City of London | 176 | 159 | 89 | 56.0 | 56.0 | 16 | 10.1 |
| City of Windsor | 135 | 143 | 125 | 87.4 | 96.5 | 1 | 0.7 |
| Regional Municipality of Durham | 133 | 128 | 116 | 90.6 | 92.2 | 1 | 0.8 |
| City of Vaughan | 130 | 125 | 121 | 96.8 | 98.4 | 0 | 0.0 |
| Corporation of the County of Grey | 125 | 125 | 125 | 100.0 | 100.0 | 0 | 0.0 |
| Niagara Region | 132 | 124 | 83 | 66.9 | 80.6 | 13 | 10.5 |
| The Corporation of the City of Waterloo | 105 | 103 | 102 | 99.0 | 100.0 | 0 | 0.0 |
| City of Peterborough | 104 | 103 | 89 | 86.4 | 94.2 | 0 | 0.0 |
| City of Thunder Bay | 90 | 97 | 79 | 81.4 | 99.0 | 2 | 2.1 |
| City of Sault Ste. Marie | 96 | 94 | 94 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Georgina | 92 | 92 | 91 | 98.9 | 100.0 | 0 | 0.0 |
| City of Kingston | 87 | 79 | 73 | 92.4 | 96.2 | 0 | 0.0 |
| Town of Whitby | 77 | 75 | 71 | 94.7 | 94.7 | 0 | 0.0 |
| City of Markham | 73 | 72 | 50 | 69.4 | 70.8 | 7 | 9.7 |
| The Corporation of the City of North Bay | 71 | 66 | 60 | 90.9 | 95.5 | 1 | 1.5 |
| City of Kawartha Lakes | 69 | 66 | 64 | 97.0 | 100.0 | 0 | 0.0 |
| City of St. Catharines | 63 | 63 | 45 | 71.4 | 73.0 | 3 | 4.8 |
| The Corporation of The City of Niagara Falls | 61 | 59 | 10 | 16.9 | 16.9 | 23 | 39.0 |
| Municipality of Chatham-Kent | 58 | 58 | 53 | 91.4 | 98.3 | 0 | 0.0 |
| Municipality of Grey Highlands | 53 | 53 | 53 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Innisfil | 50 | 49 | 43 | 87.8 | 87.8 | 0 | 0.0 |
| Corporation of the City of Brantford | 45 | 49 | 49 | 100.0 | 100.0 | 0 | 0.0 |
| The Regional Municipality of Halton | 47 | 42 | 40 | 95.2 | 100.0 | 0 | 0.0 |
| Town of Newmarket | 41 | 41 | 30 | 73.2 | 73.2 | 0 | 0.0 |
| The Corporation of the City of Barrie | 47 | 40 | 36 | 90.0 | 92.5 | 0 | 0.0 |
| The Corporation of Haldimand County | 40 | 40 | 40 | 100.0 | 100.0 | 0 | 0.0 |
| City of Belleville | 37 | 37 | 28 | 75.7 | 94.6 | 2 | 5.4 |
| The Corporation of the City of Welland | 36 | 36 | 34 | 94.4 | 100.0 | 0 | 0.0 |
| Norfolk County | 34 | 34 | 29 | 85.3 | 94.1 | 0 | 0.0 |
| Town of New Tecumseth | 44 | 33 | 32 | 97.0 | 100.0 | 1 | 3.0 |
| The Corporation of the City of Cornwall | 41 | 32 | 27 | 84.4 | 84.4 | 0 | 0.0 |
| The Corporation of the County of Lambton | 32 | 32 | 31 | 96.9 | 100.0 | 0 | 0.0 |
| Regional Municipality of Waterloo | 43 | 31 | 26 | 83.9 | 100.0 | 0 | 0.0 |
| County of Dufferin | 33 | 31 | 27 | 87.1 | 87.1 | 0 | 0.0 |
| Corporation of the Town of Ajax | 32 | 31 | 30 | 96.8 | 96.8 | 0 | 0.0 |
| County of Simcoe | 34 | 30 | 29 | 96.7 | 100.0 | 0 | 0.0 |
| Town of Bradford West Gwillimbury | 31 | 29 | 29 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended %* Compliance | Over 90 Days | % |
|-------------------------------------------------------|----------------------|-----------------------|-------------------|-----------------|------------------------------|-----------------|------|
| Town of Lakeshore | 28 | 28 | 28 | 100.0 | 100.0 | 0 | 0.0 |
| County of Hastings | 27 | 27 | 27 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Caledon | 29 | 26 | 25 | 96.2 | 100.0 | 0 | 0.0 |
| City of Clarence-Rockland | 26 | 26 | 21 | 80.8 | 100.0 | 2 | 7.7 |
| Municipality of Powassan | 25 | 25 | 23 | 92.0 | 100.0 | 0 | 0.0 |
| County of Oxford | 24 | 24 | 23 | 95.8 | 100.0 | 0 | 0.0 |
| The Township of North Dumfries | 24 | 23 | 23 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Clarington | 23 | 23 | 21 | 91.3 | 91.3 | 0 | 0.0 |
| Town of East Gwillimbury | 21 | 23 | 22 | 95.7 | 95.7 | 0 | 0.0 |
| City of Stratford | 20 | 19 | 16 | 84.2 | 100.0 | 0 | 0.0 |
| Town of Collingwood | 19 | 19 | 17 | 89.5 | 100.0 | 0 | 0.0 |
| Town of Espanola | 19 | 19 | 18 | 94.7 | 100.0 | 0 | 0.0 |
| The Corporation of the Town of Aurora | 28 | 18 | 17 | 94.4 | 100.0 | 0 | 0.0 |
| The Corporation of the Town of Niagara-on-the-Lake | 18 | 18 | 18 | 100.0 | 100.0 | 0 | 0.0 |
| Township of King | 18 | 18 | 18 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Uxbridge | 18 | 18 | 16 | 88.9 | 100.0 | 0 | 0.0 |
| City of Pickering | 17 | 17 | 14 | 82.4 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Clearview | 12 | 16 | 12 | 75.0 | 100.0 | 4 | 25.0 |
| The Corporation of the City of Owen Sound | 17 | 15 | 14 | 93.3 | 93.3 | 0 | 0.0 |
| Corporation of the City of Orillia | 15 | 15 | 11 | 73.3 | 100.0 | 0 | 0.0 |
| Corporation of the Municipality of Port Hope | 15 | 14 | 13 | 92.9 | 100.0 | 0 | 0.0 |
| The District Municipality of Muskoka | 14 | 14 | 12 | 85.7 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Hawkesbury | 14 | 13 | 13 | 100.0 | 100.0 | 0 | 0.0 |
| City of Timmins | 13 | 13 | 12 | 92.3 | 92.3 | 0 | 0.0 |
| Corporation of the Municipality of Meaford | 13 | 13 | 13 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Essa | 13 | 13 | 11 | 84.6 | 84.6 | 2 | 15.4 |
| Town of Orangeville | 14 | 12 | 10 | 83.3 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Gravenhurst | 13 | 12 | 12 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the County of Wellington | 12 | 12 | 12 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Milton | 12 | 12 | 12 | 100.0 | 100.0 | 0 | 0.0 |
| City of Sarnia | 11 | 12 | 10 | 83.3 | 100.0 | 1 | 8.3 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|------|
| Municipal Corporation of the County of Renfrew – Human Resources Dept. | 13 | 11 | 11 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Whitchurch-Stouffville | 13 | 11 | 10 | 90.9 | 90.9 | 0 | 0.0 |
| City of Woodstock | 11 | 11 | 10 | 90.9 | 100.0 | 1 | 9.1 |
| Corporation of the County of Brant | 11 | 11 | 11 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Essex | 11 | 11 | 10 | 90.9 | 90.9 | 0 | 0.0 |
| Town of Cobourg | 11 | 11 | 10 | 90.9 | 100.0 | 0 | 0.0 |
| The Corporation of the City of Brockville | 10 | 11 | 9 | 81.8 | 100.0 | 0 | 0.0 |
| Town of Fort Erie | 12 | 10 | 9 | 90.0 | 100.0 | 0 | 0.0 |
| Town of Pelham | 10 | 10 | 2 | 20.0 | 100.0 | 3 | 30.0 |
| Township of Scugog | 10 | 10 | 9 | 90.0 | 100.0 | 0 | 0.0 |
| Municipality of Leamington | 9 | 9 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Town of Lincoln | 9 | 9 | 8 | 88.9 | 88.9 | 0 | 0.0 |
| Municipality of Brighton | 12 | 8 | 4 | 50.0 | 50.0 | 0 | 0.0 |
| Township of Muskoka Lakes | 9 | 8 | 2 | 25.0 | 37.5 | 3 | 37.5 |
| Township of Ramara | 9 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Springwater | 9 | 8 | 7 | 87.5 | 100.0 | 0 | 0.0 |
| City of St. Thomas | 8 | 8 | 6 | 75.0 | 100.0 | 0 | 0.0 |
| Municipality of North Perth | 8 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of South Dundas | 8 | 8 | 7 | 87.5 | 100.0 | 0 | 0.0 |
| Municipality of Trent Hills | 8 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Municipality of West Nipissing | 8 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Guelph/Eramosa | 8 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Penetanguishene | 8 | 8 | 6 | 75.0 | 100.0 | 0 | 0.0 |
| Town of The Blue Mountains | 8 | 8 | 4 | 50.0 | 75.0 | 2 | 25.0 |
| Wellington County Museum and Archives | 8 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Oro-Medonte | 13 | 7 | 6 | 85.7 | 85.7 | 0 | 0.0 |
| Town of Huntsville | 11 | 7 | 4 | 57.1 | 57.1 | 1 | 14.3 |
| City of Port Colborne | 7 | 7 | 6 | 85.7 | 100.0 | 0 | 0.0 |
| Municipality of St. Charles | 7 | 7 | 4 | 57.1 | 100.0 | 1 | 14.3 |
| Tay Valley Township | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Bonfield | 7 | 7 | 6 | 85.7 | 85.7 | 0 | 0.0 |
| Town of Carleton Place | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Town of LaSalle | 7 | 7 | 4 | 57.1 | 100.0 | 1 | 14.3 |
| Township of Puslinch | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|------|
| Township of The Archipelago | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Wilmot | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| City of Temiskaming Shores | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| City of Thorold | 6 | 6 | 3 | 50.0 | 50.0 | 0 | 0.0 |
| County of Middlesex | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Town of Kingsville | 6 | 6 | 5 | 83.3 | 83.3 | 0 | 0.0 |
| Town of Cochrane | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Saugeen Shores | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Woolwich | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Township of Georgian Bay | 7 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Central Elgin | 6 | 5 | 4 | 80.0 | 100.0 | 0 | 0.0 |
| Township of Russell | 6 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Town of Bracebridge | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Seguin | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Mattawa | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Smiths Falls | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Chatsworth | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Perth East | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Red Rock | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Town of South Bruce Peninsula | 3 | 5 | 3 | 60.0 | 100.0 | 2 | 40.0 |
| Township of West Lincoln | 6 | 4 | 2 | 50.0 | 75.0 | 0 | 0.0 |
| United Counties of Leeds and Grenville | 6 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| County of Bruce | 5 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Lambton Shores | 5 | 4 | 2 | 50.0 | 50.0 | 0 | 0.0 |
| Town of Arnprior | 5 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Alfred and Plantagenet | 5 | 4 | 3 | 75.0 | 100.0 | 0 | 0.0 |
| Corporation of the County of Essex | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Fort Frances | 4 | 4 | 3 | 75.0 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Northeastern Manitoulin and the Islands | 4 | 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 |
| Corporation Township of Hamilton | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Bluewater | 4 | 4 | 3 | 75.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|----------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|-----|
| Municipality of Mississippi Mills | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Whitestone | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Rideau Lakes | 4 | 4 | 3 | 75.0 | 75.0 | 0 | 0.0 |
| Town of Greater Napanee | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Cavan Monaghan | 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 South Stormont | 4 | 4 | 3 | 75.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Town of Midland | 5 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the City of Dryden | 4 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the City of Kenora | 4 | 3 | 2 | 66.7 | 100.0 | 0 | 0.0 |
| Corporation of the Township of Algonquin Highlands | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| County of Northumberland | 3 | 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 South Bruce | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of Loyalist Township | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the City of Elliot Lake | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the County of Peterborough | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Municipality of Dutton/Dunwich | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Tiny | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Parry Sound | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Adjala-Tosorontio | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Huron-Kinloss | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Township of North Dundas | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Village of Burk's Falls | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Village of South River | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Wainfleet | 2 | 3 | 2 | 66.7 | 66.7 | 0 | 0.0 |
| Municipality of Dysart et al | 0 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Municipality of Greenstone | 3 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Iroquois Falls | 3 | 2 | 1 | 50.0 | 50.0 | 0 | 0.0 |
| Corporation of the Township of Lake of Bays | 3 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Town of Wasaga Beach | 3 | 2 | 1 | 50.0 | 50.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|------|
| Corporation of the Municipality of French River | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| County of Frontenac | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Lanark County | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Municipality of North Middlesex | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Oliver Paipoonge | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Municipality of South Huron | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Trent Lakes | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Municipality of Wawa | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Municipality of Kincardine | 2 | 2 | 0 | 0.0 | 100.0 | 1 | 50.0 |
| The Corporation of the Town of Kearney | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Champlain | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| The Municipality of Huron Shores | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Deep River | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Erin | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Kapuskasing | 2 | 2 | 1 | 50.0 | 50.0 | 0 | 0.0 |
| Town of Petawawa | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Centre Wellington | 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 Elizabethtown-Kitley | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Leeds and the Thousand Islands | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Township of Madawaska Valley | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of McNab/Braeside | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of North Kawartha | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Township of Otonabee-South Monaghan | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Perth South | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Selwyn (formerly Smith-Ennismore-Lakefield) | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of South Frontenac | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of South Glengarry | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of St. Clair | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Tay | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Central Frontenac | 3 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Municipalité – East Ferris – Municipality | 2 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Blind River | 2 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|-------|
| Corporation of the Town of Ingersoll | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Town of Kirkland Lake | 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 Chapleau | 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 Nipigon | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the Township of Wellington North | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| County of Huron | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| County of Lennox & Addington | 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 Hastings Highlands | 1 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Municipality of North Grenville | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Northern Bruce Peninsula | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Municipality of Sioux Lookout | 1 | 1 | 0 | 0.0 | 0.0 | 1 | 100.0 |
| Municipality of West Grey | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Municipality of Arran-Elderslie | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Municipality of Brockton | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Town of Grimsby | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Morley | 1 | 1 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| The Corporation of the Township of Severn | 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 |
| The Township of St. Joseph | 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 Cobalt | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Gore Bay | 1 | 1 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Town of Hearst | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Latchford | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Town of Laurentian Hills | 1 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Town of Tillsonburg | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Addington Highlands | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Alnwick/Haldimand | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------|-------------------|--------------------|----------------|-------------|-----------------------|--------------|------------|
| Township of Asphodel-Norwood | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Billings | 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 Faraday | 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 Stirling-Rawdon | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Township of Tyendinaga | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the City of Pembroke | 0 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| The Corporation of the Township of Carlow/Mayo | 0 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Corporation of the Township of Montague | 2 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Township of Beckwith | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Township of Brudenell, Lyndoch and Raglan | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Township of Killaloe, Hagarty and Richards | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Village de Casselman | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Total | 15,447 | 15,293 | 13,818 | 90.4 | 94.0 | 156 | 1.0 |

