

2014 Statistics

Charting a Course for the Future



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 60,036 freedom of information (FOI) requests filed across Ontario in 2014, an eight per cent increase over 2013 where 55,760 were filed.

Total FOI Requests Filed by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	18,481	16,648	35,129
Provincial	8,241	16,666	24,907
Total	26,722	33,314	60,036

Total FOI Requests Completed by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	17,818	16,426	34,244
Provincial	8,268	13,384	21,652
Total	26,086	29,810	55,896

Total FOI Requests Completed by Source and Jurisdiction

Source	Municipal	Provincial	Total
Individual/Public	21,397	6,086	27,483
Individual by Agent	6,777	4,080	10,857
Business	3,999	9,636	13,635
Academic/Researcher	182	164	346
Association/Group	144	585	729
Media	574	471	1,045
Government (all levels)	771	429	1,200
Other	400	201	601
Total Requests	34,244	21,652	55,896

Outcome of Requests by Jurisdiction

	Municipal	Provincial	Total
All Information Disclosed	10,246	4,852	15,098
Information Disclosed in Part	17,210	7,997	25,207
No Information Disclosed	3,462	1,427	4,889
No Responsive Records Exist	1,992	5,068	7,060
Request Withdrawn, Abandoned or Non-Jurisdictional	1,334	2,308	3,642
Total Requests	34,244	21,652	55,896

Total Fees Collected and Waived by Jurisdiction

	Municipal	Provincial	Total
Total Application Fees Collected	\$ 166,604.40	\$ 98,788.70	\$ 265,393.10
Total Additional Fees Collected	\$ 418,812.65	\$ 493,363.21	\$ 912,175.86
Total	\$ 585,417.05	\$ 592,151.91	\$ 1,177,568.96
Total Fees Waived	\$ 30,071.44	\$ 33,912.89	\$ 63,984.33

Average Cost of Municipal Requests

	2010	2011	2012	2013	2014
Personal Information	\$ 8.01	\$ 8.83	\$ 9.67	\$ 8.24	\$ 8.86
General Records	\$ 25.68	\$ 24.22	\$ 27.30	\$ 28.09	\$ 26.03

Average Cost of Provincial Requests

	2010	2011	2012	2013	2014
Personal Information	\$ 12.88	\$ 11.35	\$ 4.98	\$ 6.04	\$ 4.47
General Records	\$ 39.97	\$ 41.39	\$ 41.99	\$ 40.57	\$ 41.48

Provincial Compliance

Overall Provincial Compliance:	
30-day:	82.6%
Extended:	88.0%
Over 90 days:	5.1%

Top 10 Provincial Institutions

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Ministry of the Environment and Climate Change	7,683	6,499	5,261	81.0	84.1	539	8.3
Ministry of Community Safety & Correctional Services	5,678	5,891	4,901	83.2	88.4	322	5.5
Ministry of Community and Social Services**	2,940	2,988	2,407	80.6	80.7	10	0.3
Ministry of Labour	950	940	856	91.1	95.4	0	0.0
Ministry of the Attorney General	540	577	547	94.8	97.7	0	0.0
Ministry of Government Services	501	495	411	83.0	97.2	25	5.1

Top 10 Provincial Institutions – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Landlord and Tenant Board	340	342	342	100.0	100.0	0	0.0
Ministry of Transportation	337	319	288	90.3	95.6	30	9.4
LCBO	298	301	290	96.3	96.3	0	0.0
Ministry of Health and Long-Term Care	196	163	90	55.2	75.5	4	2.5

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

** In addition to the above, in 2014, the ministry also responded to another 2,974 access requests for personal information, arising out of unprecedented and unanticipated circumstances. These additional requests related to three class-action proceedings brought on behalf of individuals who lived at provincial residential facilities for individuals with a developmental disability. A dedicated team of staff worked to respond to these requests, which resulted in the release of over 2.1 million pages of documents, most of which were decades old. The ministry waived all fees associated with access to these resident files. As well, the ministry proactively disclosed a very large (approximately 500,000 pages) group of documents related to the settlement of these class action proceedings, spanning 1945 to 2009.

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

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Ministry of the Environment and Climate Change	7,683	6,499	5,261	81.0	84.1	539	8.3
Ministry of Community Safety & Correctional Services	5,678	5,891	4,901	83.2	88.4	322	5.5
Ministry of Community and Social Services**	2,940	2,988	2,407	80.6	80.7	10	0.3
Ministry of Labour	950	940	856	91.1	95.4	25	2.7
Ministry of the Attorney General	540	577	547	94.8	97.7	0	0.0
Ministry of Government Services	501	495	411	83.0	97.2	30	6.1
Landlord and Tenant Board	340	342	342	100.0	100.0	0	0.0
Ministry of Transportation	337	319	288	90.3	95.6	4	1.3
LCBO	298	301	290	96.3	96.3	0	0.0
Ministry of Health and Long-Term Care	196	163	90	55.2	75.5	39	23.9
Ontario Power Generation Inc.	139	159	104	65.4	100.0	12	7.5
Ontario Lottery and Gaming Corporation	150	156	150	96.2	100.0	1	0.6
Ministry of Natural Resources and Forestry	140	143	83	58.0	81.8	18	12.6
Ministry of Training, Colleges and Universities	118	130	125	96.2	99.2	2	1.5
Ministry of Finance	114	105	82	78.1	87.6	1	1.0
Human Rights Tribunal of Ontario	88	90	86	95.6	97.8	0	0.0
Ontario Power Authority (now the Independent Electricity System Operator)	59	86	36	41.9	98.8	5	5.8
Ministry of Children & Youth Services	58	79	61	77.2	94.9	0	0.0
Ministry of Education	58	66	52	78.8	98.5	4	6.1
Ministry of Energy	52	63	17	27.0	69.8	28	44.4

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Metrolinx	60	62	35	56.5	66.1	11	17.7
Workplace Safety and Insurance Board	60	60	59	98.3	98.3	0	0.0
Ministry of Agriculture, Food and Rural Affairs	55	55	38	69.1	96.4	1	1.8
Ministry of Municipal Affairs and Housing	51	51	45	88.2	90.2	3	5.9
Cabinet Office	50	47	38	80.9	100.0	0	0.0
Hydro One Inc.	45	42	26	61.9	97.6	4	9.5
Financial Services Commission of Ontario	35	36	23	63.9	69.4	2	5.6
Ministry of Economic Development, Trade and Employment (former title)	11	36	10	27.8	100.0	22	61.1
Ministry of Consumer Services	44	35	22	62.9	82.9	2	5.7
Ontario Human Rights Commission	34	34	34	100.0	100.0	0	0.0
Ministry of Tourism, Culture and Sport	37	33	13	39.4	100.0	0	0.0
Legal Aid Ontario	33	33	17	51.5	97.0	0	0.0
Infrastructure Ontario	21	24	12	50.0	87.5	9	37.5
Toronto Organizing Committee for the 2015 Pan American and Parapan American Games	21	17	8	47.1	94.1	3	17.6
Ministry of Citizenship and Immigration	16	16	11	68.8	93.8	0	0.0
Ontario Agency for Health Protection and Promotion	15	14	14	100.0	100.0	0	0.0
Ontario Securities Commission	12	14	9	64.3	85.7	0	0.0
Ministry of Northern Development and Mines	20	11	6	54.5	54.5	2	18.2
eHealth Ontario	8	11	3	27.3	100.0	1	9.1
Royal Ontario Museum	7	11	1	9.1	100.0	1	9.1
Ministry of Aboriginal Affairs	7	8	7	87.5	100.0	0	0.0
ORNGE	7	7	6	85.7	100.0	0	0.0
Ministry of Infrastructure	5	7	7	100.0	100.0	0	0.0
Trillium Gift of Life Network	7	6	6	100.0	100.0	0	0.0
Central West Local Health Integration Network	6	6	6	100.0	100.0	0	0.0
Ministry of Research and Innovation	6	5	3	60.0	100.0	0	0.0
Agricorp	5	5	5	100.0	100.0	0	0.0
Ontario Labour Relations Board	5	4	4	100.0	100.0	0	0.0
Pan/Parapan American Games Secretariat	5	4	3	75.0	100.0	0	0.0
Cancer Care Ontario	4	4	3	75.0	100.0	0	0.0
Consent and Capacity Board	4	4	4	100.0	100.0	0	0.0
Niagara Escarpment Commission	4	4	4	100.0	100.0	0	0.0
Pay Equity Commission	4	4	4	100.0	100.0	0	0.0
The Niagara Parks Commission	4	4	2	50.0	100.0	0	0.0

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Champlain Local Health Integration Network	3	3	3	100.0	100.0	0	0.0
Education Quality and Accountability Office	3	3	3	100.0	100.0	0	0.0
Erie St. Clair LHIN	3	3	3	100.0	100.0	0	0.0
Independent Electricity System Operator	3	3	2	66.7	100.0	0	0.0
Ontario Financing Authority	2	3	1	33.3	100.0	0	0.0
Ontario Health Quality Council	2	3	2	66.7	100.0	1	33.3
Ontario Media Development Corporation	3	2	2	100.0	100.0	0	0.0
Toronto Central LHIN	3	2	2	100.0	100.0	0	0.0
Central East Local Health Integration Network	2	2	2	100.0	100.0	0	0.0
Hamilton Niagara Haldimand Brant Local Health Integration Network	2	2	2	100.0	100.0	0	0.0
Mississauga Halton Local Health Integrated Network	2	2	2	100.0	100.0	0	0.0
North East Local Health Integration Network	2	2	2	100.0	100.0	0	0.0
Office of the Fairness Commissioner	2	2	2	100.0	100.0	0	0.0
Ontario Energy Board	2	2	0	0.0	50.0	1	50.0
Ontario Place Corporation	2	2	1	50.0	50.0	1	50.0
South East Local Health Integration Network	2	2	1	50.0	100.0	0	0.0
Ministry of Intergovernmental Affairs	2	1	1	100.0	100.0	0	0.0
Health Professions Appeal and Review Board	1	1	1	100.0	100.0	0	0.0
Health Services Appeal and Review Board	1	1	1	100.0	100.0	0	0.0
Human Rights Legal Support Centre	1	1	0	0.0	100.0	0	0.0
Ontario Clean Water Agency	1	1	0	0.0	100.0	0	0.0
Ontario Electricity Financial Corporation	1	1	1	100.0	100.0	0	0.0
Ontario Northland Transportation Commission	1	1	1	100.0	100.0	0	0.0
Ontario Senior's Secretariat	1	1	0	0.0	100.0	0	0.0
Ontario Tourism Marketing Partnership Corporation	1	1	0	0.0	100.0	0	0.0
Ottawa Convention Centre	1	1	1	100.0	100.0	0	0.0
Pay Equity Hearings Tribunal	1	1	0	0.0	100.0	0	0.0
Social Benefits Tribunal	1	1	0	0.0	0.0	0	0.0
The Order of Ontario Advisory Council	1	1	0	0.0	100.0	0	0.0
Child and Family Services Review Board	0	1	0	0.0	0.0	0	0.0
Total	21,199	20,358	16,713	82.1	87.4	1,104	5.4

