

# 2018

**STATISTICAL REPORT**

**Office of the Information  
and Privacy Commissioner  
of Ontario**

## Privacy and Accountability for a Digital Ontario



Information and Privacy  
Commissioner of Ontario

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

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## Requests by the Public under *FIPPA/MFIPPA*

There were 58,812 freedom of information requests filed across Ontario in 2018, a two per cent decrease over 2017 when 59,807 were filed.

### TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	18,670	16,434	35,104
Provincial	8,221	15,487	23,708
<b>Total</b>	<b>26,891</b>	<b>31,921</b>	<b>58,812</b>

### TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	18,487	16,160	34,647
Provincial	7,810	16,206	24,016
<b>Total</b>	<b>26,297</b>	<b>32,366</b>	<b>58,663</b>

### TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

Source	Municipal	Provincial	Total
Individual/Public	21,160	4,485	25,645
Individual by Agent	7,698	5,698	13,396
Business	3,336	12,094	15,430
Academic/Researcher	137	130	267
Association/Group	439	422	861
Media	587	682	1,269
Government (all levels)	739	324	1,063
Other	551	181	732
<b>Total Requests</b>	<b>34,647</b>	<b>24,016</b>	<b>58,663</b>

### OUTCOME OF REQUESTS BY JURISDICTION

Source	Municipal	Provincial	Total
All Information Disclosed	8,328	5,626	13,954
Information Disclosed in Part	18,597	8,494	27,091
No Information Disclosed	3,666	1,511	5,177
No Responsive Records Exist	2,384	6,093	8,477
Request Withdrawn, Abandoned or Non-Jurisdictional	1,828	2,317	4,145
<b>Total Requests</b>	<b>34,803</b>	<b>24,041</b>	<b>58,844</b>

## ACCESS

### TOTAL FEES COLLECTED AND WAIVED BY JURISDICTION

	Municipal	Provincial	Total
Total Application Fees Collected	\$ 172,959.88	\$ 116,783.52	\$ 289,743.40
Total Additional Fees Collected	\$ 377,399.30	\$ 493,244.75	\$ 870,644.05
<b>Total</b>	<b>\$ 550,359.18</b>	<b>\$ 610,028.27</b>	<b>\$ 1,160,387.45</b>
Total Fees Waived	\$ 49,694.66	\$ 18,942.95	\$ 68,637.61

### AVERAGE COST OF MUNICIPAL REQUESTS

	2014	2015	2016	2017	2018
Personal Information	\$ 8.86	\$ 9.49	\$ 10.75	\$ 9.92	\$ 10.37
General Records	\$ 26.04	\$ 25.69	\$ 24.66	\$ 24.50	\$ 22.20

### AVERAGE COST OF PROVINCIAL REQUESTS

	2014	2015	2016	2017	2018
Personal Information	\$ 4.48	\$ 13.37	\$ 13.86	\$ 4.02	\$ 14.31
General Records	\$ 41.35	\$ 38.67	\$ 38.59	\$ 25.53	\$ 30.74

## Provincial Compliance

### OVERALL PROVINCIAL COMPLIANCE:

<b>30-day:</b>	<b>75.2%</b>
<b>Extended:</b>	<b>81.9%</b>
<b>Over 90 days:</b>	<b>10.9%</b>

### TOP 10 PROVINCIAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance *	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,492	9,247	6,673	72.2	74.5	1,417	15.3
Ministry of the Solicitor General	5,496	5,421	4,542	83.8	93.6	193	3.6
Ministry of Children, Community and Social Services	3,187	2,821	1,579	56	56.3	751	26.6
Ministry of Labour	915	980	817	83.4	88.4	19	1.9
Landlord and Tenant Board	680	648	642	99.1	99.1	0	0
Ministry of Government and Consumer Services	484	468	424	90.6	99.8	7	1.5
Ministry of Transportation	420	431	376	87.2	95.8	8	1.9
Ministry of the Attorney General	394	406	335	82.5	97	7	1.7
Ministry of Health and Long-Term Care	267	267	173	64.8	94	25	9.4
Workplace Safety and Insurance Board	221	212	190	89.6	100	5	2.4

\* 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	% Compliance	Extended Compliance%*	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,492	9,247	6,673	72.2	74.5	1,417	15.3
Ministry of the Solicitor General	5,496	5,421	4,542	83.8	93.6	193	3.6
Ministry of Children, Community and Social Services	3,187	2,821	1,579	56	56.3	751	26.6
Ministry of Labour	915	980	817	83.4	88.4	19	1.9
Landlord and Tenant Board	680	648	642	99.1	99.1	0	0
Ministry of Government and Consumer Service	484	468	424	90.6	99.8	7	1.5
Ministry of Transportation	420	431	376	87.2	95.8	8	1.9
Ministry of the Attorney General	394	406	335	82.5	97	7	1.7
Ministry of Health and Long-Term Care	267	267	173	64.8	94	25	9.4
Workplace Safety and Insurance Board	221	212	190	89.6	100	5	2.4
LCBO	173	175	165	94.3	98.3	2	1.1
Ministry of Natural Resources and Forestry	148	162	92	56.8	85.8	23	14.2
Human Rights Tribunal of Ontario	128	128	100	78.1	78.1	2	1.6
Ministry of Training, Colleges and Universities	116	114	100	87.7	100	2	1.8
Ontario Lottery and Gaming Corporation	106	102	85	83.3	100	0	0
The Cabinet Office	116	98	84	85.7	100	0	0
Ontario Power Generation Inc.	91	83	65	78.3	98.8	10	12
Ministry of Finance	101	79	53	67.1	91.1	8	10.1
Ministry of Education	69	70	46	65.7	97.1	3	4.3
Criminal Injuries Compensation Board	65	67	50	74.6	74.6	1	1.5
Metrolinx	54	65	27	41.5	81.5	25	38.5
Ministry of Energy, Northern Development and Mines	60	58	22	37.9	69	1	1.7
Ministry of Municipal Affairs and Housing	46	45	36	80	95.6	2	4.4
Ministry of Economic Development, Job Creation and Trade	43	42	24	57.1	83.3	4	9.5
Ontario Human Rights Commission	37	37	37	100	100	0	0
Infrastructure Ontario	36	36	8	22.2	100	5	13.9
Pay Equity Commission	36	36	34	94.4	100	0	0
Ministry of Agriculture, Food and Rural Affairs	31	33	17	51.5	97	4	12.1
Independent Electricity System Operator	45	31	9	29	74.2	7	22.6
Ministry of Tourism, Culture and Sport	23	31	14	45.2	90.3	7	22.6

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

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Treasury Board Secretariat	25	26	18	69.2	80.8	3	11.5
Toronto Central LHIN	24	23	11	47.8	100	0	0
Financial Services Commission of Ontario	30	22	10	45.5	54.5	8	36.4
Ontario Securities Commission	18	22	7	31.8	72.7	5	22.7
Central East Local Health Integration Network	19	19	11	57.9	100	0	0
Legal Aid Ontario	18	18	13	72.2	100	0	0
Ontario Cannabis Retail Corporation	25	18	8	44.4	66.7	0	0
Trillium Gift of Life Network	16	16	16	100	100	0	0
Ontario Energy Board	13	11	6	54.5	63.6	2	18.2
Ontario Parole Board	10	11	9	81.8	90.9	0	0
Ministry of Indigenous Affairs	20	8	3	37.5	50	1	12.5
Ministry of Infrastructure	12	8	5	62.5	100	1	12.5
The Niagara Parks Commission	8	8	8	100	100	0	0
Erie St. Clair Local Health Integrated Network	7	7	3	42.9	100	2	28.6
Mississauga Halton Local Health Integrated Network	12	7	6	85.7	100	0	0
Northern Ontario School of Medicine	7	7	7	100	100	0	0
Ontario Agency for Health Protection and Promotion	7	7	5	71.4	100	0	0
Ontario Trillium Foundation	7	7	7	100	100	0	0
Ministry for Seniors and Accessibility	5	6	3	50	100	0	0
Social Benefits Tribunal	6	6	2	33.3	33.3	0	0
Champlain Local Health Integration Network	5	5	2	40	100	0	0
Central Local Health Integration Network	5	4	2	50	100	0	0
Central West Local Health Integration Network	6	4	4	100	100	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	4	4	2	50	50	0	0
Ministry of Intergovernmental Affairs	4	4	3	75	100	0	0
North East Local Health Integration Network	4	4	2	50	100	0	0
North West Local Health Integration Network	5	4	2	50	100	1	25
Ontario Civilian Police Commission	4	4	4	100	100	0	0
Ontario Northland Transportation Commission	3	4	4	100	100	0	0
South East Local Health Integration Network	4	4	2	50	50	1	25
South West Local Health Integration Network	5	4	2	50	100	0	0
Licence Appeal Tribunal	3	3	1	33.3	66.7	1	33.3

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

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
North Simcoe Muskoka Local Health Integration Network	3	3	3	100	100	0
ORNGE	2	3	1	33.3	100	0
Ontario Heritage Trust	3	3	3	100	100	0
Waterloo Wellington Local Health Integration Network	5	3	3	100	100	0
Agricorp	2	2	1	50	100	0
Cancer Care Ontario	2	2	0	0	100	0
Consent and Capacity Board	2	2	2	100	100	0
Human Rights Legal Support Centre	2	2	0	0	100	0
Ministry of Francophone Affairs	2	2	2	100	100	0
Niagara Escarpment Commission	2	2	2	100	100	0
Ontario Health Quality Council	3	2	0	0	0	0
Ontario Labour Relations Board	2	2	2	100	100	0
Ontario Media Development Corporation	2	2	1	50	100	0
Ontario Place Corporation	1	2	0	0	100	1
St. Joseph's Villa LTCH	2	2	2	100	100	0
St. Lawrence Parks Commission	3	2	1	50	100	0
Workplace Safety and Insurance Appeals Tribunal	2	2	2	100	100	0
Building Code Commission	1	1	1	100	100	0
Building Materials Evaluation Commission	2	1	1	100	100	0
Child and Family Services Review Board	1	1	1	100	100	0
Committee on the Status of Species at Risk in Ontario	1	1	1	100	100	0
Higher Education Quality Council of Ontario	1	1	1	100	100	0
Office of the Fairness Commissioner	1	1	1	100	100	0
Ontario Clean Water Agency	1	1	1	100	100	0
Ontario Geographic Names Board	1	1	1	100	100	0
Ontario Honours Advisory Council	1	1	1	100	100	0
Ontario Moose-Bear Allocation Advisory Committee	1	1	1	100	100	0
Ontario Mortgage and Housing Corporation	1	1	1	100	100	0
Ontario Parks Board of Directors	1	1	1	100	100	0
Ontario Tourism Marketing Partnership Corporation	1	1	1	100	100	0

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

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Owen Sound Transportation Company Limited	1	1	1	100	100	0	0
Patient Ombudsman	1	1	1	100	100	0	0
Public Service Grievance Board	1	1	1	100	100	0	0
Rabies Advisory Committee	1	1	1	100	100	0	0
Species at Risk Program Advisory Committee	1	1	1	100	100	0	0
Villa St Gabriel Villa (LTCH)	1	1	1	100	100	0	0
Walkerton Clean Water Centre	1	1	1	100	100	0	0
eHealth Ontario	1	1	0	0	0	0	0
<b>Total</b>	<b>22,483</b>	<b>22,757</b>	<b>17,052</b>	<b>74.9</b>	<b>81.2</b>	<b>2,564</b>	<b>11.3</b>

\* 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	% Compliance	Extended Compliance%*	Over 90 Days	%
Bellwood Health Services	115	115	115	100	100	0	0
Trillium Health Partners	27	29	17	58.6	100	2	6.9
William Osler Health Centre	23	27	23	85.2	92.6	0	0
The University Health Network	20	24	19	79.2	87.5	0	0
Chatham-Kent Health Alliance	23	23	23	100	100	0	0
Hopital Smooth Rock Falls Hospital	21	21	21	100	100	0	0
London Health Sciences Centre	17	21	17	81	100	0	0
Royal Victoria Regional Health Centre	21	21	21	100	100	0	0
The Ottawa Hospital	19	20	6	30	70	2	10
Niagara Health Systems	17	15	9	60	100	2	13.3
Unity Health Toronto	16	15	5	33.3	40	4	26.7
North York General Hospital	14	14	0	0	100	0	0
Southlake Regional Hospital	10	13	10	76.9	100	0	0
St. Joseph's Healthcare Hamilton	15	13	4	30.8	92.3	1	7.7
Scarborough Health Network	11	12	7	58.3	66.7	1	8.3
The Hospital for Sick Children	11	11	8	72.7	100	1	9.1
Hamilton Health Sciences	11	10	8	80	100	1	10
Joseph Brant Hospital	10	10	8	80	100	0	0
Lakeridge Health	14	10	3	30	30	1	10
Kingston Health Sciences Centre	9	9	9	100	100	0	0
Royal Ottawa Health Care Group	9	9	4	44.4	100	0	0
Thunder Bay Regional Health Sciences Centre	9	9	8	88.9	100	0	0

## RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Mackenzie Health - Richmond Hill Site	10	8	8	100	100	0	0
Sinai Health System	5	8	4	50	100	2	25
Sunnybrook Health Sciences Centre	8	8	6	75	100	0	0
Centre for Addiction and Mental Health	7	7	3	42.9	100	0	0
Humber River Hospital	7	7	6	85.7	100	0	0
Health Sciences North	6	6	6	100	100	0	0
Markham Stouffville Hospital	6	6	4	66.7	83.3	0	0
Sault Area Hospital	6	6	6	100	100	0	0
Bruyere Continuing Care	1	5	1	20	100	4	80
Michael Garron Hospital	4	5	5	100	100	0	0
North Bay Regional Health Centre	5	5	3	60	100	0	0
Quinte Health Care	5	5	5	100	100	0	0
Children's Hospital of Eastern Ontario	6	4	3	75	100	0	0
Halton Healthcare	4	4	4	100	100	0	0
Muskoka Algonquin Healthcare	4	4	4	100	100	0	0
St. Joseph's Continuing Care Centre	4	4	4	100	100	0	0
Brant Community Healthcare System	3	3	3	100	100	0	0
Cambridge Memorial Hospital	3	3	3	100	100	0	0
Grand River Hospital	2	2	2	100	100	0	0
Hôpital Montfort	3	2	2	100	100	0	0
Lady Dunn Health Centre	2	2	2	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	2	2	2	100	100	0	0
Orillia Soldiers' Memorial Hospital	5	2	1	50	50	0	0
Peterborough Regional Health Centre	2	2	2	100	100	0	0
St. Mary's General Hospital	2	2	1	50	100	0	0
Waypoint Centre for Mental Health Care	2	2	2	100	100	0	0
Weeneebayko Area Health Authority	2	2	2	100	100	0	0
Baycrest	1	1	0	0	100	0	0
Campbellford Memorial Hospital	0	1	0	0	0	1	100
Chapleau Health Services	1	1	1	100	100	0	0
Clinton Public Hospital Site	1	1	0	0	100	0	0
Collingwood General and Marine Hospital	2	1	1	100	100	0	0
Georgian Bay General Hospital	1	1	0	0	0	0	0
Guelph General Hospital	1	1	0	0	100	0	0
Kirkland and District Hospital	1	1	1	100	100	0	0
Nipigon District Memorial Hospital	1	1	1	100	100	0	0