* 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 (OTHER MUNICIPAL INSTITUTIONS)

| | Requests Received | Requests Completed | Within 30 Days | % | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------------------------------|-------------------|--------------------|----------------|-------|-----------------------|--------------|-----|
| Ottawa Community Housing | 162 | 161 | 151 | 93.8 | 93.8 | 0 | 0.0 |
| Toronto Community Housing Corporation | 157 | 147 | 144 | 98.0 | 100.0 | 0 | 0.0 |
| District of Nipissing Social Services Administration Board | 119 | 119 | 115 | 96.6 | 96.6 | 0 | 0.0 |
| Toronto Transit Commission | 99 | 99 | 94 | 94.9 | 96.0 | 0 | 0.0 |
| Municipal Property Assessment Corporation | 52 | 46 | 43 | 93.5 | 100.0 | 0 | 0.0 |
| District of Thunder Bay Social Services Administration Board (TBDSSAB) | 38 | 38 | 38 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto and Region Conservation Authority | 30 | 33 | 29 | 87.9 | 93.9 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE (OTHER MUNICIPAL INSTITUTIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended Compliance%* | Over 90 Days | % |
|-----------------------------------------------------------------|----------------------|-----------------------|-------------------|-----------------|--------------------------|-----------------|------|
| Lake Simcoe Region Conservation Authority | 28 | 28 | 26 | 92.9 | 100.0 | 0 | 0.0 |
| Ottawa Public Library | 19 | 19 | 15 | 78.9 | 94.7 | 2 | 10.5 |
| Cochrane DSSAB | 20 | 18 | 18 | 100.0 | 100.0 | 0 | 0.0 |
| Jacques Local Roads Board | 13 | 13 | 13 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto Hydro-Electric System Limited | 14 | 11 | 7 | 63.6 | 100.0 | 0 | 0.0 |
| Niagara Peninsula Conservation Authority | 10 | 10 | 10 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto Public Library | 5 | 9 | 6 | 66.7 | 100.0 | 1 | 11.1 |
| Conservation Halton | 8 | 8 | 6 | 75.0 | 100.0 | 0 | 0.0 |
| District of Parry Sound Social Services Administration Board | 8 | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Nottawasaga Valley Conservation Authority | 8 | 8 | 7 | 87.5 | 100.0 | 0 | 0.0 |
| Kenora District Services Board | 7 | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Algoma District Services Administration Board | 6 | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Board of Governors of Exhibition Place | 5 | 5 | 4 | 80.0 | 100.0 | 0 | 0.0 |
| Oakville Hydro Electricity Distribution System Inc. | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| The Durham District School Board | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Utilities Kingston (1425445 Ontario Limited) | 5 | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| CityHousing Hamilton Corporation | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Kingston and Frontenac Housing Corporation | 4 | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| North Bay-Mattawa Conservation Authority | 4 | 4 | 2 | 50.0 | 75.0 | 0 | 0.0 |
| Cataraqui Region Conservation Authority | 4 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Essex Region Conservation Authority | 4 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Hamilton Region Conservation Authority | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Kitchener-Wilmot Hydro Inc. | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Long Point Region Conservation Authority | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Otonabee Region 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 |

RESPONSE RATE COMPLIANCE (OTHER MUNICIPAL INSTITUTIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance* | Extended Compliance%* | Over 90 Days | % |
|------------------------------------------------------------------------------------|----------------------|-----------------------|-------------------|------------------|--------------------------|-----------------|-------|
| Thunder Bay Public Library | 3 | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Chatham-Kent Public Utilities Commission | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Credit Valley Conservation Authority | 2 | 2 | 1 | 50.0 | 100.0 | 0 | 0.0 |
| Durham Region Transit | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Grand River Conservation Authority | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Hydro Ottawa Limited | 2 | 2 | 1 | 50.0 | 50.0 | 0 | 0.0 |
| Nickel District Conservation Authority | 2 | 2 | 1 | 50.0 | 100.0 | 1 | 50.0 |
| Oshawa Public Library | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| PowerStream Inc. | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| PUC Services Inc. | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Sault Ste. Marie Region Conservation Authority | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Veridian Connections Inc. | 2 | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Windsor Essex Community Housing Corporation | 2 | 2 | 0 | 0.0 | 0.0 | 2 | 100.0 |
| Rideau Valley Conservation Authority | 2 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Enwin Utilities Limited | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Essex County Library Board | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Fort Frances Public Library | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Greater Sudbury Utilities | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Haldimand-Norfolk Housing Corporation | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Kingston Frontenac Public Library | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Kingston Hydro Corporation (formerly Kingston Electricity Distribution Limited) | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| London Transit Commission | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Lower Trent Region Conservation Authority | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Mississauga Library System | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Peterborough Utilities | 1 | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Sault Ste. Marie Economic Development Corporation | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| St. Clair Region Conservation Authority | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Transit Windsor | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Wellington North Power Inc. | 1 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Upper Thames River Conservation Authority | 0 | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Local Services Board of Rainbow Country | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |

ACCESS

RESPONSE RATE COMPLIANCE (OTHER MUNICIPAL INSTITUTIONS) – CONTINUED

| | Requests Received | Requests Completed | Within 30 Days | % Compliance | Extended Compliance%* | Over 90 Days | % |
|----------------------------------------------|----------------------|-----------------------|-------------------|-----------------|--------------------------|-----------------|------------|
| Newmarket-Tay Power Distribution Ltd. | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Saugeen Valley Conservation Authority | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| South Nation River Conservation Authority | 1 | 0 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Total | 906 | 885 | 831 | 93.9 | 97.2 | 6 | 0.7 |

* 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.

Summary of Appeals – 2015 vs. 2014

| | 2015 General Records Appeals | | | 2015 Personal Information Appeals | | | 2015 Total Appeals | | |
|--------|------------------------------|-----------|--------------|-----------------------------------|-----------|------------|--------------------|-----------|--------------|
| | Provincial | Municipal | Total | Provincial | Municipal | Total | Provincial | Municipal | Total |
| Opened | 536 | 478 | 1,014 | 179 | 210 | 389 | 715 | 688 | 1,403 |
| Closed | 506 | 428 | 934 | 186 | 209 | 395 | 692 | 637 | 1,329 |

| | 2014 General Records Appeals | | | 2014 Personal Information Appeals | | | 2014 Total Appeals | | |
|--------|------------------------------|-----------|------------|-----------------------------------|-----------|------------|--------------------|-----------|--------------|
| | Provincial | Municipal | Total | Provincial | Municipal | Total | Provincial | Municipal | Total |
| Opened | 501 | 406 | 907 | 194 | 219 | 413 | 695 | 625 | 1,320 |
| Closed | 497 | 423 | 920 | 201 | 255 | 456 | 698 | 678 | 1,376 |

ISSUES IN APPEALS OPENED

| Issue | Provincial | % | Municipal | % | Total | % |
|------------------------------|------------|--------------|------------|--------------|--------------|--------------|
| Exemptions only | 226 | 31.6 | 252 | 36.6 | 478 | 34.1 |
| Third Party | 139 | 19.4 | 55 | 8.0 | 194 | 13.8 |
| Exemptions with Other Issues | 62 | 8.7 | 108 | 15.7 | 170 | 12.1 |
| Deemed Refusal | 112 | 15.7 | 52 | 7.6 | 164 | 11.7 |
| Reasonable Search | 52 | 7.3 | 59 | 8.6 | 111 | 7.9 |
| Act Does Not Apply | 30 | 4.2 | 42 | 6.1 | 72 | 5.1 |
| Other | 30 | 4.2 | 39 | 5.7 | 69 | 4.9 |
| Fee and Fee Waiver | 23 | 3.2 | 29 | 4.2 | 52 | 3.7 |
| Interim Decision | 7 | 1.0 | 27 | 3.9 | 34 | 2.4 |
| Time Extension | 7 | 1.0 | 8 | 1.2 | 15 | 1.1 |
| Custody or Control | 12 | 1.7 | 2 | 0.3 | 14 | 1.0 |
| Frivolous or Vexatious | 7 | 1.0 | 3 | 0.4 | 10 | 0.7 |
| Fee | 2 | 0.3 | 5 | 0.7 | 7 | 0.5 |
| Correction | 2 | 0.3 | 2 | 0.3 | 4 | 0.3 |
| Failure to Disclose | 3 | 0.4 | 0 | 0.0 | 3 | 0.2 |
| Inadequate Decision | 1 | 0.1 | 2 | 0.3 | 3 | 0.2 |
| Fee Waiver | 0 | 0.0 | 2 | 0.3 | 2 | 0.1 |
| Transfer | 0 | 0.0 | 1 | 0.1 | 1 | 0.1 |
| Forward | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Total | 715 | 100.0 | 688 | 100.0 | 1,403 | 100.0 |

ACCESS

TYPES OF APPELLANTS IN APPEALS OPENED

| | Provincial | % | Municipal | % | Total | % |
|---------------------|------------|--------------|------------|--------------|--------------|--------------|
| Individual | 443 | 62.0 | 535 | 77.8 | 978 | 69.7 |
| Business | 201 | 28.1 | 92 | 13.4 | 293 | 20.9 |
| Media | 34 | 4.8 | 32 | 4.7 | 66 | 4.7 |
| Association/Group | 18 | 2.5 | 11 | 1.6 | 29 | 2.1 |
| Union | 10 | 1.4 | 5 | 0.7 | 15 | 1.1 |
| Academic/Researcher | 4 | 0.6 | 5 | 0.7 | 9 | 0.6 |
| Government | 2 | 0.3 | 5 | 0.7 | 7 | 0.5 |
| Politician | 3 | 0.4 | 3 | 0.4 | 6 | 0.4 |
| Total | 715 | 100.0 | 688 | 100.0 | 1,403 | 100.0 |