* 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. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

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Response Rate Compliance (Hospitals)**

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Listowel Memorial Hospital	166	161	161	100.0	100.0	0	0.0
Waypoint Centre for Mental Health Care	154	154	153	99.4	100.0	0	0.0
Hornepayne Community Hospital	125	125	125	100.0	100.0	0	0.0
Nipigon District Memorial Hospital	78	78	78	100.0	100.0	0	0.0
Haldimand War Memorial Hospital	65	65	65	100.0	100.0	0	0.0
Bellwood Health Services	42	42	42	100.0	100.0	0	0.0
Smooth Rock Falls Hospital	39	39	39	100.0	100.0	0	0.0
Dryden Regional Health Centre	28	28	25	89.3	89.3	0	0.0
St. Joseph's Healthcare Hamilton	20	20	17	85.0	100.0	0	0.0
Royal Victoria Regional Health Centre	16	16	13	81.3	100.0	0	0.0
The University Health Network	19	15	10	66.7	93.3	0	0.0
Grey Bruce Health Services	14	14	14	100.0	100.0	0	0.0
London Health Sciences Centre	13	14	14	100.0	100.0	0	0.0
Mackenzie Health – Richmond Hill Site	13	13	13	100.0	100.0	0	0.0
Deep River and District Hospital	11	11	11	100.0	100.0	0	0.0
William Osler Health System	11	11	6	54.5	100.0	0	0.0
St. Michael's Hospital	10	10	6	60.0	90.0	3	30.0
Niagara Health Systems	10	8	6	75.0	100.0	1	12.5
Peterborough Regional Health Centre	7	7	6	85.7	100.0	0	0.0
Royal Ottawa Health Care Group	7	7	6	85.7	100.0	0	0.0
The Hospital for Sick Children	9	6	6	100.0	100.0	0	0.0
Humber River Hospital	6	6	2	33.3	100.0	0	0.0
North Bay Regional Health Centre	6	6	6	100.0	100.0	0	0.0
Centre for Addiction and Mental Health (CAMH)	5	6	4	66.7	100.0	0	0.0
Toronto East General Hospital	5	6	6	100.0	100.0	0	0.0
Hotel Dieu Hospital	5	5	5	100.0	100.0	0	0.0
Markham Stouffville Hospital	5	5	0	0.0	0.0	0	0.0
Sunnybrook Health Sciences Centre	4	5	4	80.0	100.0	0	0.0
Rouge Valley Health System	5	4	0	0.0	75.0	0	0.0
Bruyère Continuing Care	4	4	4	100.0	100.0	0	0.0
Hamilton Health Sciences	3	4	4	100.0	100.0	0	0.0
The Ottawa Hospital	3	4	4	100.0	100.0	0	0.0
Mount Sinai Hospital	4	3	2	66.7	100.0	0	0.0
Hotel-Dieu Grace Healthcare	3	3	3	100.0	100.0	0	0.0
Queensway Carleton Hospital	3	3	3	100.0	100.0	0	0.0
Trillium Health Partners	3	3	2	66.7	100.0	0	0.0
Windsor Regional Hospital	3	3	3	100.0	100.0	0	0.0
Halton Healthcare Services	3	2	2	100.0	100.0	0	0.0

Response Rate Compliance (Hospitals) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Ontario Shores Centre for Mental Health Sciences	3	2	1	50.0	100.0	0	0.0
Blind River District Health Centre	2	2	2	100.0	100.0	0	0.0
Brant Community Healthcare System	2	2	2	100.0	100.0	0	0.0
Brockville General Hospital	2	2	2	100.0	100.0	0	0.0
Health Sciences North	2	2	2	100.0	100.0	0	0.0
North York General Hospital	2	2	2	100.0	100.0	0	0.0
Ross Memorial Hospital	2	2	1	50.0	100.0	0	0.0
St. Joseph's Health Care London	2	2	2	100.0	100.0	0	0.0
The Scarborough Hospital	2	2	2	100.0	100.0	0	0.0
Winchester District Memorial Hospital	2	2	2	100.0	100.0	0	0.0
St. Joseph's Health Centre	3	1	1	100.0	100.0	0	0.0
Almonte General Hospital/Fairview Manor	1	1	1	100.0	100.0	0	0.0
Anson General Hospital	1	1	1	100.0	100.0	0	0.0
Atikokan General Hospital	1	1	1	100.0	100.0	0	0.0
Bluewater Health	1	1	1	100.0	100.0	0	0.0
Children's Hospital of Eastern Ontario	1	1	1	100.0	100.0	0	0.0
Collingwood General and Marine Hospital	1	1	1	100.0	100.0	0	0.0
Georgian Bay General Hospital	1	1	1	100.0	100.0	0	0.0
Groves Memorial Community Hospital	1	1	0	0.0	0.0	1	100.0
Haliburton Highlands Health Services Corporation	1	1	1	100.0	100.0	0	0.0
Hôpital Montfort	1	1	0	0.0	0.0	0	0.0
Kingston General Hospital	1	1	1	100.0	100.0	0	0.0
Lakeridge Health	1	1	0	0.0	100.0	0	0.0
Muskoka Algonquin Healthcare	1	1	1	100.0	100.0	0	0.0
Norfolk General Hospital	1	1	1	100.0	100.0	0	0.0
Northumberland Hills Hospital	1	1	1	100.0	100.0	0	0.0
South Bruce Grey Health Centre	1	1	1	100.0	100.0	0	0.0
Southlake Regional Hospital	1	1	0	0.0	100.0	1	100.0
Stevenson Memorial Hospital	1	1	0	0.0	0.0	0	0.0
Thunder Bay Regional Health Sciences Centre	1	1	0	0.0	100.0	0	0.0
West Park Healthcare Centre	1	1	1	100.0	100.0	0	0.0
Woodstock Hospital	1	1	1	100.0	100.0	0	0.0
Baycrest	1	0	0	0.0	0.0	0	0.0
Cornwall Community Hospital	1	0	0	0.0	0.0	0	0.0
Joseph Brant Hospital	1	0	0	0.0	0.0	0	0.0
Total	975	958	904	94.4	98.5	6	0.6

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

** These statistics are limited to requests for access under *FIPPA*. For requests under *PHIPA*, please see the Health Privacy section.

Response Rate Compliance (Colleges & Universities)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
University of Ottawa	75	74	55	74.3	94.6	1	1.4
University of Toronto	45	45	44	97.8	100.0	0	0.0
Ryerson University	26	27	24	88.9	100.0	0	0.0
York University	19	17	17	100.0	100.0	0	0.0
Georgian College of Applied Arts & Technology	17	17	15	88.2	100.0	0	0.0
Algonquin College	13	13	11	84.6	92.3	0	0.0
Carleton University	12	12	12	100.0	100.0	0	0.0
The Fanshawe College of Applied Arts and Technology	11	11	11	100.0	100.0	0	0.0
University of Western Ontario	13	10	9	90.0	100.0	0	0.0
Queen's University	15	9	8	88.9	100.0	0	0.0
University of Windsor	21	7	7	100.0	100.0	0	0.0
Brock University	8	7	7	100.0	100.0	0	0.0
Centennial College	7	7	1	14.3	57.1	0	0.0
University of Waterloo	7	7	7	100.0	100.0	0	0.0
Sir Sandford Fleming College	6	7	2	28.6	28.6	0	0.0
McMaster University	5	6	4	66.7	66.7	0	0.0
Sheridan College Institute of Technology & Advanced Learning	4	5	3	60.0	100.0	1	20.0
University of Guelph	11	4	1	25.0	100.0	0	0.0
Lakehead University	7	4	2	50.0	50.0	0	0.0
Seneca College	7	4	2	50.0	100.0	1	25.0
Humber College Institute of Technology and Advanced Learning	5	4	1	25.0	75.0	0	0.0
OCAD University	4	4	4	100.0	100.0	0	0.0
Laurentian University	4	3	2	66.7	100.0	1	33.3
University of Ontario Institute of Technology	4	3	3	100.0	100.0	0	0.0
George Brown College	3	3	3	100.0	100.0	0	0.0
Niagara College	3	3	2	66.7	100.0	0	0.0
Nipissing University	3	3	3	100.0	100.0	0	0.0
Northern College	3	3	3	100.0	100.0	0	0.0
Wilfrid Laurier University	3	3	3	100.0	100.0	0	0.0
Trent University	3	2	2	100.0	100.0	0	0.0