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### RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Norfolk General Hospital	1	1	1	100	100	0	0
North Wellington Health Care	1	1	1	100	100	0	0
Notre-Dame Hospital	1	1	1	100	100	0	0
Perth and Smiths Falls District Hospital	1	1	1	100	100	0	0
Providence Care	1	1	1	100	100	0	0
Queensway Carleton Hospital	1	1	1	100	100	0	0
Seaforth Community Hospital Site	1	1	0	0	100	0	0
Sensnbrenner Hospital	1	1	1	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	1	1	1	100	100	0	0
St. Joseph's Health Care London	1	1	1	100	100	0	0
St. Mary's Memorial Hospital Site	1	1	0	0	100	0	0
Stratford General Hospital Site	1	1	0	0	100	0	0
Timmins & District Hospital	1	1	1	100	100	0	0
West Parry Sound Health Centre	1	1	1	100	100	0	0
Windsor Regional Hospital	1	1	0	0	100	0	0
Women's College Hospital	1	1	1	100	100	0	0
<b>Total</b>	<b>583</b>	<b>592</b>	<b>455</b>	<b>76.9</b>	<b>93.9</b>	<b>22</b>	<b>3.7</b>

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

### RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES)

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
University of Toronto	117	138	123	89.1	98.6	2	1.4
University of Ottawa	61	60	42	70	86.7	1	1.7
York University	60	60	55	91.7	100	0	0
Ryerson University	31	44	25	56.8	100	14	31.8
Confederation College	30	30	30	100	100	0	0
University of Western Ontario	27	27	26	96.3	100	1	3.7
Laurentian University of Sudbury	25	26	17	65.4	92.3	2	7.7
Brock University	27	24	24	100	100	0	0
Carleton University	29	23	17	73.9	95.7	2	8.7
Wilfrid Laurier University	24	23	18	78.3	100	0	0
McMaster University	20	21	6	28.6	52.4	0	0
Queen's University	25	21	17	81	100	0	0

## RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
Humber College Institute of Technology and Advanced Learning	18	18	16	88.9	100	0
University of Guelph	9	14	6	42.9	64.3	2
University of Ontario Institute of Technology	14	13	12	92.3	100	0
University of Waterloo	11	12	11	91.7	91.7	1
Georgian College of Applied Arts and Technology	9	9	7	77.8	77.8	2
St. Lawrence College of Applied Arts and Technology	9	9	9	100	100	0
Niagara College	7	7	7	100	100	0
The Durham College of Applied Arts and Technology	7	7	7	100	100	0
The Fanshawe College of Applied Arts and Technology	7	7	7	100	100	0
Canadore College	6	6	5	83.3	83.3	0
Mohawk College	7	6	5	83.3	100	1
Northern College	6	6	6	100	100	0
Sir Sandford Fleming College	6	6	5	83.3	83.3	1
Collège La Cité	5	5	5	100	100	0
George Brown College	5	5	5	100	100	0
St. Clair College of Applied Arts & Technology	5	5	5	100	100	0
University of Windsor	5	5	3	60	80	0
Loyalist College of Applied Arts and Technology	4	4	4	100	100	0
Seneca College	4	4	4	100	100	0
The Sheridan College Institute of Technology and Advanced Learning	4	4	4	100	100	0
Cambrian College of Applied Arts and Technology	3	3	3	100	100	0
College Boreal	3	3	3	100	100	0
Lakehead University	4	3	2	66.7	66.7	0
Trent University	3	3	3	100	100	0
OCAD University	2	2	1	50	100	0
The Conestoga College Institute of Technology and Advanced Learning	2	2	2	100	100	0
Algoma University	0	1	0	0	0	1
Nipissing University	1	1	0	0	100	0
<b>Total</b>	<b>642</b>	<b>667</b>	<b>547</b>	<b>82</b>	<b>94.6</b>	<b>30</b>

\* 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:

<b>30-day:</b>	<b>79.1%</b>
<b>Extended:</b>	<b>84.4%</b>
<b>Over 90 days:</b>	<b>3.9%</b>

### TOP 30 MUNICIPAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,048	5,093	3,050	59.9	60.1	1,022	20.1
City of Toronto	2,904	2,810	1,871	66.6	75.2	33	1.2
York Regional Police	1,589	1,639	427	26.1	26.1	24	1.5
Durham Regional Police Service	1,458	1,467	1,324	90.3	100	4	0.3
Peel Regional Police	1,386	1,386	1,386	100	100	0	0
Hamilton Police Service	1,358	1,344	1,205	89.7	93	0	0
Niagara Regional Police Service	1,295	1,259	1,216	96.6	96.8	1	0.1
Halton Regional Police Service	1,187	1,146	731	63.8	65.2	1	0.1
Waterloo Regional Police Service	1,138	1,136	888	78.2	95.9	6	0.5
London Police Service	1,006	997	634	63.6	90.9	14	1.4
City of Mississauga	905	900	874	97.1	98.4	1	0.1
Ottawa Police Service	821	819	751	91.7	93.3	3	0.4
City of Ottawa	808	803	617	76.8	85.8	47	5.9
Windsor Police Service	750	750	640	85.3	99.5	0	0
City of Kitchener	710	709	703	99.2	100	1	0.1
City of Cambridge	492	492	492	100	100	0	0
Barrie Police Service	452	452	449	99.3	99.3	0	0
Guelph Police Service	414	403	391	97	98.8	0	0
Region of Peel	340	330	319	96.7	100	1	0.3
Brantford Police Service	285	278	234	84.2	93.5	3	1.1
Bradford West Gwillimbury / Innisfil Police Services Board	256	260	226	86.9	98.5	2	0.8
District School Board of Niagara	229	257	251	97.7	100	6	2.3
Sarnia Police Service	250	252	236	93.7	100	0	0
City of Oshawa	270	246	206	83.7	83.7	5	2
Peterborough Police Service	250	244	218	89.3	96.7	0	0
York Region	248	236	218	92.4	96.6	2	0.8
Thunder Bay Police Service	247	235	231	98.3	99.6	0	0
City of Greater Sudbury	202	209	192	91.9	97.6	4	1.9
City of Vaughan	212	205	198	96.6	100	1	0.5
Chatham-Kent Police Service	201	195	194	99.5	99.5	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	% Compliance*	Extended Compliance%*	Over 90 Days	%
District School Board of Niagara	229	257	251	97.7	100	6	2.3
Toronto District School Board	53	53	34	64.2	98.1	8	15.1
Ottawa-Carleton District School Board	37	34	25	73.5	100	0	0
Conseil des écoles publiques de l'Est de l'Ontario	26	25	24	96	96	0	0
Windsor-Essex Catholic District School Board	24	24	3	12.5	100	0	0
Durham Catholic District School Board	23	23	21	91.3	100	0	0
Grand Erie District School Board	18	19	18	94.7	94.7	0	0
Toronto Catholic District School Board	23	19	7	36.8	36.8	2	10.5
Thames Valley District School Board	18	18	16	88.9	100	0	0
York Region District School Board	18	18	0	0	100	0	0
Halton District School Board	14	14	12	85.7	100	0	0
Peel District School Board	16	14	7	50	64.3	0	0
York Catholic District School Board	13	12	8	66.7	66.7	0	0
Hamilton Wentworth District School Board	11	11	9	81.8	81.8	0	0
Conseil scolaire catholique de district des Grandes Rivières	10	10	10	100	100	0	0
Brant Haldimand Norfolk Catholic District School Board	9	9	6	66.7	100	2	22.2
Dufferin-Peel Catholic District School Board	9	9	5	55.6	77.8	0	0
Niagara Catholic District School Board	9	9	6	66.7	66.7	0	0
Waterloo Region District School Board	9	9	4	44.4	100	1	11.1
Conseil scolaire Viamonde	9	8	1	12.5	12.5	0	0
Halton Catholic District School Board	8	8	3	37.5	37.5	2	25
Rainy River District School Board	8	8	8	100	100	0	0
Upper Grand District School Board	8	8	6	75	100	0	0
Conseil scolaire catholique MonAvenir	8	7	1	14.3	14.3	3	42.9
Hamilton-Wentworth Catholic District School Board	7	7	0	0	0	0	0
Hastings and Prince Edward District School Board	7	7	5	71.4	71.4	0	0
Limestone District School Board	5	7	6	85.7	100	0	0
Ottawa Catholic District School Board	8	7	6	85.7	85.7	0	0
Simcoe County District School Board	10	7	6	85.7	100	0	0
Algonquin and Lakeshore Catholic District School Board	6	6	5	83.3	100	0	0
Bruce-Grey Catholic District School Board	6	6	5	83.3	100	0	0
Kawartha Pine Ridge District School Board	7	6	6	100	100	0	0
Near North District School Board	6	6	0	0	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	6	6	4	66.7	100	1	16.7

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### RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Rainbow District School Board	6	6	6	100	100	0	0
Simcoe Muskoka Catholic District School Board	6	6	5	83.3	100	1	16.7
Sudbury Catholic District School Board	6	6	6	100	100	0	0
Waterloo Catholic District School Board	6	6	4	66.7	83.3	0	0
Greater Essex County District School Board	5	5	3	60	60	2	40
Lambton Kent District School Board	7	5	5	100	100	0	0
Northeastern Catholic District School Board	5	5	5	100	100	0	0
Renfrew County Catholic District School Board	5	5	3	60	100	1	20
The Northwest Catholic District School Board	5	5	3	60	100	0	0
Thunder Bay Catholic District School Board	5	5	5	100	100	0	0
Wellington Catholic District School Board	5	5	4	80	80	0	0
Avon Maitland District School Board	4	4	4	100	100	0	0
Bluewater District School Board	5	4	4	100	100	0	0
Conseil scolaire de district catholique Franco-Nord	4	4	3	75	75	1	25
Nipissing-Parry Sound Catholic District School Board	4	4	2	50	75	0	0
Trillium Lakelands District School Board	5	4	4	100	100	0	0
Campbell Children's School Authority	3	3	3	100	100	0	0
Conseil scolaire de district catholique de l'Est ontarien	4	3	2	66.7	100	1	33.3
Conseil scolaire de district catholique du Nouvel-Ontario	3	3	2	66.7	100	0	0
Huron-Perth Catholic District School Board	4	3	0	0	100	0	0
London District Catholic School Board	3	3	3	100	100	0	0
Renfrew County District School Board	3	3	3	100	100	0	0
Upper Canada District School Board	3	3	3	100	100	0	0
District School Board Ontario North East	4	2	0	0	100	0	0
Kenora Catholic District School Board	4	2	2	100	100	0	0
St. Clair Catholic District School Board	2	2	1	50	50	1	50
Superior North Catholic District School Board	2	2	1	50	100	0	0
Conseil scolaire de district catholique des Aurores boreales	2	1	0	0	100	1	100
Conseil scolaire public du Nord-Est de l'Ontario	1	1	1	100	100	0	0
John McGivney Children's Centre School Authority	1	1	1	100	100	0	0

## RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
Superior-Greenstone District School Board	3	1	1	100	100	0
The Protestant Separate School Board of the Town of Penetanguishene	1	1	1	100	100	0
<b>Total</b>	<b>804</b>	<b>804</b>	<b>618</b>	<b>76.9</b>	<b>91.8</b>	<b>33</b>

\* 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 Over 90 Days	%
Simcoe Muskoka District Health Unit	72	72	63	87.5	87.5	0
Windsor-Essex County Health Unit	27	27	27	100	100	0
Huron County Health Unit	23	23	23	100	100	0
Peterborough Public Health	16	16	14	87.5	87.5	0
Middlesex-London Health Unit	12	12	11	91.7	100	1
North Bay Parry Sound District Health Unit	10	10	9	90	90	0
Haliburton, Kawartha, Pine Ridge District Health Unit	7	7	7	100	100	0
Hastings Prince Edward Public Health	7	7	7	100	100	0
Porcupine Health Unit	6	6	6	100	100	0
Southwestern Public Health	5	5	5	100	100	0
Kingston, Frontenac, Lennox and Addington Public Health	4	4	4	100	100	0
Wellington Dufferin Guelph Public Health	5	4	4	100	100	0
Grey Bruce Health Unit	3	3	3	100	100	0
Renfrew County and District Health Unit	3	3	3	100	100	0
Algoma Public Health	2	2	2	100	100	0
Chatham-Kent Board of Health	2	2	2	100	100	0
Elgin-St. Thomas Health Unit	2	2	2	100	100	0
Leeds, Grenville & Lanark District Health Unit	2	2	2	100	100	0
Northwestern Health Unit	1	1	1	100	100	0
Perth District Health Unit	1	1	1	100	100	0
Sudbury & District Health Unit	4	1	0	0	0	0
<b>Total</b>	<b>214</b>	<b>210</b>	<b>196</b>	<b>93.3</b>	<b>93.8</b>	<b>1</b>

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### RESPONSE RATE COMPLIANCE (POLICE)

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,048	5,093	3,050	59.9	60.1	1,022	20.1
York Regional Police	1,589	1,639	427	26.1	26.1	24	1.5
Durham Regional Police Services	1,458	1,467	1,324	90.3	100	4	0.3
Peel Regional Police	1,386	1,386	1,386	100	100	0	0
Hamilton Police Service	1,358	1,344	1,205	89.7	93	0	0
Niagara Regional Police Service	1,295	1,259	1,216	96.6	96.8	1	0.1
Halton Regional Police Service	1,187	1,146	731	63.8	65.2	1	0.1
Waterloo Regional Police Service	1,138	1,136	888	78.2	95.9	6	0.5
London Police Service	1,006	997	634	63.6	90.9	14	1.4
Ottawa Police Service	821	819	751	91.7	93.3	3	0.4
Windsor Police Service	750	750	640	85.3	99.5	0	0
Barrie Police Service	452	452	449	99.3	99.3	0	0
Guelph Police Service	414	403	391	97	98.8	0	0
Brantford Police Service	285	278	234	84.2	93.5	3	1.1
Bradford West Gwillimbury / Innisfil Police Services Board	256	260	226	86.9	98.5	2	0.8
Sarnia Police Service	250	252	236	93.7	100	0	0
Peterborough Police Service	250	244	218	89.3	96.7	0	0
Thunder Bay Police Service	247	235	231	98.3	99.6	0	0
Chatham-Kent Police Service	201	195	194	99.5	99.5	0	0
Strathroy-Caradoc Police Service	159	159	153	96.2	100	2	1.3
Woodstock Police Service	112	111	110	99.1	100	0	0
Orangeville Police Service	105	104	104	100	100	0	0
St. Thomas Police Service	100	100	100	100	100	0	0
Stratford Police Service	77	73	72	98.6	100	0	0
Cobourg Police Service	63	61	22	36.1	100	2	3.3
City of Kawartha Lakes Police Service	60	60	60	100	100	0	0
Port Hope Police Service	42	40	35	87.5	92.5	0	0
Greater Sudbury Police Service	40	39	35	89.7	94.9	0	0
LaSalle Police Service	36	36	32	88.9	88.9	0	0
Saugeen Shores Police Services	35	35	28	80	85.7	0	0
Belleville Police Service	31	31	26	83.9	83.9	0	0
Cornwall Community Police Service	28	29	26	89.7	89.7	0	0
Shelburne Police Service	29	29	27	93.1	100	0	0
Dryden Police Service	17	17	17	100	100	0	0
Hanover Police Service	19	15	3	20	20	7	46.7
Sault Ste. Marie Police Service	14	14	9	64.3	100	0	0
West Grey Police Service	14	14	14	100	100	0	0
Brockville Police Service	12	12	10	83.3	91.7	0	0

