



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Request Withdrawn, Abandoned or Non-Jurisdictional	1,684	2,475	4,159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	80.5	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 Alwicks/Haldimand	1	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	%
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	% Compliance	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

ACCESS

RESPONSE RATE COMPLIANCE (OTHER MUNICIPAL INSTITUTIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	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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Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
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