Response Rate Compliance (Colleges & Universities) – continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Loyalist College of Applied Arts and Technology	2	2	1	50.0	100.0	0	0.0
Durham College	1	2	2	100.0	100.0	0	0.0
La Cité collégiale	1	2	2	100.0	100.0	0	0.0
St. Lawrence College of Applied Arts and Technology	2	1	1	100.0	100.0	0	0.0
The Lambton College of Applied Arts & Technology	2	1	0	0.0	100.0	0	0.0
Algoma University	1	1	1	100.0	100.0	0	0.0
Collège Boréal	1	1	1	100.0	100.0	0	0.0
Confederation College	1	1	0	0.0	0.0	0	0.0
Sault College	1	1	1	100.0	100.0	0	0.0
Total	376	336	277	82.4	94.3	4	1.2

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Municipal Compliance

Overall Municipal Compliance:
30-day: 73.8%
Extended: 77.1%
Over 90 days: 3.7%

Top 30 Municipal Institutions

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Toronto Police Service	5,663	5,325	2,891	54.3	54.9	692	13
City of Toronto	2,822	2,732	1,870	68.4	75.4	36	1.3
The Corporation of the City of Brampton	1,598	1,599	1,592	99.6	100	0	0
Niagara Regional Police Service	1,289	1,337	669	50	50	15	1.1
York Regional Police	1,277	1,231	991	80.5	80.5	4	0.3
Durham Regional Police Service	1,298	1,214	283	23.3	23.5	44	3.6
Hamilton Police Service	1,186	1,198	1,019	85.1	85.1	0	0
Peel Regional Police	1,195	1,195	1,195	100	100	0	0
Halton Regional Police Service	1,162	1,096	680	62	62	6	0.5
Waterloo Regional Police Service	1,018	1,046	602	57.6	57.6	208	19.9
Town of Oakville	938	936	926	98.9	99.7	1	0.1
City of Ottawa	915	891	669	75.1	92.9	53	5.9
Windsor Police Service	872	874	413	47.3	52.3	0	0
London Police Service	840	836	376	45	79.4	27	3.2
Ottawa Police Service	813	814	567	69.7	69.7	11	1.4
City of Mississauga	756	750	745	99.3	99.3	0	0
City of Kitchener	732	732	730	99.7	100	0	0
Town of Richmond Hill	559	552	544	98.6	98.6	0	0
City of Burlington	440	437	427	97.7	99.3	0	0
Region of Peel	394	369	361	97.8	100	0	0
Sarnia Police Service	348	365	300	82.2	100	2	0.5
Barrie Police Service	355	353	351	99.4	99.4	0	0
Guelph Police Service	392	324	79	24.4	24.4	86	26.5
City of Cambridge	283	278	273	98.2	98.2	0	0
Brantford Police Service	206	218	126	57.8	57.8	3	1.4
Bradford West Gwillimbury/Innisfil Police Services Board	217	217	199	91.7	91.7	0	0
Chatham-Kent Police Service	215	215	207	96.3	99.1	0	0
York Region	218	199	163	81.9	82.4	0	0
City of Greater Sudbury	205	198	180	90.9	100	4	2
Thunder Bay Police Service	196	192	184	95.8	95.8	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. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Response Rate Compliance (School Boards)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
District School Board of Niagara	104	99	99	100	100	0	0
Toronto District School Board	78	72	33	45.8	84.7	7	9.7
Hastings and Prince Edward District School Board	13	13	13	100	100	0	0
Ottawa Catholic District School Board	8	11	8	72.7	100	0	0
Toronto Catholic District School Board	13	11	6	54.5	63.6	1	9.1
Greater Essex County District School Board	0	10	5	50	100	0	0
Peel District School Board	11	10	9	90	100	0	0
Halton Catholic District School Board	9	9	8	88.9	100	0	0
Ottawa-Carleton District School Board	12	9	5	55.6	100	0	0
York Region District School Board	8	8	6	75	100	0	0
Conseil des ecoles publiques de l'Est de l'Ontario	7	7	5	71.4	100	0	0
Halton District School Board	7	7	5	71.4	100	0	0
Rainy River District School Board	6	6	6	100	100	0	0
Hamilton Wentworth District School Board	7	5	5	100	100	0	0
Limestone District School Board	4	5	4	80	100	0	0
Simcoe County District School Board	5	5	5	100	100	0	0
Waterloo Region District School Board	8	5	4	80	80	0	0
Dufferin-Peel Catholic DSBoard	5	4	4	100	100	0	0
Kawartha Pine Ridge District School Board	4	4	2	50	100	0	0
Thames Valley District School Board	4	4	4	100	100	0	0
Wellington Catholic District School Board	4	4	4	100	100	0	0
Bloorview School Authority	3	3	3	100	100	0	0
Conseil des ecoles catholiques du Centre-Est	5	3	2	66.7	100	0	0
Durham Catholic District School Board	3	3	2	66.7	66.7	0	0
London District Catholic School Board	3	3	3	100	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	3	3	3	100	100	0	0
York Catholic District School Board	5	3	3	100	100	0	0
Campbell Children's School Authority	2	2	2	100	100	0	0
Conseil scolaire de district catholique Centre-Sud	2	2	2	100	100	0	0
Grand Erie District School Board	3	2	2	100	100	0	0
Hamilton-Wentworth Catholic District School Board	2	2	1	50	100	0	0
Moosonee District School Area Board	2	2	2	100	100	0	0
Near North District School Board	2	2	2	100	100	0	0
Rainbow District School Board	2	2	2	100	100	0	0
Simcoe Muskoka Catholic District School Board	2	2	1	50	100	0	0
Sudbury Catholic District School Board	2	2	2	100	100	0	0

Response Rate Compliance (School Boards) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Upper Canada District School Board	2	2	2	100	100	0	0
Upper Grand District School Board	2	2	1	50	100	0	0
Waterloo Catholic District School Board	2	2	2	100	100	0	0
Windsor-Essex Catholic District School Board	2	2	2	100	100	0	0
Avon Maitland District School Board	1	1	1	100	100	0	0
Bluewater District School Board	1	1	1	100	100	0	0
Brant Haldimand Norfolk Catholic District School Board	1	1	0	0	0	0	0
District School Board Ontario North East	1	1	1	100	100	0	0
Lakehead District School Board (Lakehead Public Schools)	1	1	1	100	100	0	0
Lambton Kent District School Board	1	1	1	100	100	0	0
Niagara Catholic District School Board	1	1	1	100	100	0	0
Renfrew County District School Board	1	1	0	0	100	0	0
St. Clair Catholic District School Board	1	1	1	100	100	0	0
Superior-Greenstone District School Board	1	1	1	100	100	0	0
The Northwest Catholic District School Board	1	1	1	100	100	0	0
Trillium Lakelands District School Board	1	1	1	100	100	0	0
Total	378	364	289	79.4	95.1	8	2.2

*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. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Response Rate Compliance (Health Boards)

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
North Bay Parry Sound District Health Unit	39	39	39	100	100	0	0
Huron County Health Unit	38	38	38	100	100	0	0
Windsor-Essex County Health Unit	36	36	36	100	100	0	0
Simcoe Muskoka District Health Unit	34	31	17	54.8	61.3	0	0
Sudbury & District Health Unit	16	16	12	75	100	0	0
Grey Bruce Health Unit	12	12	12	100	100	0	0
Hastings and Prince Edward Counties Health Unit	11	11	11	100	100	0	0
Peterborough County-City Health Unit	10	10	10	100	100	0	0
Northwestern Health Unit	7	7	7	100	100	0	0
Brant County Health Unit	5	5	5	100	100	0	0
Porcupine Health Unit	5	5	5	100	100	0	0

Response Rate Compliance (Health Boards) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Haliburton, Kawartha, Pine Ridge District Health Unit	5	4	4	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	4	4	4	100	100	0	0
Eastern Ontario Health Unit	3	3	3	100	100	0	0
Middlesex–London Health Unit	3	3	1	33.3	33.3	1	33.3
Thunder Bay District Health Unit	3	3	3	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	2	2	2	100	100	0	0
Wellington Dufferin Guelph Public Health	2	2	1	50	50	1	50
Total	235	231	210	90.9	93.5	2	0.9

*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. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Response Rate Compliance (Police)

A number of police services struggle to respond to requests within the statutory time and have reported challenges with resources as the reason. We have reached out to selected police service boards and offered our assistance in improving their compliance rates.

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Toronto Police Service	5,663	5,325	2,891	54.3	54.9	692	13
Niagara Regional Police Service	1,289	1,337	669	50	50	15	1.1
York Regional Police	1,277	1,231	991	80.5	80.5	4	0.3
Durham Regional Police Service	1,298	1,214	283	23.3	23.5	44	3.6
Hamilton Police Service	1,186	1,198	1,019	85.1	85.1	0	0
Peel Regional Police	1,195	1,195	1,195	100	100	0	0
Halton Regional Police Service	1,162	1,096	680	62	62	6	0.5
Waterloo Regional Police Service	1,018	1,046	602	57.6	57.6	208	19.9
Windsor Police Service	872	874	413	47.3	52.3	0	0
London Police Service	840	836	376	45	79.4	27	3.2
Ottawa Police Service	813	814	567	69.7	69.7	11	1.4
Sarnia Police Service	348	365	300	82.2	100	2	0.5
Barrie Police Service	355	353	351	99.4	99.4	0	0
Guelph Police Service	392	324	79	24.4	24.4	86	26.5
Brantford Police Service	206	218	126	57.8	57.8	3	1.4
Bradford West Gwillimbury/Innisfil Police Services Board	217	217	199	91.7	91.7	0	0
Chatham–Kent Police Service	215	215	207	96.3	99.1	0	0
Thunder Bay Police Service	196	192	184	95.8	95.8	0	0