## RESPONSE RATE COMPLIANCE (POLICE) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Kingston Police Services Board	8	8	4	50	50	1	12.5
North Bay Police Service	6	6	5	83.3	83.3	0	0
Orillia Police Services Board	2	2	2	100	100	0	0
<b>Total</b>	<b>20,400</b>	<b>20,350</b>	<b>15,325</b>	<b>75.3</b>	<b>80.1</b>	<b>1,092</b>	<b>5.4</b>

\* 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	2,904	2,810	1,871	66.6	75.2	33	1.2
City of Mississauga	905	900	874	97.1	98.4	1	0.1
City of Ottawa	808	803	617	76.8	85.8	47	5.9
City of Kitchener	710	709	703	99.2	100	1	0.1
City of Cambridge	492	492	492	100	100	0	0
Region of Peel	340	330	319	96.7	100	1	0.3
City of Oshawa	270	246	206	83.7	83.7	5	2
York Region	248	236	218	92.4	96.6	2	0.8
City of Greater Sudbury	202	209	192	91.9	97.6	4	1.9
City of Vaughan	212	205	198	96.6	100	1	0.5
Town of Halton Hills	193	187	177	94.7	96.8	1	0.5
City of Hamilton	225	185	145	78.4	78.4	12	6.5
Corporation City of London	183	181	171	94.5	100	0	0
The Corporation of the City of Brampton	165	160	157	98.1	99.4	0	0
Regional Municipality of Durham	160	152	145	95.4	98	0	0
The Corporation of the City of Windsor	153	151	128	84.8	88.1	1	0.7
City of Burlington	131	131	121	92.4	96.2	1	0.8
City of Markham	142	125	77	61.6	62.4	12	9.6
Town of Georgina	123	123	113	91.9	91.9	2	1.6
City of Thunder Bay	126	119	100	84	98.3	5	4.2
Niagara Region	118	110	97	88.2	97.3	1	0.9
Municipality of Chatham-Kent	109	109	98	89.9	93.6	0	0
City of Peterborough	102	105	99	94.3	99	0	0
The Corporation of the City of Waterloo	102	102	102	100	100	0	0
City of Guelph	96	92	89	96.7	100	0	0
Town of Richmond Hill	84	92	76	82.6	100	6	6.5
Town of East Gwillimbury	88	88	86	97.7	100	2	2.3
City of Sault Ste. Marie	82	81	77	95.1	97.5	1	1.2

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### RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Town of Caledon	79	77	72	93.5	97.4	0	0
The Corporation of The City of Brantford	71	75	57	76	100	0	0
Regional Municipality of Waterloo	81	74	64	86.5	100	0	0
Norfolk County	74	73	73	100	100	0	0
Town of Newmarket	68	70	39	55.7	64.3	2	2.9
City of Kingston	73	68	62	91.2	91.2	0	0
Town of New Tecumseth	62	58	57	98.3	98.3	0	0
The Corporation of the City of North Bay	56	56	52	92.9	94.6	1	1.8
City of Kawartha Lakes	49	53	45	84.9	98.1	2	3.8
City of St. Catharines	53	53	46	86.8	92.5	0	0
The Corporation of the County of Lambton	52	52	49	94.2	100	0	0
The Corporation of the Town of Aurora	54	50	39	78	100	3	6
The Corporation of the City of Cornwall	54	49	48	98	100	0	0
Municipality of Clarington	52	48	28	58.3	68.8	1	2.1
Town of Whitby	47	46	44	95.7	97.8	0	0
Corporation of the Town of Ajax	49	45	44	97.8	97.8	0	0
Town of Whitchurch-Stouffville	50	44	34	77.3	86.4	0	0
The Regional Municipality of Halton	48	41	36	87.8	95.1	0	0
Corporation of the County of Brant	37	37	37	100	100	0	0
Corporation of the County of Grey	37	36	36	100	100	0	0
Municipality of South Dundas	36	36	35	97.2	97.2	0	0
The Corporation of the City of Welland	35	35	33	94.3	100	0	0
The Township of North Dumfries	36	35	35	100	100	0	0
City of Clarence-Rockland	32	32	28	87.5	90.6	0	0
City of Pickering	34	32	30	93.8	93.8	1	3.1
Town of Milton	32	32	32	100	100	0	0
City of Stratford	26	26	13	50	96.2	1	3.8
County of Dufferin	26	26	26	100	100	0	0
Corporation of the Township of Georgian Bay	26	25	21	84	84	0	0
County of Simcoe	25	25	16	64	100	1	4
Municipality of Lambton Shores	31	25	18	72	96	0	0
Town of Bradford West Gwillimbury	25	25	25	100	100	0	0
The Corporation of the Town of Niagara-on-the-Lake	23	23	15	65.2	100	0	0
Municipality of Leamington	24	22	16	72.7	90.9	1	4.5
The Corporation of the Township of Seguin	20	22	22	100	100	0	0
City of Belleville	26	21	16	76.2	76.2	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Compliance%*	Over 90 Days	%
The Corporation of the City of Quinte West	20	20	20	100	100	0	0
Township of Russell	16	20	15	75	100	1	5
The Corporation of the County of Wellington	19	19	19	100	100	0	0
Township of South Glengarry	20	19	18	94.7	100	0	0
Municipality of Magnetawan	18	18	18	100	100	0	0
Township of Essa	18	18	18	100	100	0	0
The Corporation of Haldimand County	17	17	16	94.1	94.1	0	0
The District Municipality of Muskoka	17	17	16	94.1	100	0	0
Town of Wasaga Beach	17	17	13	76.5	100	0	0
Township of Centre Wellington	17	17	16	94.1	94.1	0	0
Township of Puslinch	17	17	4	23.5	100	3	17.6
Township of Springwater	17	17	15	88.2	100	0	0
Corporation of the City of Orillia	16	16	9	56.3	81.3	3	18.8
County of Oxford	17	16	16	100	100	0	0
The Corporation of the Town of Midland	18	16	0	0	18.8	2	12.5
Town of Amherstburg	17	16	13	81.3	93.8	1	6.3
Town of Fort Erie	17	16	15	93.8	100	0	0
City of Sarnia	17	15	12	80	100	0	0
Town of Pelham	18	15	12	80	100	3	20
Corporation of the Town of Hawkesbury	14	14	8	57.1	78.6	1	7.1
The Corporation of the City of Owen Sound	20	14	14	100	100	0	0
The Corporation of the Township of Clearview	21	14	14	100	100	0	0
Township of Hornepayne	14	14	14	100	100	0	0
Township of Uxbridge	14	14	12	85.7	85.7	0	0
City of Timmins	13	13	7	53.8	53.8	0	0
The Corporation of the Town of Kingsville	12	13	10	76.9	100	1	7.7
Town of Greater Napanee	14	13	11	84.6	100	0	0
Township of King	27	13	12	92.3	100	0	0
Township of Scugog	14	13	11	84.6	100	1	7.7
Village of Merrickville-Wolford	13	13	3	23.1	23.1	4	30.8
Tay Valley Township	14	12	12	100	100	0	0
The Corporation of the Town of Grimsby	12	12	12	100	100	0	0
Town of Prescott	12	12	2	16.7	16.7	10	83.3
Municipality of Brighton	11	11	8	72.7	100	0	0
The Corporation of the City of Brockville	12	11	10	90.9	100	0	0
Town of Carleton Place	11	11	11	100	100	0	0
Town of Huntsville	17	11	5	45.5	72.7	1	9.1
Township of Alfred and Plantagenet	12	11	11	100	100	0	0

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### RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Township of Woolwich	12	11	7	63.6	63.6	1	9.1
Corporation of the Town of Essex	10	10	9	90	100	0	0
Town of Bancroft	10	10	10	100	100	0	0
Town of Kapuskasing	10	10	10	100	100	0	0
Township of Ramara	11	10	9	90	90	0	0
Township of Southgate	11	10	8	80	100	1	10
Township of West Lincoln	11	10	2	20	90	1	10
City of Thorold	9	9	8	88.9	100	1	11.1
Municipal Corporation of the County of Renfrew	9	9	8	88.9	88.9	0	0
The Corporation of the Town of Cobourg	12	9	9	100	100	0	0
Town of Espanola	9	9	7	77.8	77.8	0	0
City of St. Thomas	8	8	7	87.5	100	0	0
Corporation of the Municipality of Port Hope	8	8	8	100	100	0	0
County of Middlesex	8	8	8	100	100	0	0
Municipality of North Perth	9	8	8	100	100	0	0
Town of Collingwood	12	8	6	75	100	0	0
Town of Smiths Falls	8	8	8	100	100	0	0
Town of The Blue Mountains	11	8	2	25	37.5	1	12.5
Township of Leeds and the Thousand Islands	8	8	6	75	87.5	1	12.5
Township of Minden Hills	8	8	8	100	100	0	0
Township of Muskoka Lakes	7	8	6	75	87.5	1	12.5
Township of Red Rock	8	8	8	100	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	8	8	6	75	75	2	25
United Counties of Leeds and Grenville	7	8	8	100	100	0	0
Municipality of South Huron	8	7	7	100	100	0	0
The Corporation of the Municipality of West Nipissing	7	7	7	100	100	0	0
City of Port Colborne	6	6	5	83.3	100	0	0
Corporation of the County of Essex	6	6	5	83.3	100	0	0
Corporation of the Municipality of Meaford	6	6	6	100	100	0	0
County of Northumberland	6	6	5	83.3	83.3	1	16.7
Town of Orangeville	5	6	6	100	100	0	0
Township of Cavan Monaghan	6	6	6	100	100	0	0
Township of Huron-Kinloss	6	6	5	83.3	100	0	0
Township of Wilmot	6	6	4	66.7	66.7	2	33.3
Corporation of the City of Dryden	7	5	4	80	100	1	20
Corporation of the Town of Ingersoll	5	5	5	100	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Over 90 Days	%
Corporation of the Township of Algonquin Highlands	5	5	5	100	100	0
Corporation of the Township of Brock	5	5	4	80	100	0
County of Huron	5	5	5	100	100	0
Municipality of North Middlesex	5	5	5	100	100	0
The Corporation of the City of Kenora	5	5	5	100	100	0
The Corporation of the Township of Guelph/Eramosa	6	5	4	80	100	0
The Corporation of the Township of Matachewan	5	5	5	100	100	0
The Corporation of the Township of Tiny	5	5	4	80	100	0
Town of Lincoln	0	5	4	80	100	0
Town of Parry Sound	5	5	5	100	100	0
Township of Havelock-Belmont-Methuen	5	5	5	100	100	0
Township of Oro-Medonte	7	5	5	100	100	0
Township of Stirling-Rawdon	5	5	4	80	100	0
City of Woodstock	7	4	4	100	100	0
Corporation of the County of Haliburton	4	4	4	100	100	0
Corporation of the Town of Gravenhurst	4	4	1	25	100	0
Corporation of the Town of Northeastern Manitoulin and the Islands	4	4	4	100	100	0
Municipality of Dysart et al	4	4	4	100	100	0
Municipality of Marmora and Lake	4	4	3	75	100	0
Municipality of Trent Hills	4	4	4	100	100	0
Municipality of the United Townships of Head, Clara and Maria	4	4	4	100	100	0
The Corporation of the Municipality of Red Lake	4	4	4	100	100	0
The Corporation of the Town of Goderich	4	4	3	75	75	1
The Corporation of the Township of Cramahe	4	4	3	75	100	0
Town of Arnprior	4	4	3	75	100	0
Town of LaSalle	5	4	1	25	25	0
Township of Central Frontenac	4	4	4	100	100	0
Township of Chatsworth	4	4	4	100	100	0
Township of Perth East	4	4	4	100	100	0
Township of South Frontenac	4	4	3	75	100	0
Township of Southwold	4	4	4	100	100	0
Township of Tay	4	4	4	100	100	0
Township of The Archipelago	4	4	4	100	100	0
City of Temiskaming Shores	3	3	3	100	100	0

## ACCESS

### RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Corporation Township of Hamilton	3	3	3	100	100	0	0
Corporation of the Municipality of Tweed	3	3	3	100	100	0	0
Lanark County	0	3	3	100	100	0	0
Municipalite - East Ferris - Municipality	3	3	3	100	100	0	0
Municipality of Grey Highlands	3	3	3	100	100	0	0
Municipality of Mississippi Mills	3	3	2	66.7	100	0	0
Municipality of West Grey	3	3	3	100	100	0	0
The Corporation of the Municipality of Bluewater	3	3	2	66.7	100	0	0
The Corporation of the Municipality of Brockton	3	3	2	66.7	100	0	0
The Corporation of the Town of Kearney	3	3	3	100	100	0	0
Town of Deep River	3	3	3	100	100	0	0
Town of Mattawa	3	3	3	100	100	0	0
Town of Saugeen Shores	3	3	2	66.7	66.7	0	0
Town of South Bruce Peninsula	6	3	2	66.7	100	0	0
Town of Tillsonburg	4	3	3	100	100	0	0
Township of South Stormont	3	3	0	0	0	0	0
Township of Wellesley	3	3	3	100	100	0	0
United Counties of Prescott and Russell	2	3	3	100	100	0	0
Wellington County Museum and Archives	3	3	3	100	100	0	0
Corporation of The Town of St. Mary	2	2	2	100	100	0	0
Corporation of the City of Pembroke	3	2	1	50	100	0	0
Corporation of the Municipality of French River	2	2	2	100	100	0	0
Corporation of the Town of Grand Valley	1	2	2	100	100	0	0
Corporation of the Town of Iroquois Falls	2	2	2	100	100	0	0
Corporation of the Township of Ear Falls	2	2	2	100	100	0	0
County of Hastings	3	2	2	100	100	0	0
County of Lennox & Addington	2	2	2	100	100	0	0
Municipality of Trent Lakes	2	2	2	100	100	0	0
Municipality of Centre Hastings	2	2	2	100	100	0	0
Municipality of Hastings Highlands	2	2	2	100	100	0	0
Municipality of Highlands East	2	2	2	100	100	0	0
Municipality of North Grenville	3	2	0	0	100	0	0
Municipality of Sioux Lookout	2	2	1	50	50	1	50
Municipality of Thames Centre	2	2	2	100	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Over 90 Days*	Over 90 Days	%
The Corporation of the Municipality of Kincardine	3	2	0	0	100	0	0
The Corporation of the Township of Coleman	2	2	2	100	100	0	0
The Corporation of the Township of Rideau Lakes	3	2	2	100	100	0	0
The Town of Plympton-Wyoming	2	2	2	100	100	0	0
Town of Hanover	2	2	0	0	100	0	0
Town of Penetanguishene	2	2	1	50	100	0	0
Town of Tecumseh	2	2	2	100	100	0	0
Township of Addington Highlands	2	2	2	100	100	0	0
Township of Alnwick/Haldimand	2	2	2	100	100	0	0
Township of Assiginack	2	2	2	100	100	0	0
Township of Bonfield	2	2	2	100	100	0	0
Township of Chamberlain	2	2	2	100	100	0	0
Township of Madawaska Valley	2	2	0	0	0	0	0
Township of McKellar	2	2	2	100	100	0	0
Township of McMurrich/Monteith	2	2	0	0	0	0	0
Township of North Glengarry	2	2	0	0	100	0	0
Township of North Huron	2	2	2	100	100	0	0
Township of North Kawartha	2	2	1	50	100	0	0
Township of North Shore	2	2	2	100	100	0	0
Township of Tehkummah	3	2	2	100	100	0	0
Township of Wainfleet	4	2	1	50	50	1	50
Corporation of The Town of Aylmer	1	1	0	0	100	0	0
Corporation of the Municipality of Greenstone	1	1	1	100	100	0	0
Corporation of the Town of Kirkland Lake	1	1	0	0	0	0	0
Corporation of the Township of Amaranth	1	1	1	100	100	0	0
Corporation of the Township of Lake of Bays	2	1	1	100	100	0	0
Corporation of the Township of South Algonquin	1	1	1	100	100	0	0
County of Bruce	1	1	1	100	100	0	0
County of Elgin	1	1	1	100	100	0	0
County of Frontenac	1	1	1	100	100	0	0
Lambton Public Health	1	1	1	100	100	0	0
Municipality of Callander	2	1	1	100	100	0	0
Municipality of McDougall	1	1	1	100	100	0	0
Municipality of Oliver Paipoonge	1	1	1	100	100	0	0