NUMBER OF APPEALS CLOSED OTHER THAN BY ORDER, BY OUTCOME

| | Provincial | % | Municipal | % | Total | % |
|----------------------------------------|------------|--------------|------------|--------------|--------------|--------------|
| Mediated in Full | 408 | 71.3 | 425 | 82.7 | 833 | 76.7 |
| Withdrawn | 88 | 15.4 | 43 | 8.4 | 131 | 12.1 |
| Screened out | 32 | 5.6 | 27 | 5.3 | 59 | 5.4 |
| Abandoned | 43 | 7.5 | 15 | 2.9 | 58 | 5.3 |
| Dismissed without Inquiry/Review/Order | 1 | 0.2 | 4 | 0.8 | 5 | 0.5 |
| Total | 572 | 100.0 | 514 | 100.0 | 1,086 | 100.0 |

NUMBER OF APPEALS CLOSED BY ORDER, BY ORDER OUTCOME

| | Provincial | % | Municipal | % | Total | % |
|-----------------------------------|------------|--------------|------------|--------------|------------|--------------|
| Head's decision upheld | 57 | 47.5 | 55 | 44.7 | 112 | 46.1 |
| Head's decision partially upheld* | 42 | 35.0 | 39 | 31.7 | 81 | 33.3 |
| Head's decision not upheld | 17 | 14.2 | 24 | 19.5 | 41 | 16.9 |
| Other | 4 | 3.3 | 5 | 4.1 | 9 | 3.7 |
| Total | 120 | 100.0 | 123 | 100.0 | 243 | 100.0 |

* Includes file PA12-256 closed by PHIPA Decision 17

OUTCOME OF APPEALS BY STAGE CLOSED

| | Intake | % | Mediation | % | Adjudication | % | Total | % |
|--------------------------------------------|------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|
| Mediated in Full | 191 | 57.5 | 638 | 97.4 | 4 | 1.2 | 833 | 62.7 |
| Order Issued | 0 | 0.0 | 0 | 0.0 | 243 | 71.1 | 243 | 18.3 |
| Withdrawn | 75 | 22.6 | 7 | 1.1 | 49 | 14.3 | 131 | 9.9 |
| Screened out | 59 | 17.8 | 0 | 0.0 | 0 | 0.0 | 59 | 4.4 |
| Abandoned | 7 | 2.1 | 10 | 1.5 | 41 | 12.0 | 58 | 4.4 |
| Dismissed without Inquiry/ Review/Order | 0 | 0.0 | 0 | 0.0 | 5 | 1.5 | 5 | 0.4 |
| Total | 332 | 100.0 | 655 | 100.0 | 342 | 100.0 | 1,329 | 100.0 |

| | | |
|--------------|--------------|---------------|
| Intake | 332 | 25.0% |
| Mediation | 655 | 49.3% |
| Adjudication | 342 | 25.7% |
| Total | 1,329 | 100.0% |

PROVINCIAL MINISTRY APPEALS OPENED BY MINISTRY NAME

| | | % |
|-----------------------------------------------------------------|-----|------|
| Ministry of Community Safety and Correctional Services | 138 | 40.0 |
| Ministry of the Environment and Climate Change | 38 | 11.0 |
| Ministry of Transportation | 27 | 7.8 |
| Ministry of Natural Resources and Forestry | 22 | 6.4 |
| Ministry of the Attorney General | 21 | 6.1 |
| Ministry of Health and Long-Term Care | 20 | 5.8 |
| Ministry of Community and Social Services | 14 | 4.1 |
| Ministry of Children and Youth Services | 10 | 2.9 |
| Ministry of Labour | 10 | 2.9 |
| Ministry of Finance | 9 | 2.6 |
| Ministry of Northern Development and Mines | 6 | 1.7 |
| Ministry of Agriculture, Food and Rural Affairs | 5 | 1.4 |
| Ministry of Government and Consumer Services | 5 | 1.4 |
| Ministry of Municipal Affairs and Housing | 4 | 1.2 |
| Ministry of Citizenship, Immigration and International Trade | 3 | 0.9 |
| Ministry of Tourism, Culture and Sport | 3 | 0.9 |
| Ministry of Training, Colleges and Universities | 3 | 0.9 |
| Ministry of Education | 2 | 0.6 |
| Ministry of Aboriginal Affairs | 1 | 0.3 |
| Ministry of Consumer Services | 1 | 0.3 |
| Ministry of Economic Development, Employment and Infrastructure | 1 | 0.3 |
| Ministry of Energy | 1 | 0.3 |

ACCESS

PROVINCIAL MINISTRY APPEALS OPENED BY MINISTRY NAME – CONTINUED

| | | % |
|-------------------------------------|------------|--------------|
| Ministry of Research and Innovation | 1 | 0.3 |
| Total | 345 | 100.0 |

PROVINCIAL AGENCY APPEALS OPENED BY AGENCY NAME

| | | % |
|-------------------------------------------------|------------|--------------|
| Office of the Public Guardian and Trustee | 81 | 32.4 |
| Independent Electricity System Operator | 50 | 20.0 |
| Legal Aid Ontario | 17 | 6.8 |
| Toronto Organizing Committee | 13 | 5.2 |
| Workplace Safety and Insurance Board | 13 | 5.2 |
| Archives of Ontario | 7 | 2.8 |
| Ontario Electricity Financial Corporation | 7 | 2.8 |
| Metrolinx | 6 | 2.4 |
| Hydro One | 5 | 2.0 |
| Ontario Media Development Corporation | 5 | 2.0 |
| Ontario Securities Commission | 5 | 2.0 |
| Cabinet Office | 4 | 1.6 |
| Financial Services Commission of Ontario | 4 | 1.6 |
| Ontario Lottery and Gaming Corporation | 4 | 1.6 |
| Social Justice Tribunals Ontario | 4 | 1.6 |
| Alcohol and Gaming Commission of Ontario | 2 | 0.8 |
| Human Rights Tribunal of Ontario | 2 | 0.8 |
| Infrastructure Ontario | 2 | 0.8 |
| Ontario Labour Relations Board | 2 | 0.8 |
| Ontario Power Generation | 2 | 0.8 |
| Public Health Ontario | 2 | 0.8 |
| Treasury Board Secretariat | 2 | 0.8 |
| Central East Local Health Integration Network | 1 | 0.4 |
| eHealth Ontario | 1 | 0.4 |
| Family Responsibility Office | 1 | 0.4 |
| Health Professions Appeal and Review Board | 1 | 0.4 |
| Northern Ontario Heritage Fund Corporation | 1 | 0.4 |
| Office of the Conflict of Interest Commissioner | 1 | 0.4 |
| Ontario Civilian Police Commission | 1 | 0.4 |
| Ontario Energy Board | 1 | 0.4 |
| Ontario Racing Commission | 1 | 0.4 |
| Pay Equity Commission | 1 | 0.4 |
| Social Benefits Tribunal | 1 | 0.4 |
| Total | 250 | 100.0 |

PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME

| | | % |
|----------------------------------------------------------------|-----------|--------------|
| University of Ottawa | 9 | 13.2 |
| Centennial College of Applied Arts and Technology | 8 | 11.8 |
| McMaster University | 7 | 10.3 |
| University of Toronto | 6 | 8.8 |
| Carleton University | 3 | 4.4 |
| Seneca College of Applied Arts and Technology | 3 | 4.4 |
| Algoma University | 2 | 2.9 |
| Algonquin College of Applied Arts and Technology | 2 | 2.9 |
| Durham College of Applied Arts and Technology | 2 | 2.9 |
| Fanshawe College of Applied Arts and Technology | 2 | 2.9 |
| Lakehead University | 2 | 2.9 |
| Laurentian University of Sudbury | 2 | 2.9 |
| Niagara College of Applied Arts and Technology | 2 | 2.9 |
| The University of Waterloo | 2 | 2.9 |
| University of Guelph | 2 | 2.9 |
| York University | 2 | 2.9 |
| Confederation College of Applied Arts and Technology | 1 | 1.5 |
| Fleming College | 1 | 1.5 |
| George Brown College of Applied Arts and Technology | 1 | 1.5 |
| La Cité Collégiale | 1 | 1.5 |
| Mohawk College of Applied Arts and Technology | 1 | 1.5 |
| Queen's University | 1 | 1.5 |
| Ryerson University | 1 | 1.5 |
| Sheridan College Institute of Technology and Advanced Learning | 1 | 1.5 |
| Trent University | 1 | 1.5 |
| University of Ontario Institute of Technology | 1 | 1.5 |
| University of Western Ontario | 1 | 1.5 |
| University of Windsor | 1 | 1.5 |
| Total | 68 | 100.0 |

ACCESS

PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME

| | | % |
|----------------------------------------|-----------|--------------|
| Hamilton Health Sciences | 8 | 15.4 |
| University Health Network | 6 | 11.5 |
| Bruyère Continuing Care | 5 | 9.6 |
| London Health Sciences Centre | 3 | 5.8 |
| Niagara Health System | 3 | 5.8 |
| Cambridge Memorial Hospital | 2 | 3.8 |
| Grand River Hospital | 2 | 3.8 |
| Markham Stouffville Hospital | 2 | 3.8 |
| Peterborough Regional Health Centre | 2 | 3.8 |
| Royal Ottawa Mental Health Centre | 2 | 3.8 |
| Runnymede Healthcare Centre | 2 | 3.8 |
| The Ottawa Hospital | 2 | 3.8 |
| West Nipissing General Hospital | 2 | 3.8 |
| Campbellford Memorial Hospital | 1 | 1.9 |
| Children's Hospital of Eastern Ontario | 1 | 1.9 |
| Humber River Regional Hospital | 1 | 1.9 |
| Kingston General Hospital | 1 | 1.9 |
| Leamington District Memorial Hospital | 1 | 1.9 |
| Royal Victoria Regional Health Centre | 1 | 1.9 |
| St. Joseph's Health Care London | 1 | 1.9 |
| St. Joseph's Healthcare Hamilton | 1 | 1.9 |
| The Scarborough Hospital | 1 | 1.9 |
| Trillium Health Partners | 1 | 1.9 |
| Windsor Regional Hospital | 1 | 1.9 |
| Total | 52 | 100.0 |

MUNICIPAL POLICE SERVICES APPEALS OPENED BY POLICE SERVICE NAME

| | | % |
|-------------------------------------------------|----|------|
| Toronto Police Services Board | 71 | 30.3 |
| Ottawa Police Services Board | 18 | 7.7 |
| Peel Regional Police Services Board | 18 | 7.7 |
| Halton Regional Police Services Board | 17 | 7.3 |
| Hamilton Police Services Board | 17 | 7.3 |
| Niagara Regional Police Services Board | 14 | 6.0 |
| The Greater/Grand Sudbury Police Services Board | 11 | 4.7 |
| Durham Regional Police Services Board | 9 | 3.8 |
| Waterloo Regional Police Services Board | 9 | 3.8 |

MUNICIPAL POLICE SERVICES APPEALS OPENED BY POLICE SERVICE NAME – CONTINUED

| | | % |
|--------------------------------------------------------|------------|--------------|
| York Regional Police Services Board | 7 | 3.0 |
| Peterborough Lakefield Community Police Services Board | 5 | 2.1 |
| Orangeville Police Services Board | 4 | 1.7 |
| Guelph Police Services Board | 3 | 1.3 |
| The Greater Sudbury Police Services Board | 3 | 1.3 |
| Timmins Police Services Board | 3 | 1.3 |
| Barrie Police Services Board | 2 | 0.9 |
| Brantford Police Services Board | 2 | 0.9 |
| Cobourg Police Services Board | 2 | 0.9 |
| Hanover Police Services Board | 2 | 0.9 |
| London Police Services Board | 2 | 0.9 |
| Windsor Police Services Board | 2 | 0.9 |
| York Regional Police | 2 | 0.9 |
| Chatham-Kent Police Services Board | 1 | 0.4 |
| Kingston Police Services Board | 1 | 0.4 |
| Midland Police Services Board | 1 | 0.4 |
| Owen Sound Police Services Board | 1 | 0.4 |
| Port Hope Police Services Board | 1 | 0.4 |
| Sarnia Police Services Board | 1 | 0.4 |
| St. Thomas Police Services Board | 1 | 0.4 |
| Stratford Police Services Board | 1 | 0.4 |
| Thunder Bay Police Services Board | 1 | 0.4 |
| West Grey Police Service | 1 | 0.4 |
| Woodstock Police Services Board | 1 | 0.4 |
| Total | 234 | 100.0 |

MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME

| | | % |
|---------------------------------------------------|----|------|
| Simcoe County District School Board | 11 | 20.8 |
| Toronto District School Board | 6 | 11.3 |
| Halton Catholic District School Board | 3 | 5.7 |
| Hastings and Prince Edward District School Board | 3 | 5.7 |
| Rainbow District School Board | 3 | 5.7 |
| York Catholic District School Board | 3 | 5.7 |
| Durham Catholic District School Board | 2 | 3.8 |
| Durham District School Board | 2 | 3.8 |
| Hamilton-Wentworth Catholic District School Board | 2 | 3.8 |

ACCESS

MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME – CONTINUED

| | | % |
|------------------------------------------------------------------|-----------|--------------|
| Peel District School Board | 2 | 3.8 |
| Toronto Catholic District School Board | 2 | 3.8 |
| Algonquin and Lakeshore Catholic District School Board | 1 | 1.9 |
| Conseil des ecoles catholiques de langue francaise du centre-est | 1 | 1.9 |
| Conseil scolaire catholique Franco-Nord | 1 | 1.9 |
| Conseil scolaire catholique Providence | 1 | 1.9 |
| Conseil scolaire de district catholique Centre-Sud | 1 | 1.9 |
| Conseil scolaire de district catholique des Aurores boréales | 1 | 1.9 |
| District School Board of Niagara | 1 | 1.9 |
| Dufferin-Peel Catholic District School Board | 1 | 1.9 |
| Kenora Catholic District School Board | 1 | 1.9 |
| Limestone District School Board | 1 | 1.9 |
| Ottawa-Carleton District School Board | 1 | 1.9 |
| Renfrew County District School Board | 1 | 1.9 |
| Simcoe Muskoka Catholic District School Board | 1 | 1.9 |
| Thunder Bay Catholic District School Board | 1 | 1.9 |
| Total | 53 | 100.0 |

MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME

| | | % |
|------------------------------------------|----|------|
| City of Toronto | 57 | 16.4 |
| City of Ottawa | 25 | 7.2 |
| City of Greater Sudbury | 18 | 5.2 |
| City of Hamilton | 14 | 4.0 |
| City of Vaughan | 11 | 3.2 |
| The Corporation of the City of London | 10 | 2.9 |
| The Corporation of the City of Cambridge | 9 | 2.6 |
| City of Brampton | 8 | 2.3 |
| City of Mississauga | 7 | 2.0 |
| The Regional Municipality of Niagara | 7 | 2.0 |
| City of Markham | 6 | 1.7 |
| City of Niagara Falls | 6 | 1.7 |
| Town of Amherstburg | 6 | 1.7 |
| City of Thunder Bay | 5 | 1.4 |
| City of Windsor | 5 | 1.4 |
| Regional Municipality of Durham | 5 | 1.4 |
| The Corporation of the City of Oshawa | 5 | 1.4 |

MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

| | | % |
|----------------------------------------------------|---|-----|
| Township of Oro-Medonte | 5 | 1.4 |
| City of Kingston | 4 | 1.1 |
| City of North Bay | 4 | 1.1 |
| City of St. Catharines | 4 | 1.1 |
| Niagara Peninsula Conservation Authority | 4 | 1.1 |
| The Corporation of the Municipality of St. Charles | 4 | 1.1 |
| The Township of Greater Madawaska | 4 | 1.1 |
| Town of Ajax | 4 | 1.1 |
| Town of Oakville | 4 | 1.1 |
| City of Burlington | 3 | 0.9 |
| Municipality of North Perth | 3 | 0.9 |
| The Corporation of the Town of Hawkesbury | 3 | 0.9 |
| Town of Innisfil | 3 | 0.9 |
| Town of New Tecumseth | 3 | 0.9 |
| Town of Richmond Hill | 3 | 0.9 |
| Township of Clearview | 3 | 0.9 |
| Township of Springwater | 3 | 0.9 |
| City of Kawartha Lakes | 2 | 0.6 |
| Corporation of the City of Belleville | 2 | 0.6 |
| Corporation of the City of Clarence-Rockland | 2 | 0.6 |
| Corporation of the Township of Muskoka Lakes | 2 | 0.6 |
| Haldimand County | 2 | 0.6 |
| Lakeshore Arena Corporation | 2 | 0.6 |
| Municipality of Clarington | 2 | 0.6 |
| Region of Peel | 2 | 0.6 |
| Regional Municipality of York | 2 | 0.6 |
| Rideau Valley Conservation Authority | 2 | 0.6 |
| The Corporation of the City of St. Thomas | 2 | 0.6 |
| The Corporation of the Town of Essex | 2 | 0.6 |
| The Regional Municipality of York | 2 | 0.6 |
| The Township of Asphodel-Norwood | 2 | 0.6 |
| Town of Lincoln | 2 | 0.6 |
| Town of Newmarket | 2 | 0.6 |
| Town of the Blue Mountains | 2 | 0.6 |
| Township of Puslinch | 2 | 0.6 |
| City of Belleville | 1 | 0.3 |
| City of Kenora | 1 | 0.3 |
| City of Peterborough | 1 | 0.3 |
| City of Pickering | 1 | 0.3 |

MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

| | | % |
|-----------------------------------------------------|---|-----|
| City of Port Colborne | 1 | 0.3 |
| City of Timmins | 1 | 0.3 |
| City of Waterloo | 1 | 0.3 |
| City of Welland | 1 | 0.3 |
| Corporation of the City of Brantford | 1 | 0.3 |
| Corporation of the City of Orillia | 1 | 0.3 |
| Corporation of the County of Essex | 1 | 0.3 |
| County of Dufferin | 1 | 0.3 |
| County of Hastings | 1 | 0.3 |
| County of Lanark | 1 | 0.3 |
| County of Norfolk | 1 | 0.3 |
| County of Renfrew | 1 | 0.3 |
| Municipality of Callander | 1 | 0.3 |
| Municipality of Casselman | 1 | 0.3 |
| Municipality of Chatham-Kent | 1 | 0.3 |
| Municipality of Dysart et al | 1 | 0.3 |
| Municipality of Grey Highlands | 1 | 0.3 |
| Municipality of Port Hope | 1 | 0.3 |
| Municipality of Sioux Lookout | 1 | 0.3 |
| The Corporation of the Municipality of Brighton | 1 | 0.3 |
| The Corporation of the Municipality of French River | 1 | 0.3 |
| The Corporation of the Town of Cobourg | 1 | 0.3 |
| The Corporation of the Town of Latchford | 1 | 0.3 |
| The Township of Billings | 1 | 0.3 |
| Town of Aurora | 1 | 0.3 |
| Town of Blind River | 1 | 0.3 |
| Town of Caledon | 1 | 0.3 |
| Town of Cochrane | 1 | 0.3 |
| Town of Collingwood | 1 | 0.3 |
| Town of Fort Erie | 1 | 0.3 |
| Town of Halton Hills | 1 | 0.3 |
| Town of Pelham | 1 | 0.3 |
| Town of Wasaga Beach | 1 | 0.3 |
| Township of Adjala-Tosorontio | 1 | 0.3 |
| Township of Alnwick/Haldimand | 1 | 0.3 |
| Township of Chapleau | 1 | 0.3 |
| Township of Hamilton | 1 | 0.3 |
| Township of Melancthon | 1 | 0.3 |

MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

| | | % |
|--------------------------|------------|--------------|
| Township of Perth East | 1 | 0.3 |
| Township of Scugog | 1 | 0.3 |
| Township of Southwold | 1 | 0.3 |
| Township of Uxbridge | 1 | 0.3 |
| Township of West Lincoln | 1 | 0.3 |
| Total | 348 | 100.0 |

OTHER TYPES OF MUNICIPAL APPEALS OPENED BY INSTITUTION NAME

| | | % |
|---------------------------------------------------------------|-----------|--------------|
| Toronto Community Housing Corporation | 10 | 18.9 |
| Toronto Transit Commission | 10 | 18.9 |
| Housing Services Corporation | 4 | 7.5 |
| Hamilton Niagara Haldimand Brant Community Care Access Centre | 2 | 3.8 |
| Lake Simcoe Region Conservation Authority | 2 | 3.8 |
| Lakefront Utility Services Inc. | 2 | 3.8 |
| Ottawa Community Housing | 2 | 3.8 |
| Ottawa Public Library | 2 | 3.8 |
| South Nation Conservation De La Nation Sud | 2 | 3.8 |
| Algoma Public Health | 1 | 1.9 |
| Brantford Hydro Inc. | 1 | 1.9 |
| Exhibition Place | 1 | 1.9 |
| Greater Sudbury Hydro Plus Inc. | 1 | 1.9 |
| London Transit Commission | 1 | 1.9 |
| Municipal Property Assessment Corporation | 1 | 1.9 |
| Niagara District Airport Commission | 1 | 1.9 |
| North Bay Hydro Services Inc. | 1 | 1.9 |
| North Bay Parry Sound District Health Unit | 1 | 1.9 |
| Shelter of Hope Animal Services | 1 | 1.9 |
| Thunder Bay District Health Unit | 1 | 1.9 |
| Toronto and Region Conservation Authority | 1 | 1.9 |
| Toronto Hydro Corporation | 1 | 1.9 |
| Toronto Parking Authority | 1 | 1.9 |
| Toronto Public Health | 1 | 1.9 |
| Toronto Public Library Board | 1 | 1.9 |
| Windsor-Essex County Health Unit | 1 | 1.9 |
| Total | 53 | 100.0 |

ACCESS

APPEALS OPENED BY REPRESENTATIVE TYPE

| | Provincial | % | Municipal | % | Total | % |
|------------------|------------|---------------|------------|---------------|--------------|---------------|
| Self-represented | 546 | 76.4% | 555 | 80.7% | 1,101 | 78.5% |
| Lawyer | 153 | 21.4% | 112 | 16.3% | 265 | 18.9% |
| Agent | 16 | 2.2% | 21 | 3.1% | 37 | 2.0% |
| Total | 715 | 100.0% | 688 | 100.0% | 1,403 | 100.0% |

APPEALS PROCESSED* IN INTAKE BY DISPOSITION

| Disposition | Appeals Processed in Intake | % |
|---------------------------|--------------------------------|--------------|
| Proceed to Mediation | 960 | 74.3 |
| Resolved | 191 | 14.8 |
| Withdrawn | 75 | 5.8 |
| Screened out without subs | 46 | 3.6 |
| Screened out with subs | 13 | 1.0 |
| Abandoned | 7 | 0.5 |
| Total | 1,292 | 100.0 |

* "Processed" refers to those files that completed the Intake stage somewhere between January 1, 2015 and December 31, 2015 and includes files that are still open in the Mediation and Adjudication stages

APPEALS PROCESSED* IN MEDIATION BY DISPOSITION

| Disposition | Files Processed in Mediation | % |
|--------------------|---------------------------------|------------|
| Settled | 638 | 68.8 |
| Partially mediated | 160 | 17.2 |
| No issues mediated | 113 | 12.2 |
| Abandoned | 10 | 1.1 |
| Withdrawn | 7 | 0.8 |
| Total | 928 | 100 |

* "Processed" refers to those files that completed the Mediation stage somewhere between January 1, 2015 and December 31, 2015 and includes files that are still open in the Adjudication stage

Summary of Privacy Complaints – 2014 vs. 2015

| | 2014 Privacy Complaints | | | 2015 Privacy Complaints | | |
|--------|-------------------------|-----------|------------|-------------------------|-----------|------------|
| | Provincial | Municipal | Total | Provincial | Municipal | Total |
| Opened | 123 | 157 | 280 | 109 | 167 | 276 |
| Closed | 143 | 133 | 276 | 108 | 163 | 271 |

NUMBER OF PRIVACY COMPLAINTS CLOSED 2006-2015

| Year | Municipal | Provincial | Total |
|------|-----------|------------|-------|
| 2015 | 108 | 163 | 271 |
| 2014 | 143 | 133 | 276 |
| 2013 | 118 | 141 | 259 |
| 2012 | 154 | 121 | 275 |
| 2011 | 129 | 148 | 277 |
| 2010 | 130 | 137 | 267 |
| 2009 | 101 | 126 | 227 |
| 2008 | 110 | 119 | 229 |
| 2007 | 129 | 89 | 218 |
| 2006 | 82 | 55 | 137 |

PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION

| Resolution Type | Provincial | % | Municipal | % | Total | % |
|-----------------|------------|--------------|------------|--------------|------------|--------------|
| Resolved | 83 | 76.9 | 133 | 81.6 | 216 | 79.7 |
| Screened out | 20 | 18.5 | 16 | 9.8 | 36 | 13.3 |
| Withdrawn | 3 | 2.8 | 9 | 5.5 | 12 | 4.4 |
| Abandoned | 2 | 1.9 | 2 | 1.2 | 4 | 1.5 |
| Report | 0 | 0.0 | 3 | 1.8 | 3 | 1.1 |
| Total | 108 | 100.0 | 163 | 100.0 | 271 | 100.0 |