Response Rate Compliance (Police) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Peterborough Lakefield Community Police Service	170	161	134	83.2	99.4	0	0
Strathroy-Caradoc Police Service	120	116	116	100	100	0	0
Woodstock Police Service	114	109	108	99.1	100	0	0
City of Kawartha Lakes Police Service	87	87	87	100	100	0	0
St. Thomas Police Service	79	79	74	93.7	93.7	0	0
Cobourg Police Service	54	63	33	52.4	52.4	5	7.9
Stratford Police Service	64	62	53	85.5	85.5	0	0
LaSalle Police Service	43	43	30	69.8	69.8	0	0
Belleville Police Service	41	41	18	43.9	51.2	1	2.4
Orangeville Police Service	40	39	36	92.3	97.4	0	0
Saugeen Shores Police Services	33	33	20	60.6	93.9	0	0
Midland Police Services Board	38	31	20	64.5	100	0	0
Amherstburg Police Service	30	30	30	100	100	0	0
Greater Sudbury Police Service	27	27	25	92.6	100	0	0
Cornwall Community Police Service	26	26	25	96.2	100	0	0
Port Hope Police Service	24	24	22	91.7	91.7	0	0
Wingham Police Service	22	22	21	95.5	100	0	0
Hanover Police Service	21	21	20	95.2	95.2	0	0
Smiths Falls Police Service	19	19	19	100	100	0	0
Gananoque Police Services Board	18	15	10	66.7	100	0	0
Shelburne Police Service	15	15	15	100	100	0	0
Aylmer Police	14	14	14	100	100	0	0
South Frontenac Police Services Board	13	13	13	100	100	0	0
Timmins Police Service	12	11	11	100	100	0	0
West Grey Police Service	11	11	11	100	100	0	0
Kingston Police Services Board	10	10	6	60	60	1	10
Brockville Police Service	6	6	5	83.3	83.3	0	0
Deep River Police Services Board	6	6	6	100	100	0	0
Dryden Police Service	4	4	1	25	100	0	0
Sault Ste. Marie Police Service	5	4	2	50	100	0	0
West Nipissing Police Service	4	4	4	100	100	0	0
Espanola Police Service	3	3	3	100	100	0	0
North Bay Police Service	1	1	0	0	100	0	0
Total	19,716	19,200	12,124	63.1	66.3	1,105	5.8

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Response Rate Compliance (Municipal Corporations)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
City of Toronto	2,822	2,732	1,870	68.4	75.4	36	1.3
The Corporation of the City of Brampton	1,598	1,599	1,592	99.6	100	0	0
Town of Oakville	938	936	926	98.9	99.7	1	0.1
City of Ottawa	915	891	669	75.1	92.9	53	5.9
City of Mississauga	756	750	745	99.3	99.3	0	0
City of Kitchener	732	732	730	99.7	100	0	0
Town of Richmond Hill	559	552	544	98.6	98.6	0	0
City of Burlington	440	437	427	97.7	99.3	0	0
Region of Peel	394	369	361	97.8	100	0	0
City of Cambridge	283	278	273	98.2	98.2	0	0
York Region	218	199	163	81.9	82.4	0	0
City of Greater Sudbury	205	198	180	90.9	100	4	2
City of Vaughan	170	168	116	69	100	0	0
City of Hamilton	176	162	128	79	79	4	2.5
Corporation City of London	176	160	139	86.9	88.1	0	0
City of Oshawa	139	151	150	99.3	99.3	0	0
Town of Halton Hills	148	149	145	97.3	97.3	1	0.7
City of Guelph	132	130	125	96.2	96.2	0	0
City of Markham	130	129	101	78.3	79.8	4	3.1
Corporation of the County of Grey	123	123	123	100	100	0	0
Niagara Region	138	114	71	62.3	86.8	1	0.9
City of Peterborough	117	106	101	95.3	100	0	0
City of Windsor	105	101	90	89.1	91.1	0	0
Regional Municipality of Durham	102	92	80	87	87	0	0
Municipality of Grey Highlands	91	91	91	100	100	0	0
The Corporation of the City of Waterloo	99	82	82	100	100	0	0
Town of Georgina	74	74	73	98.6	100	0	0
City of Thunder Bay	83	72	63	87.5	97.2	1	1.4
The Corporation of The City of Niagara Falls	81	71	15	21.1	25.4	14	19.7
Town of Newmarket	67	64	49	76.6	76.6	0	0
Municipality of Chatham-Kent	61	61	53	86.9	96.7	4	6.6
Town of Whitby	59	59	45	76.3	86.4	1	1.7
City of Kingston	60	58	54	93.1	94.8	0	0
Corporation of the City of Brantford	60	58	56	96.6	96.6	0	0
City of Kawartha Lakes	57	56	50	89.3	100	0	0
City of St. Catharines	52	52	39	75	94.2	2	3.8
Town of Innisfil	50	48	32	66.7	68.8	1	2.1

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
City of Belleville	43	43	30	69.8	95.3	5	11.6
City of Sault Ste. Marie	42	43	43	100	100	0	0
City of Barrie	42	41	35	85.4	90.2	0	0
The Corporation of the City of North Bay	41	41	37	90.2	90.2	1	2.4
The Regional Municipality of Halton	37	36	34	94.4	97.2	0	0
Town of Lakeshore	36	36	36	100	100	0	0
The Corporation of the City of Cornwall	36	35	33	94.3	100	0	0
The Corporation of the Town of Aurora	32	35	29	82.9	94.3	1	2.9
Town of Bradford West Gwillimbury	32	32	30	93.8	96.9	0	0
Town of Caledon	32	32	28	87.5	93.8	0	0
Corporation of the Town of Ajax	30	30	30	100	100	0	0
Regional Municipality of Waterloo	30	30	20	66.7	90	0	0
The Corporation of Haldimand County	30	30	30	100	100	0	0
Town of Fort Erie	29	29	28	96.6	100	0	0
City of Pickering	28	28	27	96.4	96.4	0	0
The Corporation of the City of Welland	28	28	28	100	100	0	0
County of Simcoe	26	26	23	88.5	100	0	0
Municipality of Clarington	25	26	23	88.5	88.5	0	0
Town of Collingwood	25	24	17	70.8	100	0	0
Township of King	26	24	23	95.8	100	0	0
County of Oxford	23	23	22	95.7	100	0	0
Town of New Tecumseth	24	23	23	100	100	0	0
The Corporation of the Town of Niagara-on-the-Lake	20	21	18	85.7	100	0	0
Town of East Gwillimbury	25	21	20	95.2	100	0	0
Town of Whitchurch-Stouffville	24	21	8	38.1	66.7	5	23.8
The Corporation of the County of Lambton	20	20	20	100	100	0	0
Corporation of the Municipality of Meaford	19	19	19	100	100	0	0
Town of Amherstburg	19	19	11	57.9	100	2	10.5
Town of Milton	19	19	19	100	100	0	0
The Corporation of the Township of Clearview	18	18	17	94.4	100	0	0
Town of Pelham	18	16	6	37.5	75	0	0
Township of Uxbridge	0	16	16	100	100	0	0
Corporation of the Municipality of Port Hope	15	15	15	100	100	0	0
The Corporation of the County of Wellington	15	15	15	100	100	0	0
The Corporation of the Town of Kingsville	14	14	11	78.6	85.7	1	7.1
Township of Woolwich	14	14	13	92.9	100	0	0
City of Owen Sound	12	13	12	92.3	100	0	0

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %*	Over 90 Days	%
Township of Scugog	12	13	13	100	0	0
City of Thorold	12	12	10	83.3	0	0
Corporation of the Town of Gravenhurst	12	12	10	83.3	0	0
City of Timmins	11	11	10	90.9	0	0
City of Port Colborne	10	10	8	80	0	0
Corporation of the Town of Hawkesbury	10	10	9	90	0	0
County of Dufferin	13	10	10	100	0	0
The Corporation of the City of Brockville	11	10	8	80	0	0
Township of Springwater	10	10	9	90	0	0
City of Sarnia	10	9	7	77.8	0	0
City of Woodstock	10	9	9	100	0	0
Corporation of the Township of Georgian Bay	11	9	9	100	0	0
County of Hastings	9	9	9	100	0	0
The Corporation of Loyalist Township	9	9	2	22.2	0	0
Town of Lincoln	9	9	9	100	0	0
Town of Moosonee	9	9	9	100	0	0
Town of Orangeville	11	9	7	77.8	0	0
Township of Minden Hills	0	9	5	55.6	0	0
City of Stratford	8	8	8	100	0	0
Corporation of the City of Orillia	8	8	8	100	0	0
Corporation of the County of Brant	8	8	8	100	0	0
County of Middlesex	9	8	8	100	0	0
Municipal Corporation of the County of Renfrew – Human Resources Dept.	9	8	8	100	0	0
Municipality of Wawa	8	8	8	100	0	0
Township of Alfred and Plantagenet	8	8	8	100	0	0
Township of Ramara	8	8	7	87.5	0	0
Township of Russell	8	8	5	62.5	0	0
Municipality of Powassan	7	7	7	100	0	0
The Corporation of the City of Quinte West	7	7	7	100	0	0
The Corporation of the Township of Guelph/Eramosa	7	7	7	100	0	0
Town of Cobourg	7	7	6	85.7	0	0
Town of The Blue Mountains	10	7	3	42.9	1	14.3
Township of Athens	7	7	7	100	0	0
Township of South Frontenac	8	7	7	100	0	0
Township of Southwold	7	7	7	100	0	0
Municipality of North Perth	6	6	6	100	0	0