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### RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance*	Extended Compliance%*	Over 90 Days	%
Municipality of South Bruce	1	1	1	100	100	0	0
Municipality of Southwest Middlesex	1	1	1	100	100	0	0
Municipality of St. Charles	1	1	1	100	100	0	0
Municipality of Wawa	1	1	1	100	100	0	0
The Corporation of Loyalist Township	1	1	0	0	0	1	100
The Corporation of the Municipality of Arran-Elderslie	1	1	1	100	100	0	0
The Corporation of the Municipality of Dutton/Dunwich	1	1	1	100	100	0	0
The Corporation of the Municipality of Killarney	1	1	1	100	100	0	0
The Corporation of the Municipality of Shuniah	1	1	1	100	100	0	0
The Corporation of the Town of Bracebridge	1	1	1	100	100	0	0
The Corporation of the Township of Carlow/Mayo	1	1	1	100	100	0	0
The Corporation of the Township of Lanark Highlands	1	1	1	100	100	0	0
The Corporation of the Township of Severn	1	1	0	0	0	0	0
The Municipality of Huron Shores	1	1	1	100	100	0	0
The Township of St. Joseph	1	1	1	100	100	0	0
Town of Gananoque	1	1	1	100	100	0	0
Town of Laurentian Hills	1	1	1	100	100	0	0
Town of Petawawa	1	1	1	100	100	0	0
Town of Shelburne	1	1	1	100	100	0	0
Township of Asphodel-Norwood	1	1	1	100	100	0	0
Township of Augusta	1	1	1	100	100	0	0
Township of Blandford-Blenheim	1	1	1	100	100	0	0
Township of Brudenell, Lyndoch and Raglan	1	1	1	100	100	0	0
Township of Carling	1	1	1	100	100	0	0
Township of Chapple	1	1	0	0	100	0	0
Township of East Zorra-Tavistock	1	1	1	100	100	0	0
Township of Front of Yonge	1	1	1	100	100	0	0
Township of Georgian Bluffs	1	1	1	100	100	0	0
Township of Melancthon	1	1	1	100	100	0	0
Township of Papineau-Cameron	1	1	1	100	100	0	0
Township of Perry	1	1	1	100	100	0	0
Township of Perth South	1	1	1	100	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Over 90 Days*	Over 90 Days	%
Township of Ryerson	1	1	1	100	100	0	0
Township of Terrace Bay	1	1	1	100	100	0	0
Township of Whitewater Region	1	1	1	100	100	0	0
Township of Wollaston	1	1	1	100	100	0	0
Village de Casselman	1	1	1	100	100	0	0
Village of Burk's Falls	1	1	1	100	100	0	0
Village of Sundridge	1	1	1	100	100	0	0
<b>Total</b>	<b>12,324</b>	<b>11,957</b>	<b>10,067</b>	<b>84.2</b>	<b>90</b>	<b>200</b>	<b>1.7</b>

\* 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.

## MUNICIPAL COMPLIANCE (OTHER)

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Over 90 Days*	Over 90 Days	%
District of Nipissing Social Services Administration Board	183	181	181	100	100	0	0
Toronto Transit Commission	180	180	137	76.1	78.3	1	0.6
Toronto Community Housing Corporation Administration Board	183	167	160	95.8	100	0	0
District of Sault Ste. Marie Social Services	126	126	124	98.4	98.4	0	0
Ottawa Community Housing	128	126	118	93.7	93.7	0	0
Middlesex - London Paramedic Service	98	98	98	100	100		
Kitchener Public Library	71	71	71	100	100	0	0
The District of Thunder Bay Social Services Administration Board	60	60	60	100	100	0	0
Municipal Property Assessment Corporation	56	40	35	87.5	97.5	0	0
Toronto and Region Conservation Authority	39	32	24	75	93.8	1	3.1
Lake Simcoe Region Conservation Authority	23	23	21	91.3	91.3	1	4.3
Kenora District Services Board	21	21	21	100	100	0	0
The Durham District School Board	18	16	6	37.5	50	5	31.3
Niagara Peninsula Conservation Authority	8	13	8	61.5	61.5		
Toronto Hydro-Electric System Limited	13	13	10	76.9	100	0	0
Catfish Creek Conservation Authority	0	12	12	100	100		
Cochrane DSSAB	11	11	10	90.9	100	0	0
Grand River Conservation Authority	11	11	11	100	100		
Windsor Essex Community Housing Corporation	7	7	7	100	100	0	0
Durham Region Transit	6	6	4	66.7	83.3	0	0

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### MUNICIPAL COMPLIANCE (OTHER) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	%* Extended	Over 90 Days	%
Essex County Library Board	6	6	6	100	100	0	0
London & Middlesex Housing Corporation	9	6	6	100	100	0	0
Mississauga Library System	6	6	4	66.7	100	0	0
Algoma District Services Administration Board	5	5	5	100	100	0	0
Ausable Bayfield Conservation Authority	8	5	2	40	40	0	0
CityHousing Hamilton Corporation	5	5	5	100	100	0	0
Nottawasaga Valley Conservation Authority	5	5	5	100	100	0	0
Halton Community Housing Corporation	5	4	3	75	75	0	0
Niagara Falls Public Library	4	4	4	100	100	0	0
Otonabee Region Conservation Authority	4	4	4	100	100	0	0
Toronto Parking Authority	4	4	2	50	100	0	0
Credit Valley Conservation Authority	2	3	2	66.7	100	1	33.3
Essex Region Conservation Authority	3	3	3	100	100	0	0
Kitchener-Wilmot Hydro Inc.	3	3	3	100	100	0	0
Manitoulin-Sudbury District Services Board	4	3	1	33.3	33.3	0	0
Peterborough Utilities	3	3	3	100	100	0	0
Toronto Hydro Energy Services Inc.	3	3	2	66.7	66.7	0	0
Toronto Public Library	5	3	1	33.3	33.3	0	0
Upper Thames River Conservation Authority	3	3	2	66.7	100	0	0
Alectra Utilities Corporation	2	2	2	100	100	0	0
Board of Governors of Exhibition Place	2	2	2	100	100	0	0
Crowe Valley Conservation Authority	2	2	0	0	100	0	0
Hamilton Region Conservation Authority	1	2	1	50	50	0	0
Kawartha Conservation	2	2	0	0	50	1	50
Maitland Valley Conservation Authority	1	2	1	50	100	1	50
Ottawa Public Library	2	2	2	100	100	0	0
Rideau Valley Conservation Authority	3	2	0	0	50	0	0
Aurora Public Library	1	1	1	100	100	0	0
Brockville Public Library Board	1	1	1	100	100	0	0
Cataraqui Region Conservation Authority	1	1	1	100	100	0	0
Corporation of the Township of Montague	1	1	1	100	100	0	0
District of Timiskaming Social Services Administration Board	1	1	1	100	100	0	0
Ganaraska Region Conservation Authority	1	1	1	100	100	0	0
InnPower Corporation	1	1	1	100	100	0	0
Kingston Frontenac Public Library	1	1	1	100	100	0	0
London Public Library	1	1	1	100	100	0	0

## MUNICIPAL COMPLIANCE (OTHER) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	% Compliance	Extended Over 90 Days*	Over 90 Days	%
London Transit Commission	1	1	1	100	100	0	0
Meaford Public Library	1	1	1	100	100	0	0
North Bay-Mattawa Conservation Authority	1	1	1	100	100	0	0
Oakville Hydro Electricity Distribution System Inc.	1	1	0	0	100	0	0
Saugeen Valley Conservation Authority(496)	1	1	1	100	100	0	0
South Nation River Conservation Authority	1	1	0	0	100	0	0
Stirling-Rawdon Public Library(8)	1	1	1	100	100	0	0
The Blue Mountains Public Library	1	1	1	100	100	0	0
Welland Public Library	1	1	1	100	100	0	0
<b>Total</b>	<b>1,362</b>	<b>1,326</b>	<b>1,205</b>	<b>90.9</b>	<b>94</b>	<b>11</b>	<b>0.8</b>

## Summary of Appeals – 2017 vs. 2018

	2017 General Records Appeals			2017 Personal Information Appeals			2017 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	450	594	<b>1,044</b>	154	194	<b>348</b>	604	788	<b>1,392</b>
Closed	489	534	<b>1,023</b>	196	195	<b>391</b>	685	729	<b>1,414</b>

	2018 General Records Appeals			2018 Personal Information Appeals			2018 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	464	581	<b>1,045</b>	164	233	<b>397</b>	628	814	<b>1,442</b>
Closed	500	580	<b>1,080</b>	141	210	<b>351</b>	641	790	<b>1,431</b>

NUMBER OF APPEALS OPENED 2009-2018

	General Records Appeals			Personal Information Appeals			Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
2018	464	581	<b>1,045</b>	164	233	<b>397</b>	628	814	<b>1,442</b>
2017	450	594	<b>1,044</b>	154	194	<b>348</b>	604	788	<b>1,392</b>
2016	555	603	<b>1,158</b>	181	209	<b>390</b>	736	812	<b>1,548</b>
2015	536	478	<b>1,014</b>	179	210	<b>389</b>	715	688	<b>1,403</b>
2014	501	406	<b>907</b>	194	219	<b>413</b>	695	625	<b>1,320</b>
2013	421	433	<b>854</b>	186	245	<b>431</b>	607	678	<b>1,285</b>
2012	456	392	<b>848</b>	163	265	<b>428</b>	619	657	<b>1,276</b>
2011	468	333	<b>801</b>	154	259	<b>413</b>	623	591	<b>1,214</b>
2010	328	306	<b>634</b>	121	222	<b>343</b>	449	528	<b>977</b>
2009	367	280	<b>647</b>	164	189	<b>353</b>	531	469	<b>1,000</b>

NUMBER OF APPEALS CLOSED 2009-2018

	General Records Appeals			Personal Information Appeals			Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
2018	500	580	<b>1,080</b>	141	210	<b>351</b>	641	790	<b>1,431</b>
2017	489	534	<b>1,023</b>	196	195	<b>391</b>	685	729	<b>1,414</b>
2016	505	530	<b>1,035</b>	172	193	<b>365</b>	677	723	<b>1,400</b>
2015	506	428	<b>934</b>	186	209	<b>395</b>	692	637	<b>1,329</b>

## NUMBER OF APPEALS CLOSED 2009-2018 – CONTINUED

	General Records Appeals			Personal Information Appeals			Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
2014	497	423	<b>920</b>	201	255	<b>456</b>	698	678	<b>1,376</b>
2013	454	386	<b>840</b>	143	255	<b>398</b>	597	641	<b>1,238</b>
2012	395	369	<b>764</b>	164	230	<b>394</b>	559	599	<b>1,158</b>
2011	337	296	<b>633</b>	145	245	<b>390</b>	483	540	<b>1,023</b>
2010	257	302	<b>559</b>	139	218	<b>357</b>	396	520	<b>916</b>
2009	385	302	<b>687</b>	151	178	<b>329</b>	536	480	<b>1,016</b>

## ISSUES IN APPEALS OPENED

Issue	Provincial	%	Municipal	%	Total	%
Exemptions only	230	36.6	320	39.3	550	38.1
Third party	102	16.2	69	8.5	171	11.9
Act does not apply	54	8.6	91	11.2	145	10.1
Exemptions with other issues	55	8.8	85	10.4	140	9.7
Deemed refusal	49	7.8	83	10.2	132	9.2
Reasonable search	63	10.0	57	7.0	120	8.3
Interim decision	16	2.5	45	5.5	61	4.2
Other	17	2.7	20	2.5	37	2.6
Custody or control	13	2.1	7	0.9	20	1.4
Frivolous or vexatious	3	0.5	15	1.8	18	1.2
Correction	8	1.3	6	0.7	14	1.0
Time extension	6	1.0	7	0.9	13	0.9
Fee	3	0.5	4	0.5	7	0.5
Failure to disclose	3	0.5	1	0.1	4	0.3
Fee and fee waiver	2	0.3	2	0.2	4	0.3
Fee waiver	3	0.5	0	0.0	3	0.2
Transfer	1	0.2	1	0.1	2	0.1
Inadequate decision	0	0.0	1	0.1	1	0.1
<b>Total</b>	<b>628</b>	<b>43.6</b>	<b>814</b>	<b>56.4</b>	<b>1,442</b>	<b>100.0</b>

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### TYPES OF APPELLANTS IN APPEALS OPENED

	Provincial	%	Municipal	%	Total	%
Individual	406	64.6	641	78.7	1047	72.6
Business	143	22.8	113	13.9	256	17.8
Media	37	5.9	24	2.9	61	4.2
Association/Group	15	2.4	16	2.0	31	2.1
Other	8	1.3	7	0.9	15	1.0
Union	7	1.1	4	0.5	11	0.8
Lawyer	3	0.5	4	0.5	7	0.5
Government	4	0.6	2	0.2	6	0.4
Politician	2	0.3	3	0.4	5	0.3
Academic/Researcher	3	0.5	0	0.0	3	0.2
<b>Total</b>	<b>628</b>	<b>43.6</b>	<b>814</b>	<b>56.4</b>	<b>1,442</b>	<b>100.0</b>

### NUMBER OF APPEALS CLOSED OTHER THAN BY ORDER, BY OUTCOME

	Provincial	%	Municipal	%	Total	%
Mediated in full	381	69.8	504	78.8	885	74.6
Screened out	91	16.7	51	8.0	142	12.0
Withdrawn	42	7.7	58	9.1	100	8.4
Abandoned	29	5.3	26	4.1	55	4.6
Dismissed without inquiry/review	1	0.2	1	0.2	2	0.2
Dismissed without order/decision	2	0.4	0	0.0	2	0.2
<b>Total</b>	<b>546</b>	<b>100.0</b>	<b>640</b>	<b>100.0</b>	<b>1,186</b>	<b>100.0</b>

### NUMBER OF APPEALS CLOSED BY ORDER, BY ORDER OUTCOME

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	55	57.9	84	56.0	139	56.7
Head's decision partially upheld	29	30.5	41	27.3	70	28.6
Head's decision not upheld	11	11.6	23	15.3	34	13.9
Other	0	0.0	2	1.3	2	0.8
<b>Total</b>	<b>95</b>	<b>100.0</b>	<b>150</b>	<b>100.0</b>	<b>245</b>	<b>100.0</b>

## OUTCOME OF APPEALS BY STAGE CLOSED

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in full	173	45.2	697	96.4	15	4.6	885	61.8
Order/Decision issued	0	0.0	2	0.3	243	74.8	245	17.1
Screened out	142	37.1	0	0.0	0	0.0	142	9.9
Withdrawn	58	15.1	3	0.4	39	12.0	100	7.0
Abandoned	10	2.6	21	2.9	24	7.4	55	3.8
Dismissed without inquiry/review	0	0.0	0	0.0	2	0.6	2	0.1
Dismissed without order/decision	0	0.0	0	0.0	2	0.6	2	0.1
<b>Total</b>	<b>383</b>	<b>100.0</b>	<b>723</b>	<b>100.0</b>	<b>325</b>	<b>100.0</b>	<b>1,431</b>	<b>100.0</b>