SOURCE OF COMPLAINTS

| Source | Provincial | % | Municipal | % | Total | % |
|----------------------------|------------|--------------|------------|--------------|------------|--------------|
| Individual | 53 | 49.1 | 74 | 45.4 | 127 | 46.9 |
| IPC Commissioner initiated | 7 | 6.5 | 6 | 3.7 | 13 | 4.8 |
| Self-reported Breaches | 48 | 44.4 | 83 | 50.9 | 131 | 48.3 |
| Total | 108 | 100.0 | 163 | 100.0 | 271 | 100.0 |

PRIVACY

PRIVACY COMPLAINTS BY TYPE OF RESOLUTION AND STAGE CLOSED

| Resolution Type | Intake | % | Investigation | % | Total | % |
|-----------------|------------|--------------|---------------|--------------|------------|--------------|
| Resolved | 210 | 80.2 | 6 | 66.7 | 216 | 79.7 |
| Screened out | 36 | 13.7 | 0 | 0.0 | 36 | 13.3 |
| Withdrawn | 12 | 4.6 | 0 | 0.0 | 12 | 4.4 |
| Abandoned | 4 | 1.5 | 0 | 0.0 | 4 | 1.5 |
| Report | 0 | 0.0 | 3 | 33.3 | 3 | 1.1 |
| Total | 262 | 100.0 | 9 | 100.0 | 271 | 100.0 |

ISSUES* IN PRIVACY COMPLAINTS

| Issue | Provincial | % | Municipal | % | Total | % |
|-----------------------|------------|--------------|------------|--------------|------------|--------------|
| Disclosure | 58 | 69.0 | 99 | 69.7 | 157 | 69.5 |
| Security | 9 | 10.7 | 19 | 13.4 | 28 | 12.4 |
| Collection | 7 | 8.3 | 10 | 7.0 | 17 | 7.5 |
| General privacy issue | 5 | 6.0 | 7 | 4.9 | 12 | 5.3 |
| Use | 0 | 0.0 | 5 | 3.5 | 5 | 2.2 |
| Access | 3 | 3.6 | 0 | 0.0 | 3 | 1.3 |
| Inappropriate Access | 2 | 2.4 | 0 | 0.0 | 2 | 0.9 |
| Disposal | 0 | 0.0 | 1 | 0.7 | 1 | 0.4 |
| Personal information | 0 | 0.0 | 1 | 0.7 | 1 | 0.4 |
| Total | 84 | 100.0 | 142 | 100.0 | 226 | 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

OUTCOME OF ISSUES* IN PRIVACY COMPLAINTS

| Outcome | Provincial | % | Municipal | % | Total | % |
|----------------------------------|------------|--------------|------------|--------------|------------|--------------|
| Resolved - Finding not necessary | 66 | 78.6 | 124 | 87.3 | 190 | 84.1 |
| Complied in Full | 12 | 14.3 | 13 | 9.2 | 25 | 11.1 |
| Act does not apply | 6 | 7.1 | 3 | 2.1 | 9 | 4.0 |
| Complied in Part | 0 | 0.0 | 2 | 1.4 | 2 | 0.9 |
| Total | 84 | 100.0 | 142 | 100.0 | 226 | 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 PROCESSED* IN INTAKE BY DISPOSITION

| Disposition | Files Processed in Intake | % |
|---------------------------|----------------------------------|--------------|
| Resolved | 210 | 77.5 |
| Screened out without subs | 36 | 13.3 |
| Withdrawn | 12 | 4.4 |
| Proceed to Investigation | 9 | 3.3 |
| Abandoned | 4 | 1.5 |
| Total | 271 | 100.0 |

* "Processed" refers to those files that completed the Intake stage somewhere between January 1, 2015 and December 31, 2015 and includes files that are still open in the Investigation stage

PRIVACY COMPLAINTS PROCESSED IN INVESTIGATION BY DISPOSITION

| Disposition | Files Processed in Investigation | % |
|--------------------|-----------------------------------------|--------------|
| Report | 3 | 33.3 |
| Resolved | 6 | 66.7 |
| Total | 9 | 100.0 |

Requests by the Public under *PHIPA*

There were 90,408 requests for access to personal health information completed in 2015, slightly more than a 6% increase over 2014 where 85,156 requests were filed.

OUTCOME OF REQUESTS COMPLETED*

| | Number of Requests Completed |
|----------------------------------------------------------------------------------------------------|-------------------------------------|
| Full access provided | 87,366 |
| Partial access provided: provisions applied to deny access | 66 |
| Partial access provided: no record exists or cannot be found | 155 |
| Partial access provided: record outside of <i>PHIPA</i> | 3 |
| No access provided: provisions applied to deny access | 51 |
| No access provided: no record exists or cannot be found | 1,239 |
| No access provided: record outside of <i>PHIPA</i> | 4 |
| Other completed requests, e.g. withdrawn or never accessed | 1,865 |
| TOTAL REQUESTS | 90,749 |
| Number of requests that were not accessed following a fee estimate | 564 |
| Number of requests denied access in whole or in part where a provision of <i>PHIPA</i> was applied | 117 |

* Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus the total of this table may be greater than the total number of requests completed.

TOTAL FEES COLLECTED AND WAIVED AND AVERAGE COST PER ACCESS REQUEST

| | |
|---------------------------------|------------------------|
| Total Fees Collected | \$ 1,569,433.25 |
| Total Fees Waived | \$ 554,008.25 |
| Average Cost per Access Request | \$ 17.36 |

Compliance

OVERALL COMPLIANCE:

30-day: 96.2%

Extended: 96.6%

Over 90 days: 2.9%

RESPONSE RATE COMPLIANCE

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|-----------------------------------------|--------------------|----------------|-------|----------------------|--------------|------|
| Ministry of Health and Long-Term Care | 16,653 | 16,599 | 99.7 | 99.7 | 48 | 0.3 |
| Mackenzie Health – Richmond Hill Site | 7,139 | 7,139 | 100.0 | 100.0 | 0 | 0.0 |
| Windsor Regional Hospital | 5,108 | 5,097 | 99.8 | 99.8 | 0 | 0.0 |
| Grey Bruce Health Services | 5,089 | 4,889 | 96.1 | 96.1 | 0 | 0.0 |
| The Ottawa Hospital | 4,787 | 4,688 | 97.9 | 98.9 | 48 | 1.0 |
| The Hospital for Sick Children | 3,999 | 3,999 | 100.0 | 100.0 | 0 | 0.0 |
| Rouge Valley Health System | 2,619 | 1,808 | 69.0 | 69.0 | 811 | 31.0 |
| Sinai Health System | 2,504 | 1,247 | 49.8 | 49.8 | 1,257 | 50.2 |
| Quinte Health Care | 2,320 | 2,320 | 100.0 | 100.0 | 0 | 0.0 |
| Markham Stouffville Hospital | 1,998 | 1,995 | 99.8 | 99.9 | 2 | 0.1 |
| Lakeridge Health | 1,880 | 1,842 | 98.0 | 98.0 | 38 | 2.0 |
| Trillium Health Partners | 1,846 | 1,845 | 99.9 | 99.9 | 1 | 0.1 |
| Southlake Regional Hospital | 1,750 | 1,750 | 100.0 | 100.0 | 0 | 0.0 |
| London Health Sciences Centre | 1,632 | 1,543 | 94.5 | 97.6 | 36 | 2.2 |
| St. Michael's Hospital | 1,423 | 1,245 | 87.5 | 90.7 | 133 | 9.3 |
| The University Health Network | 1,275 | 1,273 | 99.8 | 99.8 | 0 | 0.0 |
| Sunnybrook Health Sciences Centre | 1,219 | 1,188 | 97.5 | 97.5 | 31 | 2.5 |
| Hamilton Health Sciences | 1,168 | 1,162 | 99.5 | 99.9 | 1 | 0.1 |
| Royal Victoria Regional Health Centre | 1,121 | 1,117 | 99.6 | 100.0 | 0 | 0.0 |
| William Osler Health Centre | 1,088 | 1,048 | 96.3 | 96.4 | 39 | 3.6 |
| Sioux Lookout Meno Ya Win Health Centre | 1,029 | 970 | 94.3 | 94.3 | 0 | 0.0 |
| Children's Hospital of Eastern Ontario | 865 | 749 | 86.6 | 86.6 | 0 | 0.0 |
| Health Sciences North | 812 | 812 | 100.0 | 100.0 | 0 | 0.0 |
| St. Mary's General Hospital | 745 | 745 | 100.0 | 100.0 | 0 | 0.0 |
| Joseph Brant Hospital | 723 | 610 | 84.4 | 100.0 | 0 | 0.0 |
| Cambridge Memorial Hospital | 685 | 685 | 100.0 | 100.0 | 0 | 0.0 |
| North Bay Regional Health Centre | 681 | 681 | 100.0 | 100.0 | 0 | 0.0 |

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE – CONTINUED

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|-----------------------------------------------------|--------------------|----------------|-------|----------------------|--------------|------|
| Niagara Health System | 662 | 660 | 99.7 | 99.7 | 2 | 0.3 |
| Humber River Hospital | 640 | 640 | 100.0 | 100.0 | 0 | 0.0 |
| Bluewater Health | 616 | 605 | 98.2 | 98.2 | 11 | 1.8 |
| Halton Healthcare Services | 582 | 582 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Healthcare Hamilton | 569 | 548 | 96.3 | 98.8 | 6 | 1.1 |
| The Scarborough Hospital | 550 | 550 | 100.0 | 100.0 | 0 | 0.0 |
| Grand River Hospital | 548 | 548 | 100.0 | 100.0 | 0 | 0.0 |
| Guelph General Hospital | 548 | 548 | 100.0 | 100.0 | 0 | 0.0 |
| Queensway Carleton Hospital | 482 | 456 | 94.6 | 100.0 | 0 | 0.0 |
| Toronto Public Health | 464 | 464 | 100.0 | 100.0 | 0 | 0.0 |
| Centre for Addiction and Mental Health (CAMH) | 455 | 455 | 100.0 | 100.0 | 0 | 0.0 |
| Pembroke Regional Hospital | 455 | 426 | 93.6 | 98.2 | 8 | 1.8 |
| Homewood Health Centre Inc. | 452 | 452 | 100.0 | 100.0 | 0 | 0.0 |
| Royal Ottawa Health Care Group | 448 | 407 | 90.8 | 91.7 | 37 | 8.3 |
| St. Joseph's Health Care London | 446 | 443 | 99.3 | 99.6 | 2 | 0.4 |
| St. Joseph's Health Centre | 441 | 434 | 98.4 | 98.4 | 7 | 1.6 |
| Peterborough Regional Health Centre | 422 | 417 | 98.8 | 98.8 | 5 | 1.2 |
| Region of Peel- Ambulance | 402 | 402 | 100.0 | 100.0 | 0 | 0.0 |
| Orillia Soldiers' Memorial Hospital | 348 | 348 | 100.0 | 100.0 | 0 | 0.0 |
| York Region – Ambulance Services | 331 | 318 | 96.1 | 96.4 | 12 | 3.6 |
| North York General Hospital | 308 | 277 | 89.9 | 89.9 | 31 | 10.1 |
| Chatham-Kent Health Alliance | 306 | 305 | 99.7 | 99.7 | 1 | 0.3 |
| Hôpital Montfort | 305 | 303 | 99.3 | 99.3 | 2 | 0.7 |
| Kingston General Hospital | 291 | 289 | 99.3 | 100.0 | 0 | 0.0 |
| Toronto East General Hospital | 287 | 253 | 88.2 | 100.0 | 0 | 0.0 |
| Lady Dunn Health Centre | 284 | 284 | 100.0 | 100.0 | 0 | 0.0 |
| St. Thomas Elgin General Hospital | 243 | 243 | 100.0 | 100.0 | 0 | 0.0 |
| Sault Area Hospital | 227 | 227 | 100.0 | 100.0 | 0 | 0.0 |
| Brant County Health Unit | 218 | 218 | 100.0 | 100.0 | 0 | 0.0 |
| Women's College Hospital | 205 | 202 | 98.5 | 99.5 | 0 | 0.0 |
| Hotel Dieu Hospital | 200 | 197 | 98.5 | 100.0 | 0 | 0.0 |
| Brant Community Healthcare System | 195 | 195 | 100.0 | 100.0 | 0 | 0.0 |
| The Region of Niagara – EMS/Communications services | 195 | 195 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE – CONTINUED