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance		Over 90 Days	%
				%	%*		
The District Municipality of Muskoka	8	6	6	100	100	0	0
Town of Mattawa	6	6	6	100	100	0	0
Town of Renfrew	6	6	6	100	100	0	0
Township of Oro-Medonte	6	6	6	100	100	0	0
City of St. Thomas	5	5	4	80	80	0	0
Corporation of the Township of Algonquin Highlands	6	5	4	80	100	0	0
Town of Espanola	5	5	3	60	60	2	40
Town of Greater Napanee	5	5	5	100	100	0	0
Town of Smiths Falls	5	5	5	100	100	0	0
Town of Wasaga Beach	5	5	4	80	100	0	0
Township of Adjala-Tosorontio	5	5	3	60	60	1	20
Township of Asphodel-Norwood	5	5	5	100	100	0	0
Corporation of the Town of Northeastern Manitoulin and the Islands	4	4	4	100	100	0	0
Corporation of The Town of St. Marys	4	4	4	100	100	0	0
County of Northumberland	4	4	4	100	100	0	0
Municipality of Middlesex Centre	4	4	3	75	100	0	0
Municipality of Trent Hills	4	4	4	100	100	0	0
The Corporation of the Municipality of Killarney	4	4	0	0	100	1	25
The Corporation of the Municipality of West Nipissing	4	4	4	100	100	0	0
The Corporation of the Township of Severn	4	4	4	100	100	0	0
The Corporation of the Township of Tiny	4	4	4	100	100	0	0
Town of Parry Sound	4	4	4	100	100	0	0
Town of Penetanguishene	4	4	4	100	100	0	0
Town of Prescott	4	4	4	100	100	0	0
Town of Saugeen Shores	5	4	4	100	100	0	0
Township of Centre Wellington	4	4	4	100	100	0	0
Township of Chatsworth	4	4	3	75	75	1	25
Township of Essa	4	4	4	100	100	0	0
Township of Huron-Kinloss	4	4	4	100	100	0	0
Township of Madawaska Valley	4	4	4	100	100	0	0
Township of Papineau-Cameron	4	4	4	100	100	0	0
Township of Tay	4	4	4	100	100	0	0
Township of Wilmot	4	4	4	100	100	0	0
Corporation of the County of Essex	3	3	3	100	100	0	0
Corporation of the Township of Amaranth	3	3	3	100	100	0	0
Corporation of the Township of Lake of Bays	3	3	0	0	66.7	0	0

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Corporation Township of Hamilton	3	3	3	100	100	0	0
Municipality of Centre Hastings	3	3	1	33.3	100	0	0
Municipality of South Dundas	3	3	1	33.3	33.3	1	33.3
Municipality of South Huron	3	3	3	100	100	0	0
The Corporation of the Municipality of Kincardine	4	3	2	66.7	100	1	33.3
The Corporation of the Township of North Frontenac	3	3	3	100	100	0	0
The Corporation of the Township of Seguin	3	3	3	100	100	0	0
The Municipality of Huron Shores	3	3	3	100	100	0	0
Town of Carleton Place	3	3	3	100	100	0	0
Town of Erin	3	3	2	66.7	100	0	0
Town of Hearst	3	3	3	100	100	0	0
Town of LaSalle	5	3	2	66.7	100	0	0
Town of Mississippi Mills	3	3	2	66.7	100	0	0
Township of Blandford-Blenheim	3	3	3	100	100	0	0
Township of Cavan Monaghan	3	3	2	66.7	100	0	0
Township of Edwardsburgh/Cardinal	3	3	3	100	100	0	0
Township of Killaloe, Hagarty and Richards	3	3	0	0	100	0	0
Township of Muskoka Lakes	6	3	1	33.3	33.3	1	33.3
Township of Otonabee-South Monaghan	3	3	3	100	100	0	0
Township of Red Rock	3	3	3	100	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	3	3	2	66.7	100	0	0
Township of Strong	3	3	1	33.3	100	0	0
Township of West Lincoln	3	3	2	66.7	100	0	0
United Counties of Leeds and Grenville	4	3	3	100	100	0	0
Wellington County Museum and Archives	3	3	3	100	100	0	0
Corporation of the City of Dryden	3	2	2	100	100	0	0
Corporation of the Town of Fort Frances	2	2	2	100	100	0	0
Corporation of the Town of Kirkland Lake	2	2	2	100	100	0	0
County of Frontenac	2	2	0	0	100	0	0
County of Huron	2	2	2	100	100	0	0
Municipality of Callander	2	2	2	100	100	0	0
Municipality of Lambton Shores	7	2	1	50	50	0	0
Municipality of Leamington	2	2	1	50	100	1	50
Municipality of Oliver Paipoonge	2	2	2	100	100	0	0
Municipality of Sioux Lookout	4	2	1	50	50	0	0
Municipality of Temagami	1	2	0	0	100	1	50

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Municipality of West Grey	2	2	2	100	100	0	0
Municipality of Whitestone	2	2	2	100	100	0	0
The Corporation of the City of Kenora	3	2	2	100	100	0	0
The Corporation of the County of Peterborough	2	2	2	100	100	0	0
The Corporation of the Municipality of Dutton/Dunwich	2	2	2	100	100	0	0
The Corporation of the Municipality of West Perth	2	2	2	100	100	0	0
The Corporation of the Town of Bracebridge	2	2	2	100	100	0	0
The Corporation of the Town of Midland	2	2	2	100	100	0	0
The Corporation of the Township of Rideau Lakes	2	2	2	100	100	0	0
The Corporation of Town of Minto	2	2	2	100	100	0	0
Town of Arnprior	2	2	2	100	100	0	0
Town of Bancroft	2	2	2	100	100	0	0
Town of Cochrane	2	2	2	100	100	0	0
Town of Huntsville	2	2	2	100	100	0	0
Township of Dorion	2	2	2	100	100	0	0
Township of North Dumfries	2	2	2	100	100	0	0
Township of North Kawartha	2	2	1	50	100	0	0
Township of South Stormont	2	2	0	0	100	0	0
Township of The Archipelago	2	2	2	100	100	0	0
Corporation of the City of Pembroke	2	1	1	100	100	0	0
Corporation of the County of Haliburton	1	1	1	100	100	0	0
Corporation of The Town of Aylmer	1	1	0	0	0	0	0
Corporation of the Town of Essex	1	1	0	0	0	0	0
Corporation of the Township of Brock	1	1	1	100	100	0	0
Corporation of the Township of Ear Falls	1	1	1	100	100	0	0
Corporation of the Township of Hilliard	1	1	1	100	100	0	0
Corporation of the Township of Wellington North	1	1	1	100	100	0	0
Municipality of Bayham	1	1	1	100	100	0	0
Municipality of Bluewater	2	1	1	100	100	0	0
Municipality of Brighton	1	1	1	100	100	0	0
Municipality of Hastings Highlands	1	1	0	0	100	0	0
Municipality of Neebing	1	1	0	0	0	0	0
Municipality of Strathroy-Caradoc	1	1	0	0	0	0	0
Municipality of Trent Lakes	1	1	1	100	100	0	0
Municipality of West Elgin	1	1	1	100	100	0	0

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Tay Valley Township	1	1	1	100	100	0	0
The Corporation of the City of Elliot Lake	1	1	1	100	100	0	0
The Corporation of the Municipality of Red Lake	1	1	1	100	100	0	0
The Corporation of the Town of Kearney	1	1	1	100	100	0	0
The Corporation of the Township of Carlow/Mayo	2	1	1	100	100	0	0
The Corporation of the Township of Champlain	1	1	1	100	100	0	0
The Corporation of the Township of Laurentian Valley	1	1	1	100	100	0	0
The Corporation of the Township of Nairn and Hyman	2	1	1	100	100	0	0
The Nation Municipality	1	1	1	100	100	0	0
The Town of Plympton-Wyoming	1	1	1	100	100	0	0
The Township of Drummond/North Elmsley	1	1	0	0	0	0	0
Town of Atikokan	2	1	1	100	100	0	0
Town of Hanover	1	1	0	0	100	0	0
Town of Marathon	1	1	1	100	100	0	0
Town of Petawawa	1	1	1	100	100	0	0
Town of South Bruce Peninsula	2	1	0	0	0	1	100
Town of Tillsonburg	1	1	1	100	100	0	0
Township of Admaston/Bromley	1	1	1	100	100	0	0
Township of Beckwith	2	1	0	0	100	0	0
Township of Carling	1	1	1	100	100	0	0
Township of East Zorra-Tavistock	0	1	1	100	100	0	0
Township of Greater Madawaska	1	1	0	0	0	1	100
Township of Hornepayne	1	1	1	100	100	0	0
Township of Laird	0	1	1	100	100	0	0
Township of Leeds and the Thousand Islands	1	1	0	0	0	1	100
Township of Machar	1	1	1	100	100	0	0
Township of McKellar	1	1	1	100	100	0	0
Township of McMurrich/Monteith	1	1	1	100	100	0	0
Township of Nipissing	1	1	1	100	100	0	0
Township of North Glengarry	1	1	1	100	100	0	0
Township of North Huron	1	1	1	100	100	0	0
Township of Puslinch	1	1	1	100	100	0	0
Township of Stirling-Rawdon	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

Response Rate Compliance (Municipal Corporations) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
United Counties of Prescott and Russell	1	1	1	100	100	0	0
United Counties of Stormont, Dundas and Glengarry	1	1	1	100	100	0	0
Village of casselman	1	1	1	100	100	0	0
Village of Merrickville-Wolford	1	1	1	100	100	0	0
Village of Point Edward	1	1	1	100	100	0	0
The Corporation of the Township of Johnson	1	0	0	0	0	0	0
Township of Armour	1	0	0	0	0	0	0
Township of Ashfield-Colborne-Wawanosh	2	0	0	0	0	0	0
Township of Wainfleet	1	0	0	0	0	0	0
Total	14,055	13,721	11,971	87.2	91.9	156	1.1

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Response Rate Compliance (Other Municipal Institutions)

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
District of Nipissing Social Services Administration Board	148	148	146	98.6	100.0	0	0.0
Ottawa Community Housing	94	92	88	95.7	95.7	1	1.1
Toronto Transit Commission	80	80	70	87.5	100.0	2	2.5
Municipal Property Assessment Corporation	65	60	56	93.3	100.0	0	0.0
District of Thunder Bay Social Services Administration Board (TBDSSAB)	57	57	57	100.0	100.0	0	0.0
Toronto and Region Conservation Authority	27	25	20	80.0	100.0	2	8.0
Cochrane DSSAB	21	21	21	100.0	100.0	0	0.0
District of Parry Sound Social Services Administration Board	17	17	17	100.0	100.0	0	0.0
Kenora District Services Board	16	16	16	100.0	100.0	0	0.0
Toronto Hydro-Electric System Limited	15	15	8	53.3	93.3	1	6.7
Oakville Hydro Electricity Distribution System Inc.	14	14	13	92.9	100.0	0	0.0
Lake Simcoe Region Conservation Authority	13	13	12	92.3	100.0	0	0.0
Nottawasaga Valley Conservation Authority	11	11	11	100.0	100.0	0	0.0
Long Point Region Conservation Authority	9	9	6	66.7	88.9	0	0.0
Credit Valley Conservation Authority	8	8	3	37.5	100.0	0	0.0
District of Timiskaming Social Services Administration Board	8	8	8	100.0	100.0	0	0.0