Intake	383	26.8
Mediation	723	50.5
Adjudication	342	22.7
<b>Total</b>	<b>1,431</b>	<b>100.0</b>

## PROVINCIAL MINISTRY APPEALS OPENED BY MINISTRY NAME

		%
Ministry of the Solicitor General	136	37.6
Ministry of Natural Resources and Forestry	46	12.7
Ministry of Health and Long-Term Care	38	10.5
Ministry of the Attorney General	28	8.0
Ministry of the Environment, Conservation and Parks	24	6.6
Ministry of Children, Community and Social Services	21	5.2
Ministry of Transportation	16	4.4
Ministry of Labour	11	3.0
Ministry of Finance	10	2.8
Ministry of Government and Consumer Services	9	2.8
Ministry of Training, Colleges and Universities	8	1.7
Ministry of Agriculture, Food and Rural Affairs	7	1.9
Ministry of Citizenship, Immigration and International Trade	2	0.6
Ministry of Energy, Northern Development and Mines	2	0.3
Ministry of Education	1	0.3
Ministry of Infrastructure	1	0.3
Ministry of Municipal Affairs and Housing	1	0.3
Ministry of Tourism, Culture and Sport	1	0.3
<b>Total</b>	<b>362</b>	<b>100.0</b>

## ACCESS

### PROVINCIAL AGENCY APPEALS OPENED BY AGENCY NAME

		%
Independent Electricity System Operator (IESO)	27	19.30
Workplace Safety and Insurance Board	18	12.90
Metrolinx	9	6.40
Ontario Lottery and Gaming Corporation	7	5.00
Infrastructure Ontario	6	4.30
Treasury Board Secretariat	6	4.30
Archives of Ontario	5	3.60
Ontario Energy Board	5	3.60
Ontario Cannabis Retail Corporation	5	3.60
Human Rights Tribunal of Ontario	5	3.60
Ontario Securities Commission	4	2.90
Cabinet Office	4	2.90
Public Health Ontario	3	2.10
Financial Services Commission of Ontario	3	2.10
Liquor Control Board of Ontario	3	2.10
Human Rights Legal Support Centre	2	1.40
Landlord and Tenant Board	2	1.40
Office of the Independent Police Review Director	2	1.40
Ontario Power Generation	2	1.40
Alcohol and Gaming Commission of Ontario	2	1.40
Other*	40	28.57
<b>Total</b>	<b>140</b>	<b>100.00</b>

\* Other agencies representing fewer than one per cent of appeals are not separately listed. Information about any agency not listed here is available upon request.

### PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME

		%
Ryerson University	12	17.4
University of Toronto	11	15.9
Laurentian University of Sudbury	8	11.6
McMaster University	8	11.6
University of Ottawa	6	8.7
York University	5	7.2
Carleton University	3	4.3
University of Guelph	3	4.3
Northern College of Applied Arts and Technology	2	2.9
Sheridan College Institute of Technology and Advanced Learning	2	2.9

## PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME – CONTINUED

		%
Algonquin College of Applied Arts and Technology	1	1.4
Canadore College of Applied Arts and Technology	1	1.4
George Brown College of Applied Arts and Technology	1	1.4
Georgian College of Applied Arts and Technology	1	1.4
Lakehead University	1	1.4
Seneca College of Applied Arts and Technology	1	1.4
The University of Waterloo	1	1.4
University of Ontario Institute of Technology	1	1.4
University of St. Michael's College	1	1.4
<b>Total</b>	<b>69</b>	<b>100.0</b>

## PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME

		%
University Health Network	6	10.3
The Ottawa Hospital	5	8.6
William Osler Health System - Brampton Campus	5	8.6
Cambridge Memorial Hospital	4	6.9
The Hospital for Sick Children	4	6.9
Providence Healthcare, St. Joseph's and St. Michael's Healthcare	4	6.9
Niagara Health System	4	6.9
Mount Sinai Hospital	3	5.2
Mackenzie Health	2	3.4
Royal Ottawa Mental Health Centre	2	3.4
London Health Sciences Centre	2	3.4
Humber River Hospital	2	3.4
Sunnybrook Health Sciences Centre	1	1.7
Lakeridge Health	1	1.7
Health Sciences North	1	1.7
Centre for Addiction and Mental Health	1	1.7
Royal Victoria Regional Health Centre	1	1.7
Trillium Health Partners	1	1.7
Headwaters Health Care Centre	1	1.7
Weeneebayko Area Health Authority	1	1.7
Lady Minto Hospital	1	1.7
Winchester District Memorial Hospital	1	1.7
North York General Hospital	1	1.7
Huron Perth Healthcare Alliance	1	1.7

## ACCESS

### PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME – CONTINUED

		%
Halton Healthcare Services	1	1.7
Joseph Brant Hospital	1	1.7
Rouge Valley Health System	1	1.7
<b>Total</b>	<b>58</b>	<b>100.0</b>

### MUNICIPAL POLICE SERVICES APPEALS OPENED BY POLICE SERVICE NAME

		%
Toronto Police Services Board	95	33.10
Peel Regional Police Services Board	26	9.10
Halton Regional Police Services Board	23	8.00
York Regional Police Services Board	21	7.30
Hamilton Police Services Board	18	6.30
Waterloo Regional Police Services Board	15	5.20
Durham Regional Police Services Board	14	4.90
Strathroy-Caradoc Police Service	10	3.50
Ottawa Police Services Board	10	3.50
Niagara Regional Police Services Board	9	3.10
London Police Services Board	7	2.40
The Greater/Grand Sudbury Police Services Board	6	2.10
Owen Sound Police Services Board	5	1.70
Chatham-Kent Police Services Board	4	1.40
Brantford Police Services Board	4	1.40
Cornwall Community Police Services Board	3	1.00
Windsor Police Services Board	3	1.00
Other*	14	4.88
<b>Total</b>	<b>287</b>	<b>100.00</b>

\* Other police services boards representing fewer than one per cent of appeals are not separately listed. Information about any police service board not listed here is available upon request.

### MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME

		%
Toronto District School Board	9	9.10
Toronto Catholic District School Board	8	8.10
Grand Erie District School Board	6	6.10
Halton District School Board	4	4.00
Ottawa-Carleton District School Board	4	4.00
Conseil des écoles catholiques du Centre-Est	3	3.00
Conseil scolaire de district catholique de l'Est ontarien	3	3.00
Hamilton-Wentworth Catholic District School Board	3	3.00

## MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME – CONTINUED

		%
Limestone District School Board	3	3.00
Near North District School Board	3	3.00
Simcoe Muskoka Catholic District School Board	3	3.00
Waterloo Region District School Board	3	3.00
Bruce-Grey Catholic District School Board	2	2.00
Conseil scolaire catholique de district des Grandes Rivieres	2	2.00
Conseil Scolaire Catholique Providence	2	2.00
Conseil Scolaire Viamonde	2	2.00
District School Board of Niagara	2	2.00
Dufferin-Peel Catholic District School Board	2	2.00
Durham District School Board	2	2.00
Greater Essex County District School Board	2	2.00
Peel District School Board	2	2.00
Rainbow District School Board	2	2.00
Sudbury Catholic District School Board	2	2.00
Upper Canada District School Board	2	2.00
Upper Grand District School Board	2	2.00
York Region District School Board	2	2.00
Other*	19	19.19
<b>Total</b>	<b>99</b>	<b>100.00</b>

\* Other school boards representing fewer than one per cent of appeals are not separately listed. Information about any school board not listed here is available upon request.

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME

		%
City of Toronto	54	14.80
City of Ottawa	24	6.60
Region of Peel	15	4.10
The Corporation of the City of Oshawa	13	3.60
City of Hamilton	11	3.00
Municipality of Lambton Shores	9	2.50
City of Greater Sudbury	8	2.20
Town of Ajax	8	2.20
City of Mississauga	7	1.90
Town of Richmond Hill	6	1.60
City of Vaughan	6	1.60
City of Thunder Bay	6	1.60
Corporation of the City of Belleville	6	1.60
Town of Newmarket	5	1.40

## ACCESS

### MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

		%
City of Burlington	4	1.10
Corporation of the City of North Bay	4	1.10
City of Niagara Falls	4	1.10
Town of Pelham	4	1.10
The City of Windsor	4	1.10
Other*	168	45.90
<b>Total</b>	<b>366</b>	<b>100.00</b>

\* Other municipalities representing one per cent or less of total appeals are not separately listed. Information about any municipality not listed here is available upon request.

### OTHER TYPES OF MUNICIPAL APPEALS OPENED BY INSTITUTION NAME

		%
Toronto Transit Commission	14	23.0
Niagara Peninsula Conservation Authority	12	19.7
Toronto Community Housing Corporation	7	11.5
Peterborough Public Health	4	6.6
North Bay Hydro Services Inc.	4	6.6
Middlesex-London Health Unit	3	4.9
Toronto and Region Conservation Authority	2	3.3
Toronto Parking Authority	2	3.3
Local Services Board of Dennis Township South	1	1.6
Nottawasaga Valley Conservation Authority	1	1.6
Municipal Property Assessment Corporation	1	1.6
Toronto Hydro Corporation	1	1.6
Kawartha Conservation	1	1.6
Belleville Downtown Improvement Area	1	1.6
Hamilton Conservation Authority	1	1.6
Hamilton Utilities Corporation	1	1.6
North Bay-Mattawa Conservation Authority	1	1.6
Your Quick Gateway (Windsor) Inc.	1	1.6
Crowe Valley Conservation Authority	1	1.6
Alectra Utilities Corporation	1	1.6
North Bay Hydro Distribution Ltd.	1	1.6
<b>Total</b>	<b>61</b>	<b>100.0</b>

## APPEALS OPENED BY REPRESENTATIVE TYPE\*

	Provincial	%	Municipal	%	Total	%
Self-represented	467	74.6	646	79.4	1113	77.2
Lawyer or Agent	161	25.7	168	20.6	329	22.8
<b>Total</b>	<b>628</b>	<b>100.00</b>	<b>814</b>	<b>100.00</b>	<b>1,442</b>	<b>100.00</b>

\* Appellants may be represented by more than one type of representative, therefore the total number of appeals reported here may be greater than the actual number of appeals opened.

## APPEALS PROCESSED IN INTAKE BY DISPOSITION\*

Disposition	Appeals Processed in Intake	%
Resolved	173	35.3
Screened Out	142	29.0
Proceed	107	21.8
Withdrawn	58	11.8
Abandoned	10	2.0
<b>Total</b>	<b>490</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the intake stage somewhere between January 1, 2018 and December 31, 2018 and includes files that are still open in the mediation and adjudication stages

## APPEALS PROCESSED IN MEDIATION BY DISPOSITION\*

Disposition	Files Processed in Mediation	%
Resolved	697	65.6
Partially Mediated - Proceed	194	18.3
No Issues Mediated - Proceed	146	13.7
Abandoned	21	2.0
Withdrawn	3	0.3
Order/Decision Issued	2	0.2
<b>Total</b>	<b>1,063</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the Mediation stage somewhere between January 1, 2018 and December 31, 2018 and includes files that are still open in the Adjudication stage

## Judicial Reviews

### NEW JUDICIAL REVIEW APPLICATIONS AND IPC INTERVENTIONS IN 2018

<b>New Judicial Review Applications and IPC interventions in 2018:</b>	<b>5</b>
<i>Launched by:</i>	
Institution	1
Requester / Complainant	2
Affected Party	1
<b>IPC intervened in other application or appeal in 2018</b>	<b>1</b>

#### INSTITUTION:

**MO-3664** (City of Brockville v. IPC et al.) – application started November 2018 (still open).

#### REQUESTER / COMPLAINANT:

- **MO-3517** and **MO-3551-R** (James v. IPC) – application served on IPC in January 2018 (still open).
- **MC17-14** (Hewage v. IPC) – application started in March 2018 and closed in May 2018.

#### AFFECTED PARTY:

- **PO-3841** and **PO-3870-R** (Swift River v. IPC) – application started August 2018 (still open).

#### IPC-INITIATED APPLICATION:

None.

### ONGOING JUDICIAL REVIEW APPLICATIONS AND IPC INTERVENTIONS IN 2018 (ONGOING AT END OF 2018):

<b>Ongoing Judicial Review Applications and IPC Interventions in 2018 (ongoing at end of 2018):</b>	<b>10</b>
<i>Launched by:</i>	
Institution	2
Requester / Complainant	2
Affected Party	3
<b>IPC intervened in other application or appeal in 2018:</b>	<b>3</b>
IPC-initiated application	0

#### INSTITUTION:

**PO-3520** (OCL v. IPC, MAG, John Doe, requester) – application started in 2015. Divisional Court dismissed in February 2017. Court of Appeal heard OCL appeal in December 2017. Court of Appeal allowed OCL appeal in June 2018. IPC denied leave to appeal to SCC in March 2019.

**MO-3664** (City of Brockville v. IPC et al.) – application started November 2018 (still open).

## REQUESTER / COMPLAINANT:

**MO-3517** and **MO-3551-R** (James v. IPC) – application served on IPC in January 2018 and a hearing is scheduled for June 2019.

**MO-3344** (MD Chowdhury v. TPSB) – started in 2016. Heard and dismissed by Divisional Court in June 2018. Leave to appeal to Court of Appeal dismissed in October 2018. MD Chowdhury applied for leave to appeal to Supreme Court of Canada. Application for leave was dismissed in February 2019.

## AFFECTED PARTY:

**PO-3617** (OMA, Several Physicians, Affected Third Party Doctors v. MOHLTC, Theresa Boyle & IPC) – three applications started in 2016. Dismissed by Divisional Court and appealed to Ontario Court of Appeal. OCA dismissed appeal in August 2018 with IPC order upheld. OMA applied for leave to appeal to Supreme Court of Canada in September 2018. SCC dismissed application for leave in April 2019.

**MO-3295** (Dr. Kim Barker v. IPC & Algoma Public Health) – application started in 2016. Divisional Court quashed IPC order in December 2017. Court of Appeal upheld IPC decision in April 2019.

**PO-3841** and **PO-3870-R** (Swift River v. IPC) – application started August 2018 (still open).

## IPC INTERVENTIONS IN 2018:

**R. v. Ryan Jarvis** ((SCC Intervention). Crown’s appeal filed with Supreme Court in November 2017. IPC granted Intervenor status in March 2018. Application/IPC Intervention heard April 20, 2018. Supreme Court of Canada decision released in February 2019, ordering a conviction against Ryan Jarvis.

Deputy Registrar General (IPC Adoption Disclosure Intervention – in OSCJ) – IPC granted Intervenor status in October 2016. Matter put on hold in May 2017.

**“Long-Gun Registry”** Intervention, application in OSCJ started in 2015 (still open – court treating as “inactive” in May 2017).

## IPC-INITIATED APPLICATION:

None.

## JUDICIAL REVIEWS AND IPC INTERVENTIONS CLOSED AND/OR HEARD IN 2018

<b>Judicial Reviews and IPC interventions Closed and/or Heard in 2018:</b>	<b>13</b>
Abandoned or settled or dismissed for delay or Rule 2.1.01(3) – IPC Order stands	3
IPC Order upheld (and/or leave to appeal dismissed)	7
IPC Order not upheld (and/or IPC’s leave to appeal dismissed) and remitted back to IPC	0
Hearing held but decision on reserve	1
IPC Order upheld on SCC appeal	0
IPC Order not upheld on SCC appeal	0
<b>IPC intervened in SCC or Federal Court appeal</b>	<b>1</b>
IPC intervened in OSCJ	1

**MO-3507** (MD Chowdhury v. City of Toronto) application started November 2017 – dismissed without a hearing (Rule 2.1.01(3)) January 2018.