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|--------------------------------------------------|--------------------|----------------|-------|----------------------|--------------|-----|
| Almonte General Hospital / Fairview Manor | 160 | 160 | 100.0 | 100.0 | 0 | 0.0 |
| Holland Bloorview Kids Rehabilitation Hospital | 158 | 156 | 98.7 | 100.0 | 2 | 1.3 |
| Stratford General Hospital Site | 157 | 157 | 100.0 | 100.0 | 0 | 0.0 |
| Timmins & District Hospital | 148 | 147 | 99.3 | 100.0 | 0 | 0.0 |
| Woodstock Hospital | 142 | 142 | 100.0 | 100.0 | 0 | 0.0 |
| Hotel-Dieu Grace Healthcare | 139 | 139 | 100.0 | 100.0 | 0 | 0.0 |
| Englehart and District Hospital | 124 | 124 | 100.0 | 100.0 | 0 | 0.0 |
| Waypoint Centre for Mental Health Care | 122 | 120 | 98.4 | 100.0 | 0 | 0.0 |
| Simcoe County Paramedic Services | 115 | 115 | 100.0 | 100.0 | 0 | 0.0 |
| Renfrew County and District Health Unit | 115 | 114 | 99.1 | 99.1 | 1 | 0.9 |
| Ross Memorial Hospital | 111 | 111 | 100.0 | 100.0 | 0 | 0.0 |
| Kirkland and District Hospital | 110 | 110 | 100.0 | 100.0 | 0 | 0.0 |
| Perth and Smiths Falls District Hospital | 110 | 110 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Shores Centre for Mental Health Sciences | 103 | 100 | 97.1 | 98.1 | 2 | 1.9 |
| St. Joseph's General Hospital Elliot Lake | 100 | 100 | 100.0 | 100.0 | 0 | 0.0 |
| ORNGE | 99 | 97 | 98.0 | 98.0 | 2 | 2.0 |
| Halton Region Paramedic Services | 97 | 96 | 99.0 | 99.0 | 1 | 1.0 |
| Leamington District Memorial Hospital | 93 | 93 | 100.0 | 100.0 | 0 | 0.0 |
| Baycrest | 89 | 89 | 100.0 | 100.0 | 0 | 0.0 |
| Nipigon District Memorial Hospital | 88 | 88 | 100.0 | 100.0 | 0 | 0.0 |
| West Parry Sound Health Centre | 84 | 84 | 100.0 | 100.0 | 0 | 0.0 |
| Middlesex Hospital Alliance | 82 | 77 | 93.9 | 93.9 | 0 | 0.0 |
| Sensenbrenner Hospital | 77 | 77 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Care Group | 70 | 70 | 100.0 | 100.0 | 0 | 0.0 |
| Northumberland Hills Hospital | 66 | 66 | 100.0 | 100.0 | 0 | 0.0 |
| Upper Canada District School Board | 66 | 65 | 98.5 | 98.5 | 1 | 1.5 |
| Lake of the Woods District Hospital | 64 | 64 | 100.0 | 100.0 | 0 | 0.0 |
| Bellwood Health Services | 60 | 60 | 100.0 | 100.0 | 0 | 0.0 |
| Providence Care | 60 | 60 | 100.0 | 100.0 | 0 | 0.0 |
| Atikokan General Hospital | 59 | 59 | 100.0 | 100.0 | 0 | 0.0 |
| Kemptville District Hospital | 57 | 57 | 100.0 | 100.0 | 0 | 0.0 |
| Runnymede Healthcare Centre | 57 | 57 | 100.0 | 100.0 | 0 | 0.0 |
| Riverside Health Care Facilities | 56 | 53 | 94.6 | 100.0 | 0 | 0.0 |

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE – CONTINUED

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|-------------------------------------------------------------|--------------------|----------------|-------|----------------------|--------------|------|
| Halton Region Board of Health (MOH) | 53 | 45 | 84.9 | 84.9 | 8 | 15.1 |
| Alexandra Hospital | 52 | 52 | 100.0 | 100.0 | 0 | 0.0 |
| Georgian Bay General Hospital | 52 | 52 | 100.0 | 100.0 | 0 | 0.0 |
| Wilson Memorial General Hospital | 51 | 51 | 100.0 | 100.0 | 0 | 0.0 |
| South Bruce Grey Health Centre | 50 | 50 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Health Centre Guelph | 50 | 49 | 98.0 | 98.0 | 1 | 2.0 |
| City of Greater Sudbury – Paramedic Services | 49 | 49 | 100.0 | 100.0 | 0 | 0.0 |
| Tillsonburg District Memorial Hospital | 49 | 49 | 100.0 | 100.0 | 0 | 0.0 |
| Providence Healthcare | 48 | 48 | 100.0 | 100.0 | 0 | 0.0 |
| Winchester District Memorial Hospital | 48 | 48 | 100.0 | 100.0 | 0 | 0.0 |
| Durham College | 47 | 37 | 78.7 | 78.7 | 10 | 21.3 |
| Carleton Place & District Memorial Hospital | 46 | 46 | 100.0 | 100.0 | 0 | 0.0 |
| Renfrew Victoria Hospital | 46 | 46 | 100.0 | 100.0 | 0 | 0.0 |
| Lennox & Addington County General Hospital | 39 | 39 | 100.0 | 100.0 | 0 | 0.0 |
| West Park Healthcare Centre | 39 | 37 | 94.9 | 94.9 | 2 | 5.1 |
| Brockville General Hospital | 38 | 38 | 100.0 | 100.0 | 0 | 0.0 |
| McMaster University | 35 | 35 | 100.0 | 100.0 | 0 | 0.0 |
| Thunder Bay Regional Health Sciences Centre | 35 | 35 | 100.0 | 100.0 | 0 | 0.0 |
| Emergency Services/ United Counties of Prescott and Russell | 33 | 33 | 100.0 | 100.0 | 0 | 0.0 |
| West Nipissing General Hospital | 33 | 33 | 100.0 | 100.0 | 0 | 0.0 |
| Alexandra Marine and General Hospital | 31 | 31 | 100.0 | 100.0 | 0 | 0.0 |
| Durham Region Health Department | 30 | 29 | 96.7 | 96.7 | 1 | 3.3 |
| Norfolk General Hospital | 29 | 29 | 100.0 | 100.0 | 0 | 0.0 |
| Notre-Dame Hospital | 29 | 29 | 100.0 | 100.0 | 0 | 0.0 |
| Hotel Dieu Shaver Health and Rehabilitation Centre | 29 | 25 | 86.2 | 100.0 | 0 | 0.0 |
| Bruyère Continuing Care | 29 | 24 | 82.8 | 82.8 | 0 | 0.0 |
| Shouldice Hospital | 28 | 28 | 100.0 | 100.0 | 0 | 0.0 |
| Lady Minto Hospital | 27 | 27 | 100.0 | 100.0 | 0 | 0.0 |
| Anson General Hospital | 25 | 25 | 100.0 | 100.0 | 0 | 0.0 |
| County of Brant – Ambulance Service | 25 | 25 | 100.0 | 100.0 | 0 | 0.0 |
| Manitouwadge General Hospital | 23 | 23 | 100.0 | 100.0 | 0 | 0.0 |
| York Region – Early Intervention Services | 23 | 23 | 100.0 | 100.0 | 0 | 0.0 |
| Dryden Regional Health Centre | 23 | 19 | 82.6 | 82.6 | 4 | 17.4 |

RESPONSE RATE COMPLIANCE – CONTINUED

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|-------------------------------------------------------------|--------------------|----------------|-------|----------------------|--------------|------|
| Algoma Public Health | 23 | 18 | 78.3 | 78.3 | 5 | 21.7 |
| Corporation of the County of Essex | 21 | 21 | 100.0 | 100.0 | 0 | 0.0 |
| St. Joseph's Continuing Care Centre of Sudbury | 21 | 19 | 90.5 | 90.5 | 2 | 9.5 |
| Blind River District Health Centre | 20 | 20 | 100.0 | 100.0 | 0 | 0.0 |
| St. Francis Memorial Hospital | 20 | 20 | 100.0 | 100.0 | 0 | 0.0 |
| Chapleau Health Services | 19 | 19 | 100.0 | 100.0 | 0 | 0.0 |
| Deep River and District Hospital | 19 | 19 | 100.0 | 100.0 | 0 | 0.0 |
| York Region - Long-Term Care | 18 | 18 | 100.0 | 100.0 | 0 | 0.0 |
| Arnprior & District Memorial Hospital | 17 | 17 | 100.0 | 100.0 | 0 | 0.0 |
| County of Oxford – EMS | 17 | 17 | 100.0 | 100.0 | 0 | 0.0 |
| South Huron Hospital Association | 17 | 17 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto Grace Health Centre | 17 | 17 | 100.0 | 100.0 | 0 | 0.0 |
| Lakehead University (Student Health & Counselling Centre) | 16 | 16 | 100.0 | 100.0 | 0 | 0.0 |
| Wilfrid Laurier University | 16 | 16 | 100.0 | 100.0 | 0 | 0.0 |
| Collingwood General and Marine Hospital | 15 | 15 | 100.0 | 100.0 | 0 | 0.0 |
| Bingham Memorial Hospital | 14 | 14 | 100.0 | 100.0 | 0 | 0.0 |
| Hôpital Glengarry Memorial Hospital | 14 | 14 | 100.0 | 100.0 | 0 | 0.0 |
| WINGHAM & DISTRICT HOSPITAL | 14 | 14 | 100.0 | 100.0 | 0 | 0.0 |
| The Region of Niagara – Long Term Care Homes | 14 | 13 | 92.9 | 92.9 | 1 | 7.1 |
| London InterCommunity Health Centre | 13 | 13 | 100.0 | 100.0 | 0 | 0.0 |
| Manitoulin Health Centre | 12 | 12 | 100.0 | 100.0 | 0 | 0.0 |
| Muskoka Algonquin Healthcare | 12 | 12 | 100.0 | 100.0 | 0 | 0.0 |
| Kingston, Frontenac, Lennox and Addington Public Health | 11 | 11 | 100.0 | 100.0 | 0 | 0.0 |
| Simcoe Muskoka District Health Unit | 11 | 10 | 90.9 | 90.9 | 0 | 0.0 |
| United Counties of Leeds and Grenville – Paramedic Services | 10 | 10 | 100.0 | 100.0 | 0 | 0.0 |
| Clinton Public Hospital Site | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |
| Hastings and Prince Edward Counties Health Unit | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |
| Niagara Region | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |
| Providence Healthcare – The Houses of Providence (LTC) | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |
| West Haldimand General Hospital | 9 | 9 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE – CONTINUED

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|--------------------------------------------------------------|--------------------|----------------|-------|----------------------|--------------|------|
| Toronto – Long Term Care Homes & Services | 9 | 8 | 88.9 | 100.0 | 0 | 0.0 |
| City of Ottawa | 9 | 7 | 77.8 | 77.8 | 2 | 22.2 |
| Circle of Care | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Confederation College | 8 | 8 | 100.0 | 100.0 | 0 | 0.0 |
| Cornwall Community Hospital | 8 | 6 | 75.0 | 75.0 | 2 | 25.0 |
| Huronview Home for the Aged (Huron County) | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| Seaforth Community Hospital Site | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| St. Mary's Memorial Hospital Site | 7 | 7 | 100.0 | 100.0 | 0 | 0.0 |
| County of Frontenac | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| District School Board of Niagara | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Peterborough County-City Health Unit | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Regional Municipality of Peel – Public Health | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| Regional Municipality of Waterloo/Sunnyside Home | 6 | 6 | 100.0 | 100.0 | 0 | 0.0 |
| District of Timiskaming Social Services Administration Board | 6 | 3 | 50.0 | 83.3 | 1 | 16.7 |
| Cochrane DSSAB | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Eastern Ontario Health Unit | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Haliburton, Kawartha, Pine Ridge District Health Unit | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Hamilton Public Health | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| HÔPITAL DE Mattawa HOSPITAL | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Ontario Agency for Health Protection and Promotion | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| The Regional Municipality of York | 5 | 5 | 100.0 | 100.0 | 0 | 0.0 |
| Thunder Bay District Health Unit | 5 | 4 | 80.0 | 80.0 | 1 | 20.0 |
| Casey House Hospice | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Georgian College of Applied Arts & Technology | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Huron County Health Unit | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Region of Peel – Long Term Care | 4 | 4 | 100.0 | 100.0 | 0 | 0.0 |
| Bruce County – Ambulance | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| City of Toronto – Human Resources | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Haldimand War Memorial Hospital | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Hopital Smooth Rock Falls Hospital | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Lambton Health Unit | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |
| Middlesex-London Health Unit | 3 | 3 | 100.0 | 100.0 | 0 | 0.0 |