Response Rate Compliance (Other Municipal Institutions) - continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Jacques Local Roads Board	8	8	8	100.0	100.0	0	0.0
Kitchener-Wilmot Hydro Inc.	8	8	8	100.0	100.0	0	0.0
Ottawa Public Library	8	8	7	87.5	100.0	0	0.0
Algoma District Services Administration Board	7	7	7	100.0	100.0	0	0.0
Niagara Peninsula Conservation Authority	7	7	4	57.1	57.1	0	0.0
Otonabee Region Conservation Authority	7	7	5	71.4	71.4	0	0.0
The Durham District School Board	7	7	5	71.4	100.0	0	0.0
Wellington North Power Inc.	6	6	6	100.0	100.0	0	0.0
Kingston and Frontenac Housing Corporation	4	4	4	100.0	100.0	0	0.0
Windsor Essex Community Housing Corporation	7	3	2	66.7	100.0	0	0.0
Toronto Public Library	6	3	0	0.0	100.0	0	0.0
Board of Governors of Exhibition Place	3	3	0	0.0	0.0	0	0.0
Conservation Halton	3	3	3	100.0	100.0	0	0.0
Hamilton Region Conservation Authority	3	3	3	100.0	100.0	0	0.0
Veridian Connections Inc.	3	3	3	100.0	100.0	0	0.0
Greater Sudbury Hydro Inc.	2	3	2	66.7	100.0	0	0.0
Upper Thames River Conservation Authority	3	2	1	50.0	50.0	1	50.0
Brampton Public Library Board	2	2	2	100.0	100.0	0	0.0
Chatham-Kent Public Utilities Commission	2	2	2	100.0	100.0	0	0.0
CityHousing Hamilton Corporation	2	2	2	100.0	100.0	0	0.0
Ganaraska Region Conservation Authority	2	2	2	100.0	100.0	0	0.0
Grand River Conservation Authority	2	2	2	100.0	100.0	0	0.0
Grimsby Public library	2	2	2	100.0	100.0	0	0.0
Halton Community Housing Corporation	2	2	2	100.0	100.0	0	0.0
Idea Exchange (formerly Cambridge Libraries and Galleries)	2	2	1	50.0	100.0	0	0.0
Kawartha Conservation	2	2	2	100.0	100.0	0	0.0
Mississauga Library System	2	2	2	100.0	100.0	0	0.0
Mississippi Valley Conservation Authority	2	2	2	100.0	100.0	0	0.0
Peterborough Utilities	2	2	0	0.0	100.0	2	100.0
St. Thomas Energy Inc.	2	2	2	100.0	100.0	0	0.0
Utilities Kingston (1425445 Ontario Limited)	2	2	2	100.0	100.0	0	0.0
Essex Region Conservation Authority	1	2	2	100.0	100.0	0	0.0
North Bay-Mattawa Conservation Authority	2	1	1	100.0	100.0	0	0.0
Durham Region Transit	1	1	1	100.0	100.0	0	0.0
Fort Frances Public Library	1	1	1	100.0	100.0	0	0.0
Greater Sudbury Utilities	1	1	1	100.0	100.0	0	0.0

Response Rate Compliance (Other Municipal Institutions) – continued

	Requests Received	Requests Completed	Within 30 Days	Extended Compliance %	Extended Compliance %*	Over 90 Days	%
Kingston Hydro Corporation (formerly Kingston Electricity Distribution Limited)	1	1	1	100.0	100.0	0	0.0
Lakehead Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
North Eastern Manitoulin & the Islands Public Library	1	1	1	100.0	100.0	0	0.0
PUC Services Inc.	1	1	1	100.0	100.0	0	0.0
Quinte Conservation Authority	1	1	1	100.0	100.0	0	0.0
Raisin Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
Rideau Valley Conservation Authority	1	1	1	100.0	100.0	0	0.0
Sault Ste. Marie Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
Sony Centre for the Performing Arts	1	1	1	100.0	100.0	0	0.0
St. Clair Region Conservation Authority	1	1	1	100.0	100.0	0	0.0
Tay Township Public Library	1	1	1	100.0	100.0	0	0.0
Windsor Public Library	1	1	1	100.0	100.0	0	0.0
Windsor Utilities Commission	1	1	1	100.0	100.0	0	0.0
Haldimand County Hydro Inc.	0	1	0	0.0	0.0	1	100.0
Markham Public Library Board	0	1	0	0.0	0.0	1	100.0
Aurora Public Library	1	0	0	0.0	0.0	0	0.0
Brantford Hydro Inc.	1	0	0	0.0	0.0	0	0.0
South Nation River Conservation Authority	1	0	0	0.0	0.0	0	0.0
Total	745	728	664	91.2	97.7	11	1.5

*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. As notice may not have been given in some cases, the total of Extended Compliance percentage and Over 90 Days percentage may be less than 100%.

Institutions Not Reporting

Anima-Nipissing Local Roads Board	Douro-Dummer Public Library	KeeMan Local Services Board
Asphodel-Norwood Police Services Board	Dubreuilville Public Library	Laurier Local Roads Board
Atikokan Police Services Board	East Ferris Police Services Board	Local Services Board of Kaministiquia
Batchawana Local Services Board	East Nipissing Planning Board	Lybster Local Roads Board
Beaver Bay Local Roads Board	Edwardsburgh/Cardinal Township Public Library Board	Marks Local Roads Board
Blandford-Blenheim Police Services Board	Eldee Local Roads Board	Mattice-Val Cote Township Public Library
Blind River Police Services Board	Fenwick, Pennefather and Vankoughnet Local Roads Board	McIntosh Local Roads Board
Blindfold Lake Local Roads	Firehill Roads Board	Memesagamising Local Roads Board
Bonfield Police Services Board	Foley Local Roads Board	Minaki Local Roads Board
Bourkes Local Roads Board	Forbes Local Roads Board	Miscampbell Local Roads Board
Britt Local Roads Board	Foster Truman Local Roads Board	Mohawk College
Bryce Local Roads Board	Fowler Local Roads Board	North Almaguin Planning Board
Building Code Commission	Frederickhouse Local Roads Board	Northern Light Lake Local Roads Board
Building Materials Evaluation Commission	Galbraith-Morin Local Roads Board	Owen Sound Police Service
Chapleau Public Library	Gaudette and Hodgins Local Roads Board	Parry Sound Area Planning Board
City of Clarence-Rockland	Gauthier Public Library Board	Patterson Township Local Roads Board
Coppell Kendall and Way Local Roads Board	Goulais Mission Local Roads Board	Prescott Police Services Board
Corporation of the Municipality of Tweed	Grand Valley Police Services Board	Prescott-Russell Community Development Corporation
Corporation of the Township of Montague Police Services Board	Hallebourg Local Roads Board	Robinson Township Local Roads Boards
Cramahe Township Police Services Board	Hanlan Local Roads Board	Star Lake Local Roads Board
Desbarats to Echo Bay Planning Board	Hardwick Local Roads Board	Town of Pelham
Devil's Lake Local Roads Board	Hawk Junction Local Roads Board	Township of Moonbeam
Devon Landing Local Roads Board	Hess Local Roads Board	Township of Pickle Lake
Douro-Dummer Police Services Board	Hunta Local Roads Board	Wainwright Local Roads Board
	Inwood Local Roads Board	Zealand 1 Local Roads Board
	James Bay Lowlands Secondary School Board	
	Kearney & Area Public Library	

Summary of Appeals – 2014 vs. 2013

2014

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

2013

	General Records Appeals			Personal Information Appeals			Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	421	433	854	186	245	431	607	678	1,285
Closed	454	386	840	143	255	398	597	641	1,238

Issues in Appeals Opened

Issue	Provincial	%	Municipal	%	Total	%
Exemptions only	249	35.8	262	41.9	511	38.7
Third Party	104	15.0	40	6.4	144	10.9
Deemed Refusal	92	13.2	44	7.0	136	10.3
Reasonable Search	63	9.1	50	8.0	113	8.6
Exemptions with Other Issues	44	6.3	64	10.2	108	8.2
Act Does Not Apply	43	6.2	54	8.6	97	7.3
Other	33	4.7	41	6.6	74	5.6
Interim Decision	29	4.2	17	2.7	46	3.5
Time Extension	14	2.0	9	1.4	23	1.7
Frivolous or Vexatious	2	0.3	15	2.4	17	1.3
Fee and Fee Waiver	4	0.6	8	1.3	12	0.9
Correction	1	0.1	10	1.6	11	0.8
Custody or Control	5	0.7	6	1.0	11	0.8
Fee	3	0.4	4	0.6	7	0.5
Fee Waiver	6	0.9	0	0.0	6	0.5
Failure to Disclose	3	0.4	0	0.0	3	0.2
Transfer	0	0.0	1	0.2	1	0.1
Forward	0	0.0	0	0.0	0	0.0
Inadequate Decision	0	0.0	0	0.0	0	0.0
Total	695	100.0	625	100.0	1320	100.0