**MO-3415** (MD Chowdhury v. TCHC) – started (by Notice of Appeal) in February 2017. Dismissed by Divisional Court in March 2017. Dismissed by Court of Appeal in June 2017. Leave to Supreme Court of Canada dismissed in November 2017. Request to SCC for reconsideration of leave decision denied in January 2018.

## ACCESS

**MO-3296** (Katherine Lin v. TPSB & IPC) – application started in 2016 (dismissed by Divisional Court). Leave to appeal dismissed by Ontario Court of Appeal in November 2017. Supreme Court of Canada dismissed leave to appeal on March 2018.

**PO-3691** (Williams and Price v. IPC) – application started in May 2017 and settled with dismissal order in March 2018.

**The Toronto Star v. Ministry of Attorney General** (OSCJ Intervention) application started February 2017. IPC not a named a tribunal in application, but granted Intervener status in December 2017. Application allowed in April 2018.

**R. v. Ryan Jarvis** (SCC Intervention). Crown's appeal filed with Supreme Court in November 2017. IPC granted Intervenor status in March 2018. Application/IPC Intervention heard April 20, 2018. Supreme Court of Canada decision released in February 2019, ordering a conviction against Ryan Jarvis.

**MC17-14** (Hewage v. IPC) – application started in March 2018, settled with Notice of Abandonment filed in May 2018.

**PO-3576** (Carleton University v. IPC & John Doe) – application started in 2016. Dismissed in June 2018.

**MO-3344** (MD Chowdhury v. TPSB) – started in 2016. Heard and dismissed by Divisional Court in June 2018. Leave to appeal to Court of Appeal dismissed in Oct/18. MD Chowdhury applied for leave to appeal to SCC and application for leave dismissed in February 2019.

**PO-3617** (OMA, Several Physicians, Affected Third Party Doctors v. MOHLTC, Theresa Boyle & IPC) – three applications started in 2016. Dismissed by Divisional Court and appealed to Ontario Court of Appeal. OCA dismissed appeal in August 2018 and the IPC order upheld. OMA applied for leave to appeal to Supreme Court of Canada in September 2018. SCC dismissed application for leave in April 2019.

**MO-3295** (Dr. Kim Barker v. IPC & Algoma Public Health) – application started in 2016. Divisional Court quashed IPC order in December 2017. Court of Appeal upholds IPC's decision in April 2019.

**PO-3740** (Brassard v. Carleton University) – application started July/17. Dismissed in December 2018.

## Summary of Privacy Complaints – 2018 vs. 2017

	2018 Privacy Complaints			2017 Privacy Complaints		
	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	134	172	<b>306</b>	110	158	<b>268</b>
Closed	109	148	<b>257</b>	114	159	<b>273</b>

### NUMBER OF PRIVACY COMPLAINTS OPENED 2009-2018

Year	Municipal	Provincial	Total
2018	134	172	306
2017	110	158	268
2016	119	160	279
2015	108	166	274
2014	123	157	280
2013	119	136	255
2012	155	127	282
2011	131	135	266
2010	127	125	252
2009	120	144	264

### NUMBER OF PRIVACY COMPLAINTS CLOSED 2009-2018

Year	Municipal	Provincial	Total
2018	109	148	257
2017	114	159	273
2016	103	153	256
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

## PRIVACY

### PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION

Resolution Type	Provincial	%	Municipal	%	Total	%
Resolved	69	63.3	79	53.4	148	57.6
Screened out	25	22.9	41	27.7	66	25.7
Withdrawn	11	10.1	20	13.5	31	12.1
Report	2	1.8	6	4.1	8	3.1
Abandoned	2	1.8	2	1.4	4	1.6
<b>Total</b>	<b>109</b>	<b>100.0</b>	<b>148</b>	<b>100.0</b>	<b>257</b>	<b>100.0</b>

### SOURCE OF COMPLAINTS IN PRIVACY COMPLAINTS CLOSED

Source	Provincial	%	Municipal	%	Total	%
Individual	51	46.8	78	52.7	129	50.2
IPC Commissioner initiated	1	0.9	6	4.1	7	2.7
Self-reported breaches	57	52.3	64	43.2	121	47.10
<b>Total</b>	<b>109</b>	<b>100.0</b>	<b>148</b>	<b>100.0</b>	<b>257</b>	<b>100.0</b>

### PRIVACY COMPLAINTS BY TYPE OF RESOLUTION AND STAGE CLOSED

Resolution Type	Intake	%	Investigation	%	Total	%
Resolved	146	59.3	2	18.2	148	57.6
Screened out	66	26.8	0	0.0	66	25.7
Withdrawn	30	12.2	1	9.1	31	12.1
Report	0	0.0	8	72.7	8	3.1
Abandoned	4	1.6	0	0.0	4	1.6
<b>Total</b>	<b>246</b>	<b>100.0</b>	<b>11</b>	<b>100.0</b>	<b>257</b>	<b>100.0</b>

### ISSUES\* IN PRIVACY COMPLAINTS CLOSED

Issue	Provincial	%	Municipal	%	Total	%
Disclosure	59	79.7	67	71.3	126	75.0
Security	3	4.1	12	12.8	15	8.9
Collection	5	6.8	7	7.4	12	7.1
General privacy issue	4	5.4	1	1.1	5	3.0
Access	1	1.4	2	2.1	3	1.8
Personal information	1	1.4	2	2.1	3	1.8
Use	0	0.0	2	2.1	2	1.2
Notice of collection	1	1.4	0	0.0	1	0.6
Retention	0	0.0	1	1.1	1	0.6
<b>Total</b>	<b>74</b>	<b>100.0</b>	<b>94</b>	<b>100.0</b>	<b>168</b>	<b>100.0</b>

\* 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	89.2	72	77.4	138	82.6
Complied in full	4	5.4	13	14.0	17	10.2
Act does not apply	4	5.4	0	0.0	4	2.4
Complied in part	0	0.0	4	4.3	4	2.4
Not complied	0	0.0	4	4.3	4	2.4
<b>Total</b>	<b>74</b>	<b>100</b>	<b>93</b>	<b>100</b>	<b>167</b>	<b>100</b>

\* 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	146	59.1
Screened out	66	26.7
Withdrawn	30	12.1
Abandoned	4	1.6
Proceed to mediation\investigation	1	0.4
<b>Total</b>	<b>247</b>	<b>100.0</b>

\*\*Processed\*\* refers to those files that completed the Intake stage somewhere between January 1, 2018 and December 31, 2018 and includes files that are still open in the Investigation stage.

PRIVACY COMPLAINTS PROCESSED IN INVESTIGATION BY DISPOSITION

Disposition	Files Processed in Investigation	%
Report	8	72.7
Resolved	2	18.2
Withdrawn	1	9.1
<b>Total</b>	<b>11</b>	<b>100.0</b>

## Requests by the Public under *PHIPA*

There were 116,560 requests for access to personal health information completed in 2018.

### OUTCOME OF REQUESTS COMPLETED\*

#### Number of Requests Completed\*

Full access provided	113,059
Partial access provided: provisions applied to deny access	73
Partial access provided: no record exists or cannot be found	59
Partial access provided: record outside of <i>PHIPA</i>	2
No access provided: provisions applied to deny access	54
No access provided: no record exists or cannot be found	1,382
No access provided: record outside of <i>PHIPA</i>	10
Other completed requests, e.g. withdrawn or never accessed	2,315
<b>TOTAL REQUESTS</b>	<b>116,954</b>
Number of requests that were not accessed following a fee estimate	772
Number of requests denied access in whole or in part where a provision of <i>PHIPA</i> was applied	127

\* 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	\$	1,839,749.17
Total Fees Waived	\$	1,115,389.03
Average Cost per Access Request	\$	15.78

## Compliance

### OVERALL COMPLIANCE:

**30-day: 97.4%**

**Extended: 97.6%**

**Over 30 days: 2.3%**

### RESPONSE RATE COMPLIANCE

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Halton Region Board of Health	16,409	16,409	100	100	0	0
Ministry of Health and Long-Term Care	12,709	12,673	99.7	99.8	18	0.1
Quinte Health Care	8,030	8,030	100	100	0	0
Mackenzie Health - Richmond Hill Site	7,113	7,113	100	100	0	0
Southlake Regional Hospital	5,918	5,918	100	100	0	0
The Ottawa Hospital	4,225	4,011	94.9	94.9	214	5.1
The Hospital for Sick Children	3,921	3,909	99.7	99.9	2	0.1
Unity Health Toronto	3,352	3,183	95	95.3	157	4.7
Grand River Hospital	3,121	3,121	100	100	0	0
Trillium Health Partners	2,323	2,317	99.7	99.8	1	0
Markham Stouffville Hospital	2,182	1,207	55.3	55.3	975	44.7
Lakeridge Health	2,076	2,021	97.4	97.4	55	2.6
William Osler Health Centre	1,889	1,850	97.9	97.9	39	2.1
Sunnybrook Health Sciences Centre	1,874	1,874	100	100	0	0
St. Joseph's Healthcare Hamilton	1,768	1,248	70.6	71.4	499	28.2
Hamilton Health Sciences	1,548	1,547	99.9	99.9	0	0
Health Sciences North	1,357	1,357	100	100	0	0
Scarborough Health Network	1,344	1,310	97.5	97.5	34	2.5
London Health Sciences Centre	1,318	1,253	95.1	96.4	42	3.2
Windsor Regional Hospital	1,294	1,293	99.9	100	0	0
Sinai Health System	1,182	820	69.4	69.4	362	30.6
Halton Healthcare	1,008	1,008	100	100	0	0
Guelph General Hospital	912	912	100	100	0	0
Children's Hospital of Eastern Ontario	879	794	90.3	90.3	85	9.7
Niagara Health System	820	803	97.9	97.9	17	2.1
Humber River Hospital	794	794	100	100	0	0

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Hamilton Niagara Haldimand Brant Local Health Integration Network	792	775	97.9	98.1	14	1.8
St. Joseph's Health Care London	749	746	99.6	100	0	0
Centre for Addiction and Mental Health (CAMH)	724	724	100	100	0	0
The University Health Network	724	723	99.9	99.9	1	0.1
Hotel-Dieu Grace Healthcare	673	673	100	100	0	0
Cambridge Memorial Hospital	662	662	100	100	0	0
Toronto Paramedic Services	659	659	100	100	0	0
Providence Care	647	645	99.7	100	0	0
Queensway Carleton Hospital	642	617	96.1	100	0	0
Grey Bruce Health Services	615	606	98.5	100	0	0
Central East Local Health Integration Network	567	546	96.3	98.4	9	1.6
The Regional Municipality of Peel - Peel Regional Paramedic Services	562	562	100	100	0	0
Stevenson Memorial Hospital	545	545	100	100	0	0
North York General Hospital	537	522	97.2	100	0	0
City of Ottawa - Paramedics	530	475	89.6	89.6	55	10.4
The Region of Niagara - EMS/Ambulance Services	528	528	100	100	0	0
Toronto Public Health	528	528	100	100	0	0
Peterborough Regional Health Centre	517	517	100	100	0	0
Kingston Health Sciences Centre	506	506	100	100	0	0
West Parry Sound Health Centre	500	500	100	100	0	0
Hôpital General de Hawkesbury & District General Hospital	487	487	100	100	0	0
Royal Ottawa Health Care Group	471	460	97.7	99.2	4	0.8
Chatham-Kent Health Alliance	465	465	100	100	0	0
Homewood Health Centre Inc.	463	463	100	100	0	0
St. Mary's General Hospital	452	452	100	100	0	0
North Bay Regional Health Centre	449	449	100	100	0	0
Orillia Soldiers' Memorial Hospital	438	438	100	100	0	0
Royal Victoria Regional Health Centre	435	435	100	100	0	0
York Region - Ambulance Services	381	380	99.7	99.7	1	0.3
Sault Area Hospital	377	377	100	100	0	0
Lady Dunn Health Centre	351	351	100	100	0	0
Women's College Hospital	319	316	99.1	100	0	0

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Brant Community Healthcare System	315	315	100	100	0	0
Champlain Local Health Integration Network	306	289	94.4	100	0	0
Michael Garron Hospital	293	285	97.3	100	0	0
Central Local Health Integration Network	292	292	100	100	0	0
Pembroke Regional Hospital	262	241	92	94.3	21	8
Joseph Brant Hospital	255	238	93.3	100	0	0
Hôpital Montfort	245	245	100	100	0	0
South East Local Health Integration Network	228	222	97.4	100	0	0
Durham Region Health Department	225	225	100	100	0	0
Waterloo Wellington Local Health Integration Network	218	196	89.9	89.9	22	10.1
Erie St. Clair Local Health Integrated Network	217	217	100	100	0	0
Toronto Central Local Health Integrated Network	179	174	97.2	98.9	2	1.1
Mississauga Halton Local Health Integrated Network	167	143	85.6	85.6	24	14.4
McMaster University	161	153	95	95	8	5
St. Joseph's Care Group	161	159	98.8	98.8	2	1.2
Woodstock Hospital	161	161	100	100	0	0
Timmins & District Hospital	154	154	100	100	0	0
Ross Memorial Hospital	145	145	100	100	0	0
Lake of the Woods District Hospital	141	141	100	100	0	0
Headwaters Health Care Centre	140	140	100	100	0	0
Stratford General Hospital Site	138	138	100	100	0	0
South West Local Health Integration Network	135	128	94.8	95.6	6	4.4
St. Thomas Elgin General Hospital	134	134	100	100	0	0
Bluewater Health	131	131	100	100	0	0
Central West Local Health Integration Network	127	120	94.5	97.6	3	2.4
Perth and Smiths Falls District Hospital	126	126	100	100	0	0
North East Local Health Integration Network	124	124	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	118	103	87.3	100	0	0
ORNGE	105	105	100	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	104	104	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	104	103	99	99	0	0
Middlesex Hospital Alliance	100	100	100	100	0	0

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Waypoint Centre for Mental Health Care	94	91	96.8	96.8	3	3.2
Erie Shores HealthCare	92	92	100	100	0	0
Kirkland and District Hospital	87	87	100	100	0	0
Trent University	87	87	100	100	0	0
Georgian Bay General Hospital	85	80	94.1	100	0	0
Geraldton District Hospital	85	85	100	100	0	0
Simcoe County Paramedic Services	85	85	100	100	0	0
Brockville General Hospital	84	84	100	100	0	0
Kemptville District Hospital	84	84	100	100	0	0
Runnymede Healthcare Centre	83	83	100	100	0	0
Muskoka Algonquin Healthcare	82	82	100	100	0	0
Norfolk General Hospital	81	81	100	100	0	0
Northumberland Hills Hospital	78	78	100	100	0	0
South Bruce Grey Health Centre	74	74	100	100	0	0
Lennox & Addington County General Hospital	73	73	100	100	0	0
Riverside Health Care Facilities	73	73	100	100	0	0
City of Toronto - Long-Term Care Homes & Services	70	56	80	85.7	10	14.3
Halton Region Paramedic Services	69	69	100	100	0	0
Hanover & District Hospital	69	69	100	100	0	0
Nipigon District Memorial Hospital	69	69	100	100	0	0
Shouldice Hospital	69	69	100	100	0	0
Sensenbrenner Hospital	68	68	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	67	66	98.5	100	0	0
North Shore Health Network	62	62	100	100	0	0
St. Joseph's Health Centre Guelph	60	60	100	100	0	0
Baycrest	59	58	98.3	98.3	1	1.7
City of Greater Sudbury - Paramedic Services	59	59	100	100	0	0
Campbellford Memorial Hospital	55	55	100	100	0	0
Middlesex - London Paramedic Service	55	55	100	100	0	0
Durham College	51	46	90.2	94.1	3	5.9
Bellwood Health Services	50	50	100	100	0	0
Lady Minto Hospital	50	49	98	98	1	2
Renfrew Victoria Hospital	49	49	100	100	0	0
Winchester District Memorial Hospital	49	49	100	100	0	0