RESPONSE RATE COMPLIANCE – CONTINUED

| | Requests Completed | Within 30 Days | % | Extended Compliance* | Over 30 Days | % |
|--------------------------------------------------|--------------------|----------------|-------------|----------------------|--------------|------------|
| County of Elgin – Homes | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| County of Oxford – Public Health | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| County of Oxford – Woodingford Lodge | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Elgin-St. Thomas Health Unit | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| North Bay Parry Sound District Health Unit | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Perth District Health Unit | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Simcoe County – Homes | 2 | 2 | 100.0 | 100.0 | 0 | 0.0 |
| Corporation of the County of Lambton – Ambulance | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| County of Frontenac – Long Term Care | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Dufferin-Peel Catholic DSBoard | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Huronlea Home for the Aged (Huron County) | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Sudbury & District Health Unit | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Toronto – Emergency Medical Services | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Wellington Dufferin Guelph Public Health | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Windsor-Essex County Health Unit | 1 | 1 | 100.0 | 100.0 | 0 | 0.0 |
| Huron Lodge | 1 | 0 | 0.0 | 100.0 | 0 | 0.0 |
| Thunder Bay – EMS | 1 | 0 | 0.0 | 0.0 | 0 | 0.0 |
| Total | 90,408 | 86,986 | 96.2 | 96.6 | 2,618 | 2.9 |

EXPEDITED ACCESS

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|---------------------------------------|-------------------------------------------|-------------------------------------------------------|------|----------------------------------------------------------|-----|-------------------------------------------|-------------------------------|
| Ministry of Health and Long-Term Care | 16,653 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Mackenzie Health – Richmond Hill Site | 7,139 | 42 | 0.6 | 0 | 0.0 | 42 | 0.6 |
| Windsor Regional Hospital | 5,108 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Grey Bruce Health Services | 5,089 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| The Ottawa Hospital | 4,787 | 33 | 0.7 | 0 | 0.0 | 33 | 0.7 |
| The Hospital for Sick Children | 3,999 | 457 | 11.4 | 0 | 0.0 | 457 | 11.4 |
| Rouge Valley Health System | 2,619 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Sinai Health System | 2,504 | 2 | 0.1 | 0 | 0.0 | 2 | 0.1 |
| Quinte Health Care | 2,320 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Markham Stouffville Hospital | 1,998 | 7 | 0.4 | 0 | 0.0 | 7 | 0.4 |
| Lakeridge Health | 1,880 | 9 | 0.5 | 0 | 0.0 | 9 | 0.5 |

EXPEDITED ACCESS – CONTINUED

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|--------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------|-------|-------------------------------------------------------------------------|-----|----------------------------------------------------------|----------------------------------------|
| Trillium Health Partners | 1,846 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Southlake Regional Hospital | 1,750 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| London Health Sciences Centre | 1,632 | 2 | 0.1 | 0 | 0.0 | 2 | 0.1 |
| St. Michael's Hospital | 1,423 | 115 | 8.1 | 0 | 0.0 | 115 | 8.1 |
| The University Health Network | 1,275 | 13 | 1.0 | 0 | 0.0 | 13 | 1.0 |
| Sunnybrook Health Sciences Centre | 1,219 | 921 | 75.6 | 60 | 4.9 | 981 | 80.5 |
| Hamilton Health Sciences | 1,168 | 82 | 7.0 | 0 | 0.0 | 82 | 7.0 |
| Royal Victoria Regional Health Centre | 1,121 | 366 | 32.6 | 0 | 0.0 | 366 | 32.6 |
| William Osler Health Centre | 1,088 | 37 | 3.4 | 0 | 0.0 | 37 | 3.4 |
| Sioux Lookout Meno Ya Win Health Centre | 1,029 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Children's Hospital of Eastern Ontario | 865 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Health Sciences North | 812 | 1 | 0.1 | 0 | 0.0 | 1 | 0.1 |
| St. Mary's General Hospital | 745 | 22 | 3.0 | 0 | 0.0 | 22 | 3.0 |
| Joseph Brant Hospital | 723 | 302 | 41.8 | 0 | 0.0 | 302 | 41.8 |
| Cambridge Memorial Hospital | 685 | 4 | 0.6 | 0 | 0.0 | 4 | 0.6 |
| North Bay Regional Health Centre | 681 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Niagara Health System | 662 | 5 | 0.8 | 0 | 0.0 | 5 | 0.8 |
| Humber River Hospital | 640 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Bluewater Health | 616 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Halton Healthcare Services | 582 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's Healthcare Hamilton | 569 | 313 | 55.0 | 0 | 0.0 | 313 | 55.0 |
| The Scarborough Hospital | 550 | 550 | 100.0 | 0 | 0.0 | 550 | 100.0 |
| Grand River Hospital | 548 | 4 | 0.7 | 0 | 0.0 | 4 | 0.7 |
| Guelph General Hospital | 548 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Queensway Carleton Hospital | 482 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Toronto Public Health | 464 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Centre for Addiction and Mental Health (CAMH) | 455 | 165 | 36.3 | 0 | 0.0 | 165 | 36.3 |
| Pembroke Regional Hospital | 455 | 114 | 25.1 | 21 | 4.6 | 135 | 29.7 |
| Homewood Health Centre Inc. | 452 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Royal Ottawa Health Care Group | 448 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's Health Care London | 446 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's Health Centre | 441 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Peterborough Regional Health Centre | 422 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Region of Peel – Ambulance | 402 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |

EXPEDITED ACCESS – CONTINUED

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|--------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------|------|-------------------------------------------------------------------------|-----|----------------------------------------------------------|----------------------------------------|
| Orillia Soldiers' Memorial Hospital | 348 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| York Region – Ambulance Services | 331 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| North York General Hospital | 308 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Chatham-Kent Health Alliance | 306 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hôpital Montfort | 305 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Kingston General Hospital | 291 | 72 | 24.7 | 0 | 0.0 | 72 | 24.7 |
| Toronto East General Hospital | 287 | 7 | 2.4 | 1 | 0.3 | 8 | 2.8 |
| Lady Dunn Health Centre | 284 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Thomas Elgin General Hospital | 243 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Sault Area Hospital | 227 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Brant County Health Unit | 218 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Women's College Hospital | 205 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hotel Dieu Hospital | 200 | 62 | 31.0 | 0 | 0.0 | 62 | 31.0 |
| Brant Community Healthcare System | 195 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| The Region of Niagara – EMS/Communications services | 195 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Almonte General Hospital / Fairview Manor | 160 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Holland Bloorview Kids Rehabilitation Hospital | 158 | 11 | 7.0 | 0 | 0.0 | 11 | 7.0 |
| Stratford General Hospital Site | 157 | 8 | 5.1 | 0 | 0.0 | 8 | 5.1 |
| Timmins & District Hospital | 148 | 14 | 9.5 | 0 | 0.0 | 14 | 9.5 |
| Woodstock Hospital | 142 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hotel-Dieu Grace Healthcare | 139 | 3 | 2.2 | 0 | 0.0 | 3 | 2.2 |
| Englehart and District Hospital | 124 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Waypoint Centre for Mental Health Care | 122 | 5 | 4.1 | 0 | 0.0 | 5 | 4.1 |
| Simcoe County Paramedic Services | 115 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Renfrew County and District Health Unit | 115 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Ross Memorial Hospital | 111 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Kirkland and District Hospital | 110 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Perth and Smiths Falls District Hospital | 110 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Ontario Shores Centre for Mental Health Sciences | 103 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's General Hospital Elliot Lake | 100 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| ORNGE | 99 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Halton Region Paramedic Services | 97 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Leamington District Memorial Hospital | 93 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Baycrest | 89 | 68 | 76.4 | 0 | 0.0 | 68 | 76.4 |

EXPEDITED ACCESS – CONTINUED

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|----------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------|------|-------------------------------------------------------------------------|-----|----------------------------------------------------------|----------------------------------------|
| Nipigon District Memorial Hospital | 88 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| West Parry Sound Health Centre | 84 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Middlesex Hospital Alliance | 82 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Sensenbrenner Hospital | 77 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's Care Group | 70 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Northumberland Hills Hospital | 66 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Upper Canada District School Board | 66 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Lake of the Woods District Hospital | 64 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Bellwood Health Services | 60 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Providence Care | 60 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Atikokan General Hospital | 59 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Kemptville District Hospital | 57 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Runnymede Healthcare Centre | 57 | 28 | 49.1 | 0 | 0.0 | 28 | 49.1 |
| Riverside Health Care Facilities | 56 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Halton Region Board of Health (MOH) | 53 | 1 | 1.9 | 0 | 0.0 | 1 | 1.9 |
| Alexandra Hospital | 52 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Georgian Bay General Hospital | 52 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Wilson Memorial General Hospital | 51 | 5 | 9.8 | 0 | 0.0 | 5 | 9.8 |
| South Bruce Grey Health Centre | 50 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's Health Centre Guelph | 50 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| City of Greater Sudbury – Paramedic Services | 49 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Tillsonburg District Memorial Hospital | 49 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Providence Healthcare | 48 | 4 | 8.3 | 0 | 0.0 | 4 | 8.3 |
| Winchester District Memorial Hospital | 48 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Durham College | 47 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Carleton Place & District Memorial Hospital | 46 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Renfrew Victoria Hospital | 46 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Lennox & Addington County General Hospital | 39 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| West Park Healthcare Centre | 39 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Brockville General Hospital | 38 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| McMaster University | 35 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Thunder Bay Regional Health Sciences Centre | 35 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Emergency Services/ United Counties of Prescott and Russell | 33 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| West Nipissing General Hospital | 33 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |

EXPEDITED ACCESS – CONTINUED

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|--------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------|-------|-------------------------------------------------------------------------|-----|----------------------------------------------------------|----------------------------------------|
| Alexandra Marine and General Hospital | 31 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Durham Region Health Department | 30 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Norfolk General Hospital | 29 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Notre-Dame Hospital | 29 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hotel Dieu Shaver Health and Rehabilitation Centre | 29 | 8 | 27.6 | 0 | 0.0 | 8 | 27.6 |
| Bruyère Continuing Care | 29 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Shouldice Hospital | 28 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Lady Minto Hospital | 27 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Anson General Hospital | 25 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| County of Brant - Ambulance Service | 25 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Manitouwadge General Hospital | 23 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| York Region - Early Intervention Services | 23 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Dryden Regional Health Centre | 23 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Algoma Public Health | 23 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Corporation of the County of Essex | 21 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Joseph's Continuing Care Centre of Sudbury | 21 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Blind River District Health Centre | 20 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Francis Memorial Hospital | 20 | 20 | 100.0 | 0 | 0.0 | 20 | 100.0 |
| Chapleau Health Services | 19 | 19 | 100.0 | 0 | 0.0 | 19 | 100.0 |
| Deep River and District Hospital | 19 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| York Region - Long-Term Care | 18 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Arnprior & District Memorial Hospital | 17 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| County of Oxford – EMS | 17 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| South Huron Hospital Association | 17 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Toronto Grace Health Centre | 17 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Lakehead University (Student Health & Counselling Centre) | 16 | 6 | 37.5 | 0 | 0.0 | 6 | 37.5 |
| Wilfrid Laurier University | 16 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Collingwood General and Marine Hospital | 15 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Bingham Memorial Hospital | 14 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hôpital Glengarry Memorial Hospital | 14 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| WINGHAM & DISTRICT HOSPITAL | 14 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| The Region of Niagara – Long Term Care Homes | 14 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |

EXPEDITED ACCESS – CONTINUED

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|-----------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------|-------|-------------------------------------------------------------------------|-----|----------------------------------------------------------|----------------------------------------|
| London InterCommunity Health Centre | 13 | 13 | 100.0 | 0 | 0.0 | 13 | 100.0 |
| Manitoulin Health Centre | 12 | 12 | 100.0 | 0 | 0.0 | 12 | 100.0 |
| Muskoka Algonquin Healthcare | 12 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Kingston, Frontenac ,Lennox and Addington Public Health | 11 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Simcoe Muskoka District Health Unit | 11 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| United Counties of Leeds and Grenville – Paramedic Services | 10 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Clinton Public Hospital Site | 9 | 1 | 11.1 | 0 | 0.0 | 1 | 11.1 |
| Hastings and Prince Edward Counties Health Unit | 9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Niagara Region | 9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Providence Healthcare – The Houses of Providence (LTC) | 9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| West Haldimand General Hospital | 9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Toronto – Long Term Care Homes & Services | 9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| City of Ottawa | 9 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Circle of Care | 8 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Confederation College | 8 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Cornwall Community Hospital | 8 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Huronview Home for the Aged (Huron County) | 7 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Seaforth Community Hospital Site | 7 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| St. Mary's Memorial Hospital Site | 7 | 4 | 57.1 | 0 | 0.0 | 4 | 57.1 |
| County of Frontenac | 6 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| District School Board of Niagara | 6 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Peterborough County-City Health Unit | 6 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Regional Municipality of Peel – Public Health | 6 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Regional Municipality of Waterloo/ Sunnyside Home | 6 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| District of Timiskaming Social Services Administration Board | 6 | 1 | 16.7 | 0 | 0.0 | 1 | 16.7 |
| Cochrane DSSAB | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Eastern Ontario Health Unit | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Haliburton, Kawartha, Pine Ridge District Health Unit | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |

EXPEDITED ACCESS – CONTINUED

| | Total Number of Access Requests Completed | Expedited Access Requests Completed Within Time Limit | % | Expedited Access Requests Completed Exceeding Time Limit | % | Total Number of Expedited Access Requests | % of Total Requests Completed |
|-------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------|------------|-------------------------------------------------------------------------|------------|----------------------------------------------------------|----------------------------------------|
| Hamilton Public Health | 5 | 1 | 20.0 | 0 | 0.0 | 1 | 20.0 |
| HÔPITAL DE Mattawa HOSPITAL | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Ontario Agency for Health Protection and Promotion | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| The Regional Municipality of York | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Thunder Bay District Health Unit | 5 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Casey House Hospice | 4 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Georgian College of Applied Arts & Technology | 4 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Huron County Health Unit | 4 | 4 | 100.0 | 0 | 0.0 | 4 | 100.0 |
| Region of Peel – Long Term Care | 4 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Bruce County – Ambulance | 3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| City of Toronto – Human Resources | 3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Haldimand War Memorial Hospital | 3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hopital Smooth Rock Falls Hospital | 3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Lambton Health Unit | 3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Middlesex-London Health Unit | 3 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| County of Elgin – Homes | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| County of Oxford – Public Health | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| County of Oxford – Woodingford Lodge | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Elgin-St. Thomas Health Unit | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| North Bay Parry Sound District Health Unit | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Perth District Health Unit | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Simcoe County– Homes | 2 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Corporation of the County of Lambton – Ambulance | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| County of Frontenac – Long Term Care | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Dufferin-Peel Catholic DSBoard | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Huronlea Home for the Aged (Huron County) | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Sudbury & District Health Unit | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Toronto – Emergency Medical Services | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Wellington Dufferin Guelph Public Health | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Windsor-Essex County Health Unit | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Huron Lodge | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Thunder Bay – EMS | 1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Total | 90,408 | 3,943 | 4.4 | 82 | 0.1 | 4,025 | 4.5 |

Summary of PHIPA Complaints – 2014 vs. 2015

| | 2014 | | | | | 2015 | | | | |
|--------|-----------------------|-----------------------------------|-----------------------------|-------------------|-------|-----------------------|-----------------------------------|-----------------------------|-------------------|-------|
| | Access/ Correction | Collection/ Use/ Disclosure | Self- reported breach | IPC- initiated | Total | Access/ Correction | Collection/ Use/ Disclosure | Self- reported breach | IPC- initiated | Total |
| Opened | 111 | 120 | 172 | 36 | 439 | 97 | 117 | 178 | 68 | 460 |
| Closed | 105 | 93 | 170 | 31 | 399 | 84 | 105 | 175 | 68 | 432 |

TYPES OF PHIPA COMPLAINT FILES OPENED IN 2015

| HIC Type | Collection/Use/Disclosure | | | | | | | | | | |
|-------------------------------------------------------------|---------------------------|------|------------|------|-------------------------|------|-------------------|------|-------|------|--|
| | Access/ Correction | % | Individual | % | Self-reported Breach | % | IPC- initiated | % | Total | % | |
| Public Hospital | 27 | 27.8 | 37 | 31.6 | 61 | 34.3 | 2 | 2.9 | 127 | 27.6 | |
| Clinic | 16 | 16.5 | 22 | 18.8 | 31 | 17.4 | 9 | 13.2 | 78 | 17.0 | |
| Other | 1 | 1.0 | 6 | 5.1 | 9 | 5.1 | 41 | 60.3 | 57 | 12.4 | |
| Doctor | 24 | 24.7 | 9 | 7.7 | 13 | 7.3 | 1 | 1.5 | 47 | 10.2 | |
| Community or Mental health centre, program or service | 5 | 5.2 | 6 | 5.1 | 16 | 9.0 | 0 | 0.0 | 27 | 5.9 | |
| Community Care Access Centre | 3 | 3.1 | 6 | 5.1 | 10 | 5.6 | 1 | 1.5 | 20 | 4.3 | |
| Other health care professional | 3 | 3.1 | 3 | 2.6 | 12 | 6.7 | 1 | 1.5 | 19 | 4.1 | |
| Pharmacy | 0 | 0.0 | 13 | 11.1 | 2 | 1.1 | 3 | 4.4 | 18 | 3.9 | |
| Independent Health Facility | 0 | 0.0 | 2 | 1.7 | 11 | 6.2 | 2 | 2.9 | 15 | 3.3 | |
| Ministry of Health | 3 | 3.1 | 4 | 3.4 | 1 | 0.6 | 0 | 0.0 | 8 | 1.7 | |
| Other prescribed person | 0 | 0.0 | 3 | 2.6 | 1 | 0.6 | 2 | 2.9 | 6 | 1.3 | |
| Laboratory | 1 | 1.0 | 0 | 0.0 | 2 | 1.1 | 2 | 2.9 | 5 | 1.1 | |
| Dentist | 1 | 1.0 | 1 | 0.9 | 0 | 0.0 | 2 | 2.9 | 4 | 0.9 | |
| Health Data Institute | 2 | 2.1 | 1 | 0.9 | 0 | 0.0 | 1 | 1.5 | 4 | 0.9 | |
| Ambulance services | 1 | 1.0 | 1 | 0.9 | 1 | 0.6 | 0 | 0.0 | 3 | 0.7 | |
| Institution – Mental Hospitals Act | 1 | 1.0 | 1 | 0.9 | 1 | 0.6 | 0 | 0.0 | 3 | 0.7 | |
| Agent | 2 | 2.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 2 | 0.4 | |
| Home or joint home (aged or rest) | 0 | 0.0 | 0 | 0.0 | 2 | 1.1 | 0 | 0.0 | 2 | 0.4 | |
| Long-term care facility | 0 | 0.0 | 1 | 0.9 | 1 | 0.6 | 0 | 0.0 | 2 | 0.4 | |
| Psychiatric Facility | 2 | 2.1 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 2 | 0.4 | |
| Board of Health | 1 | 1.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.2 | |
| Charitable home for the aged | 1 | 1.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.2 | |

TYPES OF PHIPA COMPLAINT FILES OPENED IN 2015 – CONTINUED

| HIC Type | Access/Correction | | Collection/Use/Disclosure | | | | IPC-initiated | | Total | |
|-----------------------|-------------------|--------------|---------------------------|--------------|----------------------|--------------|---------------|--------------|------------|--------------|
| | | % | Individual | % | Self-reported Breach | % | | % | | % |
| Chiropractor | 0 | 0.0 | 1 | 0.9 | 0 | 0.0 | 0 | 0.0 | 1 | 0.2 |
| Home for special care | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.5 | 1 | 0.2 |
| Minister of Health | 1 | 1.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.2 |
| Nurse | 0 | 0.0 | 0 | 0.0 | 1 | 0.6 | 0 | 0.0 | 1 | 0.2 |
| Pharmacist | 1 | 1.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.2 |
| Private Hospital | 0 | 0.0 | 0 | 0.0 | 1 | 0.6 | 0 | 0.0 | 1 | 0.2 |
| Psychologist | 0 | 0.0 | 0 | 0.0 | 1 | 0.6 | 0 | 0.0 | 1 | 0.2 |
| Recipient | 0 | 0.0 | 0 | 0.0 | 1 | 0.6 | 0 | 0.0 | 1 | 0.2 |
| Social Worker | 1 | 1.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.2 |
| Total | 97 | 100.0 | 117 | 100.0 | 178 | 100.0 | 68 | 100.0 | 460 | 100.0 |

OUTCOME OF ACCESS/CORRECTION COMPLAINTS BY STAGE CLOSED

| | Intake | % | Mediation | % | Adjudication | % | Total | % |
|----------------------------------------|-----------|--------------|-----------|--------------|--------------|--------------|-----------|--------------|
| Resolved | 48 | 76.2 | 11 | 78.6 | 1 | 14.3 | 60 | 71.4 |
| Screened out | 13 | 20.6 | 0 | 0.0 | 0 | 0.0 | 13 | 15.5 |
| Abandoned | 1 | 1.6 | 2 | 14.3 | 1 | 14.3 | 4 | 4.8 |
| Decision Issued | 0 | 0.0 | 0 | 0.0 | 3 | 42.9 | 3 | 3.6 |
| Dismissed without Inquiry/Review/Order | 0 | 0.0 | 0 | 0.0 | 2 | 28.6 | 2 | 2.4 |
| Withdrawn | 1 | 1.6 | 1 | 7.1 | 0 | 0.0 | 2 | 2.4 |
| Total | 63 | 100.0 | 14 | 100.0 | 7 | 100.0 | 84 | 100.0 |

OUTCOME OF INDIVIDUAL-INITIATED COLLECTION/USE/DISCLOSURE COMPLAINTS BY STAGE CLOSED

| | Intake | % | Mediation | % | Adjudication | % | Total | % |
|--------------|------------|--------------|-----------|--------------|--------------|--------------|------------|--------------|
| Resolved | 61 | 59.2 | 2 | 100.0 | 0 | 0.0 | 63 | 59.4 |
| Screened out | 33 | 32.0 | 0 | 0.0 | 0 | 0.0 | 33 | 31.1 |
| Withdrawn | 8 | 7.8 | 0 | 0.0 | 0 | 0.0 | 8 | 7.5 |
| Abandoned | 1 | 1.0 | 0 | 0.0 | 0 | 0.0 | 1 | 1.0 |
| Total | 103 | 100.0 | 2 | 100.0 | 0 | 100.0 | 105 | 100.0 |

OUTCOME OF SELF-REPORTED BREACHES BY STAGE CLOSED

| | Intake | % | Investigation | % | Adjudication | % | Total | % |
|--------------|------------|--------------|---------------|--------------|--------------|------------|------------|--------------|
| Resolved | 166 | 100.0 | 9 | 100.0 | 0 | 0.0 | 175 | 100.0 |
| Total | 166 | 100.0 | 9 | 100.0 | 0 | 0.0 | 175 | 100.0 |

HEALTH PRIVACY

OUTCOME OF IPC COMMISSIONER-INITIATED COLLECTION/USE/DISCLOSURE COMPLAINTS BY STAGE CLOSED

| | Intake | % | Investigation | % | Adjudication | % | Total | % |
|--------------|-----------|--------------|---------------|--------------|--------------|------------|-----------|--------------|
| Resolved | 67 | 100.0 | 1 | 100.0 | 0 | 0.0 | 68 | 100.0 |
| Total | 67 | 100.0 | 1 | 100.0 | 0 | 0.0 | 68 | 100.0 |

ACCESS/CORRECTION COMPLAINTS CLOSED BY ISSUE

| | | % |
|---------------------------------|-----------|--------------|
| Deemed Refusal | 25 | 29.8 |
| Other | 15 | 17.9 |
| Reasonable Search | 14 | 16.7 |
| Fee | 9 | 10.7 |
| Correction | 8 | 9.5 |
| Failure to Provide Access | 4 | 4.8 |
| Exemptions only | 3 | 3.6 |
| Act Does Not Apply | 2 | 2.4 |
| Fee and Fee Waiver | 2 | 2.4 |
| Lock Box | 1 | 1.2 |
| Not Personal Health Information | 1 | 1.2 |
| Total | 84 | 100.0 |

DETERMINATIONS UNDER SECTION 60(13) OF PHIPA

In 2015 the IPC issued one determination under section 60(13) of *PHIPA*. On April 2, 2015, the IPC issued a determination after being advised that records of personal health information had been abandoned by two physicians at a medical office building in Kingston, Ontario.



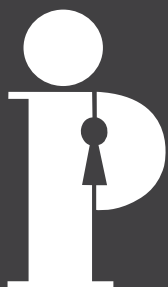
ONTARIO

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Commissioner of Ontario

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