Types of Appellants in Appeals Opened

Issue	Provincial	%	Municipal	%	Total	%
Individual	477	68.6	487	77.9	964	73.0
Business	139	20.0	93	14.9	232	17.6
Media	33	4.7	33	5.3	66	5.0
Association/Group	23	3.3	7	1.1	30	2.3
Government	10	1.4	0	0.0	10	0.8
Politician	7	1.0	3	0.5	10	0.8
Academic/Researcher	4	0.6	1	0.2	5	0.4
Union	2	0.3	1	0.2	3	0.2
Total	695	100.0	625	100.0	1320	100.0

Number of Appeals Closed Other than by Order, by Outcome

Issue	Provincial	%	Municipal	%	Total	%
Mediated in Full	367	66.6	370	71.8	737	69.1
Withdrawn	78	14.2	73	14.2	151	14.2
Screened out	46	8.3	47	9.1	93	8.7
Abandoned	27	4.9	24	4.7	51	4.8
Dismissed without Inquiry/Review/Order	33	6.0	1	0.2	34	3.2
Total	551	100.0	515	100.0	1066	100.0

Number of Appeals Closed by Order, by Order Outcome

Issue	Provincial	%	Municipal	%	Total	%
Head's decision upheld	69	46.9	75	46.0	144	46.5
Head's decision partially upheld	64	43.5	52	31.9	116	37.4
Head's decision not upheld	12	8.2	34	20.9	46	14.8
Other	2	1.4	2	1.2	4	1.3
Total	147	100.0	163	100.0	310	100.0

Outcome of Appeals by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	196	51.0	529	95.0	12	2.8	737	53.6
Order Issued	2	0.5	1	0.2	307	70.6	310	22.5
Withdrawn	93	24.2	7	1.3	51	11.7	151	11.0
Screened out	93	24.2	0	0.0	0	0.0	93	6.8
Abandoned	0	0.0	20	3.6	31	7.1	51	3.7
Dismissed without Inquiry/ Review/Order	0	0.0	0	0.0	34	7.8	34	2.5
Total	384	100.0	557	100.0	435	100.0	1,376	100.0

Intake	384	27.9%
Mediation	557	40.5%
Adjudication	435	31.6%
Total	1,376	100.0%

Provincial Ministry Appeals Opened by Ministry Name

Ministry	Number	%
Ministry of Community Safety and Correctional Services	156	34.1
Ministry of the Environment and Climate Change	75	16.4
Ministry of Community and Social Services	48	10.5
Ministry of Health and Long-Term Care	46	10.0
Ministry of Natural Resources and Forestry	23	5.0
Ministry of the Attorney General	22	4.8
Ministry of Agriculture, Food and Rural Affairs	10	2.2
Ministry of Transportation	10	2.2
Ministry of Finance	9	2.0
Ministry of Labour	9	2.0
Ministry of Natural Resources	7	1.5
Ministry of Tourism, Culture and Sport	7	1.5
Ministry of Children and Youth Services	6	1.3
Ministry of Government and Consumer Services	6	1.3
Ministry of Economic Development, Employment and Infrastructure	5	1.1
Ministry of Government Services	5	1.1
Ministry of Training, Colleges and Universities	5	1.1
Ministry of Education	2	0.4
Ministry of Municipal Affairs and Housing	2	0.4
Ministry of Citizenship, Immigration and International Trade	1	0.2
Ministry of Economic Development, Trade and Employment	1	0.2

Provincial Ministry Appeals Opened by Ministry Name - continued

Ministry	Number	%
Ministry of Energy	1	0.2
Ministry of Infrastructure	1	0.2
Ministry of Northern Development and Mines	1	0.2
Total	458	100.0

Provincial Agency Appeals Opened by Agency Name

Agency	Number	%
Hydro One	17	15.0
Independent Electricity System Operator	13	11.5
Metrolinx	12	10.6
Cabinet Office	9	8.0
Alcohol and Gaming Commission of Ontario	8	7.1
Ontario Lottery and Gaming Corporation	6	5.3
Treasury Board Secretariat	6	5.3
Workplace Safety and Insurance Board	6	5.3
Archives of Ontario	5	4.4
Office of the Public Guardian and Trustee	3	2.7
Human Rights Tribunal of Ontario	2	1.8
Landlord and Tenant Board	2	1.8
Legal Aid Ontario	2	1.8
Liquor Control Board of Ontario	2	1.8
Office of the Independent Police Review Director	2	1.8
Ontario Power Generation	2	1.8
Ontario Securities Commission	2	1.8
Criminal Injuries Compensation Board	1	0.9
Erie St. Clair Local Health Integration Network	1	0.9
Financial Services Commission of Ontario	1	0.9
Health Professions Appeal and Review Board	1	0.9
Human Rights Legal Support Centre	1	0.9
Infrastructure Ontario	1	0.9
Mississauga Halton Local Health Integration Network	1	0.9
Ontario Labour Relations Board	1	0.9
Ontario Media Development Corporation	1	0.9
Ontario Northland Transportation Commission	1	0.9
Ontario Power Authority	1	0.9
Ontario Racing Commission	1	0.9
Ontario Shores Centre for Mental Health Sciences	1	0.9
Pay Equity Commission	1	0.9
Total	113	100.0

Provincial College and University Appeals Opened by College or University Name

College and University	Number	%
University of Ottawa	16	22.5
Fleming College	10	14.1
Ryerson University	9	12.7
Queen's University	4	5.6
York University	4	5.6
Carleton University	3	4.2
Seneca College of Applied Arts and Technology	3	4.2
Sheridan College Institute of Technology and Advanced Learning	3	4.2
The University of Waterloo	3	4.2
Centennial College of Applied Arts and Technology	2	2.8
Lambton College of Applied Arts and Technology	2	2.8
McMaster University	2	2.8
University of Toronto	2	2.8
Algoma University	1	1.4
Algonquin College of Applied Arts and Technology	1	1.4
Brock University	1	1.4
Fanshawe College of Applied Arts and Technology	1	1.4
Humber College of Applied Arts and Technology	1	1.4
Laurentian University	1	1.4
Mohawk College of Applied Arts and Technology	1	1.4
St. Lawrence College of Applied Arts and Technology	1	1.4
Total	71	100.0

Provincial Hospital Appeals Opened by Hospital Name

Hospital	Number	%
Mount Sinai Hospital	6	12.8
Mackenzie Health	5	10.6
Toronto East General Hospital	5	10.6
University Health Network	5	10.6
London Health Sciences Centre	4	8.5
Markham Stouffville Hospital	3	6.4
Bruyère Continuing Care	2	4.3
Lakeridge Health	2	4.3
St. Joseph's Healthcare Hamilton	2	4.3
William Osler Health Centre	2	4.3
Centre for Addiction and Mental Health	1	2.1

Provincial Hospital Appeals Opened by Hospital Name - continued

Hospital	Number	%
Children's Hospital of Eastern Ontario	1	2.1
Humber River Regional Hospital	1	2.1
Niagara Health System	1	2.1
Peterborough Regional Health Centre	1	2.1
Royal Victoria Regional Health Centre	1	2.1
St. Joseph's Health Centre	1	2.1
St. Thomas Elgin General Hospital	1	2.1
The Hospital for Sick Children	1	2.1
Trillium Health Partners	1	2.1
Waypoint Centre for Mental Health Care	1	2.1
Total	47	100.0

Municipal Police Services Appeals Opened by Police Service Name

Police Services	Number	%
Toronto Police Services Board	75	35.0
Ottawa Police Services Board	24	11.2
Halton Regional Police Services Board	15	7.0
Hamilton Police Services Board	13	6.1
Windsor Police Services Board	11	5.1
Peel Regional Police Services Board	10	4.7
Niagara Regional Police Services Board	9	4.2
York Regional Police Services Board	8	3.7
London Police Services Board	6	2.8
Midland Police Services Board	5	2.3
Barrie Police Services Board	4	1.9
Cornwall Community Police Services Board	3	1.4
Durham Regional Police Services Board	3	1.4
Sarnia Police Services Board	3	1.4
The Greater Sudbury Police Services Board	3	1.4
Waterloo Regional Police Services Board	3	1.4
Guelph Police Services Board	2	0.9
Orangeville Police Services Board	2	0.9
Woodstock Police Services Board	2	0.9
Brantford Police Services Board	1	0.5
Chatham-Kent Police Services Board	1	0.5
Cobourg Police Services Board	1	0.5
Espanola Police Service	1	0.5

Municipal Police Services Appeals Opened by Police Service Name - continued

Police Services	Number	%
Kingston Police Services Board	1	0.5
LaSalle Police Services Board	1	0.5
Peterborough Lakefield Community Police Services Board	1	0.5
Port Hope Police Services Board	1	0.5
South Simcoe Police Services Board	1	0.5
Stirling-Rawdon Police Services Board	1	0.5
Thunder Bay Police Services Board	1	0.5
Timmins Police Services Board	1	0.5
West Nipissing Police Services Board	1	0.5
Total	214	100.0