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
St. Joseph's General Hospital Elliot Lake	48	48	100	100	0	0
West Park Healthcare Centre	46	46	100	100	0	0
Bruyere Continuing Care	45	45	100	100	0	0
Collingwood General and Marine Hospital	45	28	62.2	62.2	17	37.8
Hotel Dieu Shaver Health and Rehabilitation Centre	44	42	95.5	95.5	2	4.5
Tillsonburg District Memorial Hospital	44	44	100	100	0	0
Anson General Hospital	41	41	100	100	0	0
Peterborough County/City Paramedics	41	41	100	100	0	0
Dryden Regional Health Centre	40	40	100	100	0	0
Wilfrid Laurier University	40	39	97.5	97.5	1	2.5
North of Superior Healthcare Group	39	39	100	100	0	0
Weeneebayko Area Health Authority	39	39	100	100	0	0
County of Perth	37	37	100	100	0	0
Atikokan General Hospital	36	35	97.2	100	0	0
North West Local Health Integration Network	36	36	100	100	0	0
Upper Canada District School Board	36	36	100	100	0	0
St. Joseph's Villa LTCH (2)	35	35	100	100	0	0
West Nipissing General Hospital	34	34	100	100	0	0
Corporation of the County of Essex	32	32	100	100	0	0
Emergency Services/ United Counties of Prescott and Russell	31	31	100	100	0	0
Algoma Public Health	30	24	80	80	6	20
Cornwall Community Hospital	30	30	100	100	0	0
The District Municipality of Muskoka (Ambulance)	29	22	75.9	75.9	7	24.1
Wingham and District Hospital	29	29	100	100	0	0
Carleton Place & District Memorial Hospital	28	28	100	100	0	0
Hopital Glengarry Memorial Hospital	28	28	100	100	0	0
St. Francis Memorial Hospital	28	28	100	100	0	0
United Counties of Leeds and Grenville - Paramedic Services	28	28	100	100	0	0
Deep River and District Hospital	27	27	100	100	0	0
Notre-Dame Hospital	26	26	100	100	0	0
County of Brant - Ambulance Service	25	25	100	100	0	0
County of Oxford - EMS	25	25	100	100	0	0

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
West Haldimand General Hospital	25	25	100	100	0	0
Manitoulin Health Centre	23	23	100	100	0	0
Alexandra Marine and General Hospital	22	22	100	100	0	0
Almonte General Hospital / Fairview Manor	22	22	100	100	0	0
City of Ottawa	22	19	86.4	86.4	3	13.6
Alexandra Hospital	21	21	100	100	0	0
Hamilton Public Health	21	21	100	100	0	0
Toronto Grace Health Centre	21	20	95.2	95.2	0	0
York Region - Long-Term Care	21	21	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	20	19	95	95	1	5
South Huron Hospital Association	19	19	100	100	0	0
Arnprior & District Memorial Hospital	18	18	100	100	0	0
Bingham Memorial Hospital	18	18	100	100	0	0
Niagara Region	18	18	100	100	0	0
Northumberland Paramedics	17	17	100	100	0	0
The Region of Niagara - Long Term Care Homes	17	17	100	100	0	0
Chapleau Health Services	16	16	100	100	0	0
Thunder Bay Regional Health Sciences Centre	16	16	100	100	0	0
Villa St Gabriel Villa (LTCH)	15	15	100	100	0	0
Georgian College of Applied Arts and Technology	14	12	85.7	85.7	2	14.3
Regional Municipality of Waterloo/Sunnyside Home	14	14	100	100	0	0
Kingston, Frontenac ,Lennox and Addington Public Health	13	13	100	100	0	0
The Regional Municipality of Peel - Public Health	13	13	100	100	0	0
Englehart and District Hospital	11	11	100	100	0	0
Hopital de Mattawa Hospital	11	11	100	100	0	0
Lakehead University (Student Health & Counselling Centre)	11	11	100	100	0	0
Sante Manitouwadge Health	11	11	100	100	0	0
Algoma District Services Admin Board	10	10	100	100	0	0
County of Oxford - Woodingford Lodge	10	10	100	100	0	0
St. Mary's Memorial Hospital Site	10	10	100	100	0	0
Clinton Public Hospital Site	9	9	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	9	9	100	100	0	0

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Grey Bruce Health Unit	8	8	100	100	0	0
Haldimand War Memorial Hospital	8	8	100	100	0	0
The Regional Municipality of York - Public Health	8	8	100	100	0	0
County of Elgin - Homes	7	7	100	100	0	0
County of Frontenac	7	7	100	100	0	0
Middlesex-London Health Unit	7	4	57.1	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	7	7	100	100	0	0
Temiskaming Hospital	7	6	85.7	100	0	0
York Region - Early Intervention Services	7	7	100	100	0	0
Eastern Ontario Health Unit	6	6	100	100	0	0
Ontario Agency for Health Protection and Promotion	6	6	100	100	0	0
Peterborough Public Health	6	6	100	100	0	0
Lambton Public Health	5	5	100	100	0	0
Listowel Memorial Hospital	5	5	100	100	0	0
Halton Region - Allendale Village Home for the Aged	4	4	100	100	0	0
Renfrew County and District Health Unit	4	4	100	100	0	0
Seaforth Community Hospital Site	4	4	100	100	0	0
Simcoe County - Homes	4	4	100	100	0	0
St. Joseph's Continuing Care Centre	4	4	100	100	0	0
Rainy River District Social Services Administration Board	3	3	100	100	0	0
The Regional Municipality of Peel - Long-Term Care	3	3	100	100	0	0
District of Timiskaming Social Services Administration Board	2	2	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	2	2	100	100	0	0
Huron County Health Unit	2	2	100	100	0	0
Southwestern Public Health	2	2	100	100	0	0
Bruce County - Homes	1	0	0	100	0	0
Cochrane DSSAB	1	1	100	100	0	0
County of Oxford - Public Health	1	1	100	100	0	0
Elgin-St. Thomas Health Unit	1	1	100	100	0	0
Halton Region - Post Inn Village Home for the Aged	1	1	100	100	0	0
Hastings Prince Edward Public Health	1	1	100	100	0	0
Humber College Institute of Technology and Advanced Learning	1	1	100	100	0	0

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Huron Lodge	1	1	100	100	0	0
North Bay Parry Sound District Health Unit	1	1	100	100	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	1	1	100	100	0	0
Seneca College	1	0	0	100	0	0
Simcoe Muskoka District Health Unit	1	1	100	100	0	0
University of Ottawa Heart Institute	1	1	100	100	0	0
<b>Total</b>	<b>116,560</b>	<b>113,569</b>	<b>97.4</b>	<b>97.6</b>	<b>2,729</b>	<b>2.3</b>

### 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
Halton Region Board of Health	16,409	525	3.2	0	0	525	3.2
Ministry of Health and Long-Term Care	12,709	0	0	0	0	0	0
Quinte Health Care	8,030	0	0	0	0	0	0
Mackenzie Health - Richmond Hill Site	7,113	207	2.9	0	0	207	2.9
Southlake Regional Hospital	5,918	0	0	0	0	0	0
The Ottawa Hospital	4,225	183	4.3	0	0	183	4.3
The Hospital for Sick Children	3,921	293	7.5	1	0	294	7.5
Unity Health Toronto	3,352	1,192	35.6	0	0	1,192	35.6
Grand River Hospital	3,121	0	0	0	0	0	0
Trillium Health Partners	2,323	0	0	0	0	0	0
Markham Stouffville Hospital	2,182	778	35.7	0	0	778	35.7
Lakeridge Health	2,076	0	0	0	0	0	0
William Osler Health Centre	1,889	0	0	0	0	0	0
Sunnybrook Health Sciences Centre	1,874	19	1	0	0	19	1
St. Joseph's Healthcare Hamilton	1,768	14	0.8	0	0	14	0.8
Hamilton Health Sciences	1,548	589	38	0	0	589	38
Health Sciences North	1,357	2	0.1	0	0	2	0.1
Scarborough Health Network	1,344	1,310	97.5	0	0	1,310	97.5
London Health Sciences Centre	1,318	4	0.3	0	0	4	0.3
Windsor Regional Hospital	1,294	131	10.1	0	0	131	10.1
Sinai Health System	1,182	0	0	0	0	0	0
Halton Healthcare	1,008	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
Guelph General Hospital	912	0	0	0	0	0	0
Children's Hospital of Eastern Ontario	879	0	0	0	0	0	0
Niagara Health System	820	8	1	0	0	8	1
Humber River Hospital	794	0	0	0	0	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	792	113	14.3	2	0.3	115	14.5
St. Joseph's Health Care London	749	0	0	0	0	0	0
Centre for Addiction and Mental Health (CAMH)	724	207	28.6	0	0	207	28.6
The University Health Network	724	0	0	0	0	0	0
Hotel-Dieu Grace Healthcare	673	28	4.2	0	0	28	4.2
Cambridge Memorial Hospital	662	0	0	0	0	0	0
Toronto Paramedic Services	659	0	0	0	0	0	0
Providence Care	647	0	0	0	0	0	0
Queensway Carleton Hospital	642	0	0	0	0	0	0
Grey Bruce Health Services	615	0	0	0	0	0	0
Central East Local Health Integration Network	567	7	1.2	0	0	7	1.2
The Regional Municipality of Peel - Peel Regional Paramedic Services	562	2	0.4	0	0	2	0.4
Stevenson Memorial Hospital	545	0	0	0	0	0	0
North York General Hospital	537	0	0	0	0	0	0
City of Ottawa - Paramedics	530	0	0	0	0	0	0
The Region of Niagara - EMS/Ambulance Services	528	0	0	0	0	0	0
Toronto Public Health	528	0	0	0	0	0	0
Peterborough Regional Health Centre	517	199	38.5	0	0	199	38.5
Kingston Health Sciences Centre	506	25	4.9	0	0	25	4.9
West Parry Sound Health Centre	500	0	0	0	0	0	0
Hopital General de Hawkesbury & District General Hospital	487	0	0	0	0	0	0
Royal Ottawa Health Care Group	471	0	0	0	0	0	0
Chatham-Kent Health Alliance	465	2	0.4	0	0	2	0.4
Homewood Health Centre Inc.	463	0	0	0	0	0	0
St. Mary's General Hospital	452	0	0	0	0	0	0
North Bay Regional Health Centre	449	365	81.3	0	0	365	81.3
Orillia Soldiers' Memorial Hospital	438	0	0	0	0	0	0
Royal Victoria Regional Health Centre	435	0	0	0	0	0	0

## HEALTH PRIVACY

### 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
York Region - Ambulance Services	381	0	0	0	0	0	0
Sault Area Hospital	377	0	0	0	0	0	0
Lady Dunn Health Centre	351	0	0	0	0	0	0
Women's College Hospital	319	30	9.4	0	0	30	9.4
Brant Community Healthcare System	315	4	1.3	0	0	4	1.3
Champlain Local Health Integration Network	306	93	30.4	0	0	93	30.4
Michael Garron Hospital	293	2	0.7	0	0	2	0.7
Central Local Health Integration Network	292	3	1	0	0	3	1
Pembroke Regional Hospital	262	107	40.8	0	0	107	40.8
Joseph Brant Hospital	255	131	51.4	0	0	131	51.4
Hôpital Montfort	245	30	12.2	0	0	30	12.2
South East Local Health Integration Network	228	18	7.9	0	0	18	7.9
Durham Region Health Department	225	0	0	0	0	0	0
Waterloo Wellington Local Health Integration Network	218	0	0	0	0	0	0
Erie St. Clair Local Health Integration Network	217	1	0.5	0	0	1	0.5
Toronto Central Local Health Integration Network	179	0	0	0	0	0	0
Mississauga Halton Local Health Integrated Network	167	0	0	0	0	0	0
McMaster University	161	0	0	0	0	0	0
St. Joseph's Care Group	161	0	0	0	0	0	0
Woodstock Hospital	161	0	0	0	0	0	0
Timmins & District Hospital	154	0	0	0	0	0	0
Ross Memorial Hospital	145	0	0	0	0	0	0
Lake of the Woods District Hospital	141	0	0	0	0	0	0
Headwaters Health Care Centre	140	0	0	0	0	0	0
Stratford General Hospital Site	138	41	29.7	0	0	41	29.7
South West Local Health Integration Network	135	1	0.7	0	0	1	0.7
St. Thomas Elgin General Hospital	134	0	0	0	0	0	0
Bluewater Health	131	0	0	0	0	0	0
Central West Local Health Integration Network	127	55	43.3	0	0	55	43.3
Perth and Smiths Falls District Hospital	126	0	0	0	0	0	0
North East Local Health Integration Network	124	0	0	0	0	0	0
Sioux Lookout Meno Ya Win Health Centre	118	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
ORNGE	105	0	0	0	0	0	0
Holland Bloorview Kids Rehabilitation Hospital	104	4	3.8	0	0	4	3.8
North Simcoe Muskoka Local Health Integration Network	104	15	14.4	0	0	15	14.4
Middlesex Hospital Alliance	100	100	100	0	0	100	100
Waypoint Centre for Mental Health Care	94	0	0	0	0	0	0
Erie Shores HealthCare	92	0	0	0	0	0	0
Kirkland and District Hospital	87	0	0	0	0	0	0
Trent University	87	0	0	0	0	0	0
Georgian Bay General Hospital	85	0	0	0	0	0	0
Geraldton District Hospital	85	0	0	0	0	0	0
Simcoe County Paramedic Services	85	0	0	0	0	0	0
Brockville General Hospital	84	14	16.7	0	0	14	16.7
Kemptville District Hospital	84	0	0	0	0	0	0
Runnymede Healthcare Centre	83	0	0	0	0	0	0
Muskoka Algonquin Healthcare	82	82	100	0	0	82	100
Norfolk General Hospital	81	0	0	0	0	0	0
Northumberland Hills Hospital	78	0	0	0	0	0	0
South Bruce Grey Health Centre	74	0	0	0	0	0	0
Lennox & Addington County General Hospital	73	0	0	0	0	0	0
Riverside Health Care Facilities	73	0	0	0	0	0	0
City of Toronto - Long-Term Care Homes & Services	70	0	0	0	0	0	0
Halton Region Paramedic Services	69	0	0	0	0	0	0
Hanover & District Hospital	69	0	0	0	0	0	0
Nipigon District Memorial Hospital	69	0	0	0	0	0	0
Shouldice Hospital	69	1	1.4	0	0	1	1.4
Sensenbrenner Hospital	68	0	0	0	0	0	0
Ontario Shores Centre for Mental Health Sciences	67	0	0	0	0	0	0
North Shore Health Network	62	0	0	0	0	0	0
St. Joseph's Health Centre Guelph	60	0	0	0	0	0	0
Baycrest	59	13	22	0	0	13	22
City of Greater Sudbury - Paramedic Services	59	0	0	0	0	0	0
Campbellford Memorial Hospital	55	0	0	0	0	0	0

## HEALTH PRIVACY

### 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
Middlesex - London Paramedic Service	55	0	0	0	0	0	0
Durham College	51	0	0	0	0	0	0
Bellwood Health Services	50	10	20	0	0	10	20
Lady Minto Hospital	50	0	0	0	0	0	0
Renfrew Victoria Hospital	49	0	0	0	0	0	0
Winchester District Memorial Hospital	49	0	0	0	0	0	0
St. Joseph's General Hospital Elliot Lake	48	0	0	0	0	0	0
West Park Healthcare Centre	46	0	0	0	0	0	0
Bruyere Continuing Care	45	1	2.2	0	0	1	2.2
Collingwood General and Marine Hospital	45	0	0	0	0	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	44	0	0	0	0	0	0
Tillsonburg District Memorial Hospital	44	0	0	0	0	0	0
Anson General Hospital	41	0	0	0	0	0	0
Peterborough County/City Paramedics	41	0	0	0	0	0	0
Dryden Regional Health Centre	40	0	0	0	0	0	0
Wilfrid Laurier University	40	0	0	0	0	0	0
North of Superior Healthcare Group	39	0	0	0	0	0	0
Weeneebayko Area Health Authority	39	0	0	0	0	0	0
County of Perth	37	0	0	0	0	0	0
Atikokan General Hospital	36	0	0	0	0	0	0
North West Local Health Integration Network	36	0	0	0	0	0	0
Upper Canada District School Board	36	0	0	0	0	0	0
St. Joseph's Villa LTCH (2)	35	0	0	0	0	0	0
West Nipissing General Hospital	34	0	0	0	0	0	0
Corporation of the County of Essex	32	0	0	0	0	0	0
Emergency Services/ United Counties of Prescott and Russell	31	0	0	0	0	0	0
Algoma Public Health	30	0	0	0	0	0	0
Cornwall Community Hospital	30	0	0	0	0	0	0
The District Municipality of Muskoka (Ambulance)	29	0	0	0	0	0	0
Wingham and District Hospital	29	0	0	0	0	0	0
Carleton Place & District Memorial Hospital	28	0	0	0	0	0	0
Hopital Glengarry Memorial Hospital	28	28	100	0	0	28	100

## 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
St. Francis Memorial Hospital	28	0	0	0	0	0	0
United Counties of Leeds and Grenville - Paramedic Services	28	0	0	0	0	0	0
Deep River and District Hospital	27	0	0	0	0	0	0
Notre-Dame Hospital	26	0	0	0	0	0	0
County of Brant - Ambulance Service	25	0	0	0	0	0	0
County of Oxford - EMS	25	0	0	0	0	0	0
West Haldimand General Hospital	25	0	0	0	0	0	0
Manitoulin Health Centre	23	0	0	0	0	0	0
Alexandra Marine and General Hospital	22	0	0	0	0	0	0
Almonte General Hospital / Fairview Manor	22	0	0	0	0	0	0
City of Ottawa	22	2	9.1	0	0	2	9.1
Alexandra Hospital	21	0	0	0	0	0	0
Hamilton Public Health	21	0	0	0	0	0	0
Toronto Grace Health Centre	21	2	9.5	0	0	2	9.5
York Region - Long-Term Care	21	0	0	0	0	0	0
Regional Municipality of Waterloo / Paramedic Services	20	0	0	0	0	0	0
South Huron Hospital Association	19	0	0	0	0	0	0
Arnprior & District Memorial Hospital	18	10	55.6	0	0	10	55.6
Bingham Memorial Hospital	18	0	0	0	0	0	0
Niagara Region	18	0	0	0	0	0	0
Northumberland Paramedics	17	0	0	0	0	0	0
The Region of Niagara - Long Term Care Homes	17	0	0	0	0	0	0
Chapleau Health Services	16	0	0	0	0	0	0
Thunder Bay Regional Health Sciences Centre	16	0	0	0	0	0	0
Villa St Gabriel Villa (LTCH)	15	0	0	0	0	0	0
Georgian College of Applied Arts and Technology	14	0	0	0	0	0	0
Regional Municipality of Waterloo / Sunnyside Home	14	0	0	0	0	0	0
Kingston, Frontenac, Lennox and Addington Public Health	13	0	0	0	0	0	0
The Regional Municipality of Peel - Public Health	13	2	15.4	0	0	2	15.4
Englehart and District Hospital	11	0	0	0	0	0	0

## HEALTH PRIVACY

### 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
Hopital de Mattawa Hospital	11	0	0	0	0	0	0
Lakehead University (Student Health & Counselling Centre)	11	0	0	0	0	0	0
Sante Manitouwadge Health	11	0	0	0	0	0	0
Algoma District Services Admin Board	10	0	0	0	0	0	0
County of Oxford - Woodingford Lodge	10	0	0	0	0	0	0
St. Mary's Memorial Hospital Site	10	4	40	0	0	4	40
Clinton Public Hospital Site	9	1	11.1	0	0	1	11.1
Red Lake Margaret Cochenour Memorial Hospital	9	0	0	0	0	0	0
Grey Bruce Health Unit	8	0	0	0	0	0	0
Haldimand War Memorial Hospital	8	0	0	0	0	0	0
The Regional Municipality of York - Public Health	8	0	0	0	0	0	0
County of Elgin - Homes	7	0	0	0	0	0	0
County of Frontenac	7	0	0	0	0	0	0
Middlesex-London Health Unit	7	0	0	0	0	0	0
St. Joseph's Continuing Care Centre of Sudbury	7	0	0	0	0	0	0
Temiskaming Hospital	7	0	0	0	0	0	0
York Region - Early Intervention Services	7	0	0	0	0	0	0
Eastern Ontario Health Unit	6	0	0	0	0	0	0
Ontario Agency for Health Protection and Promotion	6	0	0	0	0	0	0
Peterborough Public Health	6	0	0	0	0	0	0
Lambton Public Health	5	0	0	0	0	0	0
Listowel Memorial Hospital	5	0	0	0	0	0	0
Halton Region - Allendale Village Home for the Aged	4	0	0	0	0	0	0
Renfrew County and District Health Unit	4	0	0	0	0	0	0
Seaforth Community Hospital Site	4	0	0	0	0	0	0
Simcoe County - Homes	4	0	0	0	0	0	0
St. Joseph's Continuing Care Centre	4	0	0	0	0	0	0
Rainy River District Social Services Administration Board	3	0	0	0	0	0	0
The Regional Municipality of Peel - Long-Term Care	3	0	0	0	0	0	0
District of Timiskaming Social Services Administration Board	2	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
Haliburton, Kawartha, Pine Ridge District Health Unit	2	0	0	0	0	0	0
Huron County Health Unit	2	0	0	0	0	0	0
Southwestern Public Health	2	0	0	0	0	0	0
Bruce County - Homes	1	0	0	0	0	0	0
Cochrane DSSAB	1	0	0	0	0	0	0
County of Oxford - Public Health	1	0	0	0	0	0	0
Elgin-St. Thomas Health Unit	1	0	0	0	0	0	0
Halton Region - Post Inn Village Home for the Aged	1	0	0	0	0	0	0
Hastings Prince Edward Public Health	1	0	0	0	0	0	0
Humber College Institute of Technology and Advanced Learning	1	0	0	0	0	0	0
Huron Lodge	1	1	100	0	0	1	100
North Bay Parry Sound District Health Unit	1	0	0	0	0	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	1	0	0	0	0	0	0
Seneca College	1	0	0	0	0	0	0
Simcoe Muskoka District Health Unit	1	0	0	0	0	0	0
University of Ottawa Heart Institute	1	0	0	0	0	0	0
<b>Total</b>	<b>116,560</b>	<b>7,009</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>7,012</b>	<b>6</b>

## Summary of PHIPA Complaints – 2018 vs. 2017

	2018					2017				
	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total
Opened	199	127	506	38	<b>870</b>	155	105	322	47	<b>629</b>
Closed	160	103	430	34	<b>727</b>	164	102	305	46	<b>617</b>

### TYPES OF PHIPA COMPLAINT FILES OPENED IN 2018

Respondent Type	Collection/Use/Disclosure									
	Access/ Correction	%	Individual	%	Self-reported Breach	%	IPC- initiated	%	Total	%
Hospital	55	27.6	53	41.7	6	15.8	204	40.3	318	36.6
Clinic	50	25.1	26	20.5	10	26.3	52	10.3	138	15.9
Community or Mental health centre, program or service	9	4.5	8	6.3	3	7.9	82	16.2	102	11.7
Doctor	47	23.6	7	5.5	4	10.5	21	4.2	79	9.1
Pharmacy	1	0.5	4	3.1	1	2.6	53	10.5	59	6.8
Long-term care facility	9	4.5	1	0.8	0	0.0	11	2.2	21	2.4
Local Health Integration Network	0	0.0	3	2.4	0	0.0	17	3.4	20	2.3
Independent Health Facility	2	1.0	2	1.6	4	10.5	11	2.2	19	2.2
Other	2	1.0	5	3.9	2	5.3	7	1.4	16	1.8
Ministry	1	0.5	1	0.8	0	0.0	7	1.4	9	1.0
Other health care professional*	23	0.5	17	1.6	8	0.0	41	1.0	89	10.2
<b>Total</b>	<b>199</b>	<b>100.0</b>	<b>127</b>	<b>100.0</b>	<b>38</b>	<b>100.0</b>	<b>506</b>	<b>100.0</b>	<b>870</b>	<b>100.0</b>

\* Respondent types representing fewer than one per cent of complaint files opened are not separately listed; information about a particular respondent type not shown is available on request.

### OUTCOME OF ACCESS/CORRECTION COMPLAINTS BY STAGE CLOSED

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	68	63.0	40	93.0	0	0.0	108	67.5
Withdrawn	21	19.4	3	7.0	0	0.0	24	15.0
Screened out	16	14.8	0	0.0	0	0.0	16	10.0
Decision Issued	2	1.9	0	0.0	8	88.9	10	6.3
Abandoned	1	0.9	0	2.1	1	11.1	2	1.3
<b>Total</b>	<b>108</b>	<b>100.0</b>	<b>43</b>	<b>100.0</b>	<b>9</b>	<b>100.0</b>	<b>160</b>	<b>100.0</b>

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	42	43.3	2	100.0	0	0.0	44	42.7
Withdrawn	16	16.5	0	0.0	0	0.0	16	15.5
Screened out	35	36.1	0	0.0	0	0.0	35	34.0
Order/decision issued	0	0.0	0	0.0	4	100.0	4	3.9
Abandoned	4	4.1	0	0.0	0	0.0	4	
<b>Total</b>	<b>97</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>4</b>	<b>100.0</b>	<b>103</b>	<b>100.0</b>

## OUTCOME OF SELF-REPORTED BREACHES BY STAGE CLOSED

	Intake	%	Investigation	%	Adjudication	%	Total	%
Resolved	428	100.0	0	0	0	0	428	99.5
Decision Issued	0	0	2	100.0	0	0	2	0.5
<b>Total</b>	<b>428</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>0</b>	<b>0</b>	<b>430</b>	<b>100.0</b>

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

	Intake	%	Investigation	%	Adjudication	%	Total	%
Resolved	34	100.0	0	0	0	0	34	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>34</b>	<b>100.0</b>

## OUTCOME OF PHIPA COMPLAINTS CLOSED BY STAGE CLOSED

	Intake	%	Mediation Investigation	%	Adjudication	%	Total	%
Resolved	572	63.0	42	93.0	0		614	
Withdrawn	37	19.4	3	7.0	0		40	
Screened out	51	14.8	0	0.0	0		51	
Order/decision issued	2	1.9	2	0.0	12		16	
Abandoned	5	0.9	0	0.0	1		6	
<b>Total</b>	<b>667</b>	<b>100.0</b>	<b>47</b>	<b>100.0</b>	<b>13</b>	<b>100.0</b>	<b>727</b>	<b>100.0</b>

## HEALTH PRIVACY

### ACCESS/CORRECTION COMPLAINTS CLOSED BY ISSUE

		%
Deemed refusal	58	36.71
Reasonable search	25	15.82
Correction	19	12.03
Fee	18	11.39
Other	16	10.13
Failure to provide access	8	5.06
Exemptions only	6	3.80
No written request	3	1.90
Act does not apply	1	0.63
Exemptions with other issues	1	0.63
Fee waiver	1	0.63
Frivolous or vexatious	1	0.63
Status as representative	1	0.63
<b>Total</b>	<b>158</b>	<b>100.00</b>

### DETERMINATIONS UNDER SECTION 60(13) OF PHIPA

In 2018, the IPC issued two determinations in relation to complaints under section 60(13) of PHIPA, as follows:

- On March 7, 2018, the IPC issued a determination relating to records that the IPC had demanded be produced by police in the course of an IPC investigation.
- On March 26, 2018, the IPC issued a determination after being advised that records of personal health information had been abandoned at a location in Toronto, Ontario, following the death of a physician.

## Reported Privacy Breaches under *PHIPA*

There were 11,278 breaches of privacy to personal health information reported in 2018.

### STOLEN PERSONAL HEALTH INFORMATION

	Number of Breaches Reported	%
Theft was by an internal party (e.g. employee, affiliated health practitioner or electronic service provider)	5	6.41
Theft was by a stranger	35	44.87
Theft was the result of a ransomware attack	2	2.56
Theft was the result of another type of cyberattack	14	17.95
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	3	3.85
Paper records were stolen	13	16.67
Theft was a result of something else, by someone else or other items were stolen	6	7.69
<b>Total</b>	<b>78</b>	<b>100</b>

### LOST PERSONAL HEALTH INFORMATION

	Number of Breaches Reported	%
Loss was the result of a ransomware attack	2	0.58
Loss was the result of another type of cyberattack	0	0.00
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was lost	5	1.46
Paper records were lost	280	81.63
Loss was a result of something else or other items were lost	56	16.33
<b>Total</b>	<b>343</b>	<b>100</b>

### UNAUTHORIZED USE

	Number of Breaches Reported	%
Unauthorized use was through electronic systems	405	67.05
Unauthorized use was through paper records	144	23.84
Unauthorized use was through other records	55	9.11
<b>Total</b>	<b>604</b>	<b>100</b>

## HEALTH PRIVACY

### UNAUTHORIZED DISCLOSURE

	Number of Breaches Reported	%
Unauthorized disclosure was through misdirected faxes	6,381	62.24
Unauthorized disclosure was through misdirected emails	434	4.23
Unauthorized disclosure was through other means	3,438	33.53
<b>Total</b>	<b>10,253</b>	<b>100</b>

### NUMBER OF INDIVIDUALS AFFECTED

	Stolen Personal Health Information		Lost Personal Health Information		Used Without Authority		Disclosed Without Authority		Total	
		%		%		%		%		%
One individual	9	11.54	256	74.64	431	71.36	9,504	92.69	10,200	90.44
2 to 10 individuals	29	37.18	55	16.03	110	18.21	617	6.02	811	7.19
11 to 50 individuals	14	17.95	17	4.96	45	7.45	106	1.03	182	1.61
51 to 100 individuals	5	6.41	5	1.46	10	1.66	10	0.10	30	0.27
Over 100 individuals	21	26.92	10	2.92	8	1.32	16	0.16	55	0.49
<b>Total</b>	<b>78</b>	<b>100.0</b>	<b>343</b>	<b>100.0</b>	<b>604</b>	<b>100.0</b>	<b>10,253</b>	<b>100.0</b>	<b>11,278</b>	<b>100.0</b>

# 2018

## STATISTICAL REPORT

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