Municipal School Board Appeals Opened by Board Name

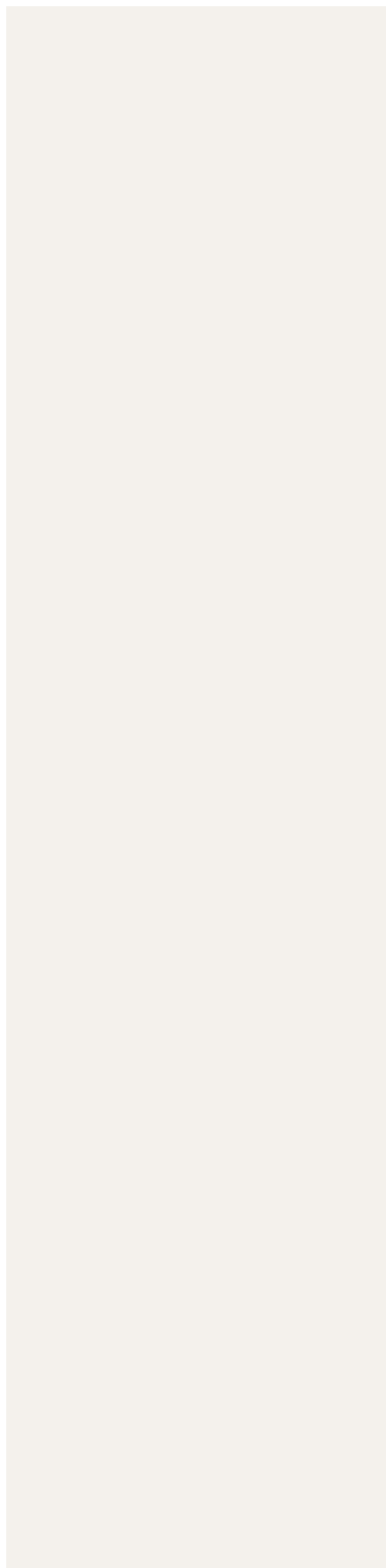
School Board	Number	%
Toronto District School Board	25	46.3
Halton Catholic District School Board	3	5.6
Peel District School Board	3	5.6
Rainbow District School Board	2	3.7
Simcoe Muskoka Catholic District School Board	2	3.7
Toronto Catholic District School Board	2	3.7
Conseil des écoles publiques de l'Est de l'Ontario	1	1.9
District School Board of Niagara	1	1.9
Dufferin-Peel Catholic District School Board	1	1.9
Durham District School Board	1	1.9
Kawartha Pine Ridge District School Board	1	1.9
Limestone District School Board	1	1.9
London District Catholic School Board	1	1.9
Ottawa Catholic School Board	1	1.9
Peterborough Victoria Northumberland and Clarington Catholic District School Board	1	1.9
Sudbury Catholic District School Board	1	1.9
Thames Valley District School Board	1	1.9
Upper Canada District School Board	1	1.9
Upper Grand District School Board	1	1.9
Waterloo Region District School Board	1	1.9
Wellington Catholic District School Board	1	1.9
York Catholic District School Board	1	1.9
York Region District School Board	1	1.9
Total	54	100.0

Municipal Corporation Appeals Opened by Municipality Name

Corporation	Number	%
City of Toronto	40	12.5
City of Ottawa	16	5.0
City of Vaughan	15	4.7
The Corporation of the City of Cambridge	11	3.4
Town of Pelham	10	3.1
City of Greater Sudbury	9	2.8
City of Kingston	9	2.8
Town of Amherstburg	9	2.8
Township of Uxbridge	8	2.5
Regional Municipality of Waterloo	7	2.2
Municipality of Chatham-Kent	6	1.9
Regional Municipality of Durham	6	1.9
Regional Municipality of Peel	6	1.9
City of Hamilton	5	1.6
City of Markham	5	1.6
The Corporation of the City of London	5	1.6
The Corporation of the City of Oshawa	5	1.6
City of Niagara Falls	4	1.2
County of Norfolk	4	1.2
Municipality of Kincardine	4	1.2
Regional Municipality of Halton	4	1.2
Town of Innisfil	4	1.2
Town of the Blue Mountains	4	1.2
City of Burlington	3	0.9
City of Kawartha Lakes	3	0.9
City of North Bay	3	0.9
City of Peterborough	3	0.9
City of Thunder Bay	3	0.9
City of Windsor	3	0.9
Municipality of South Huron	3	0.9
The Corporation of the Municipality of West Nipissing	3	0.9
The Regional Municipality of Niagara	3	0.9
Town of Niagara-on-the-Lake	3	0.9
Town of Oakville	3	0.9
Town of Whitchurch-Stouffville	3	0.9
City of Belleville	2	0.6
City of Brampton	2	0.6
City of Mississauga	2	0.6
City of Pickering	2	0.6

Municipal Corporation Appeals Opened by Municipality Name - continued

Corporation	Number	%
City of Thorold	2	0.6
Corporation of the City of Clarence-Rockland	2	0.6
Corporation of the Township of Muskoka Lakes	2	0.6
County of Frontenac	2	0.6
Municipality of Leamington	2	0.6
Municipality of Magnetawan	2	0.6
Municipality of South Dundas	2	0.6
The Regional Municipality of York	2	0.6
Town of Cobalt	2	0.6
Town of Georgina	2	0.6
Town of Richmond Hill	2	0.6
Township of Bonfield	2	0.6
Township of Minden Hills	2	0.6
Township of Scugog	2	0.6
City of Brockville	1	0.3
City of Cornwall	1	0.3
City of Guelph	1	0.3
City of Kitchener	1	0.3
City of Owen Sound	1	0.3
City of Quinte West	1	0.3
City of Timmins	1	0.3
City of Welland	1	0.3
City of Woodstock	1	0.3
Corporation of the City of Orillia	1	0.3
Corporation of the Municipality of Temagami	1	0.3
Corporation of the Town of Arnprior	1	0.3
Corporation of the Town of Bradford West Gwillimbury	1	0.3
County of Haliburton	1	0.3
County of Renfrew	1	0.3
County of Simcoe	1	0.3
Loyalist Township	1	0.3
Municipality of Centre Hastings	1	0.3
Municipality of Meaford	1	0.3
Municipality of Middlesex Centre	1	0.3
Municipality of Port Hope	1	0.3
Municipality of Whitestone	1	0.3
North Bay-Mattawa Conservation Authority	1	0.3
Regional Municipality of York	1	0.3



Municipal Corporation Appeals Opened by Municipality Name – continued

Corporation	Number	%
The Corporation of the City of Barrie	1	0.3
The Corporation of the Municipality of Dutton Dunwich	1	0.3
The Corporation of the Town of Cobourg	1	0.3
The Corporation of the Town of Hawkesbury	1	0.3
The Corporation of the Town of Mississippi Mills	1	0.3
The Corporation of the Township of Amaranth	1	0.3
The Corporation of the Township of Cavan Monaghan	1	0.3
The Corporation of the Township of Havelock-Belmont-Methuen	1	0.3
The Corporation of the Township of Nairn & Hyman	1	0.3
Town of Aurora	1	0.3
Town of Collingwood	1	0.3
Town of Grimsby	1	0.3
Town of LaSalle	1	0.3
Town of Milton	1	0.3
Town of St. Marys	1	0.3
Town of Tillsonburg	1	0.3
Town of Wasaga Beach	1	0.3
Township of Ashfield-Colborne-Wawanosh	1	0.3
Township of Athens	1	0.3
Township of Blandford-Blenheim	1	0.3
Township of Chatsworth	1	0.3
Township of King	1	0.3
Township of Leeds and the Thousand Islands	1	0.3
Township of Ramara	1	0.3
Township of Southgate	1	0.3
Township of Southwold	1	0.3
Township of Springwater	1	0.3
Township of Strong	1	0.3
Upper Thames River Conservation Authority	1	0.3
Total	321	100.0

Other Types of Municipal Appeals Opened by Institution Name

Institution	Number	%
Toronto Community Housing Corporation	10	27.8
Toronto Transit Commission	7	19.4
Algoma Public Health	2	5.6
Idea Exchange	2	5.6
Peterborough Utilities Services Inc.	2	5.6
Sudbury & District Health Unit	2	5.6
Toronto Hydro Corporation	2	5.6
Toronto Hydro Electric System Limited	2	5.6
Brantford Hydro Inc.	1	2.8
Enwin Utilities Ltd.	1	2.8
Exhibition Place	1	2.8
Municipal Property Assessment Corporation	1	2.8
Niagara District Airport Commission	1	2.8
Oakville Hydro Corporation	1	2.8
Peterborough County-City Health Unit	1	2.8
Total	36	100.0

Appeals Opened by Representative Type

Representative Type	Provincial	%	Municipal	%	Total	%
Self-represented	524	75.4	513	82.1	1037	78.6
Lawyer	157	22.6	94	15.0	251	19.0
Agent	14	2.0	18	2.9	32	2.0
Total	695	100.0	625	100.0	1320	100.0

Summary of Privacy Complaints – 2013 vs. 2014

	2013			2014		
	Privacy Complaints			Privacy Complaints		
	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	120	136	256	123	157	280
Closed	118	141	259	143	133	276

Number of Privacy Complaints Closed 2005–2014

Year	Provincial	Municipal	Total
2014	143	133	276
2013	118	141	259
2012	154	121	275
2011	129	148	277
2010	130	137	267
2009	101	126	227
2008	110	119	229
2007	129	89	218
2006	82	55	137
2005	52	43	95

Privacy Complaints Closed by Type of Resolution*

Representative Type	Provincial	%	Municipal	%	Total	%
Resolved	103	72.0	88	66.2	191	69.2
Screened out	21	14.7	21	15.8	42	15.2
Withdrawn	18	12.6	19	14.3	37	13.4
Abandoned	1	0.7	2	1.5	3	1.1
Report	0	0.0	3	2.3	3	1.1
Total	143	100.0	133	100.0	276	100.0

* Reconsideration of Order PO-3171 (originally closing privacy complaint file PC12-47 on February 27, 2013) was completed with Reconsideration Order PO-3356-R on June 25, 2014.

Source of Complaints

Source	Provincial	%	Municipal	%	Total	%
Individual	73	51.0	73	54.9	146	52.9
IPC Commissioner initiated	9	6.3	5	3.8	14	5.1
Self-reported Breaches	61	42.7	55	41.4	116	42.0
Total	143	100.0	133	100.0	276	100.0

Privacy Complaints by Type of Resolution and Stage Closed

Resolution Type	Intake	%	Investigation	%	Total	%
Resolved	181	68.8	10	76.9	191	69.2
Screened out	42	16.0	0	0.0	42	15.2
Withdrawn	37	14.1	0	0.0	37	13.4
Abandoned	3	1.1	0	0.0	3	1.1
Report	0	0.0	3	23.1	3	1.1
Total	263	100.0	13	100.0	276	100.0

Issues* in Privacy Complaints

Issue	Provincial	%	Municipal	%	Total	%
Disclosure	84	77.8	72	75.0	156	68.6
Security	7	6.5	9	9.4	16	10.3
Collection	9	8.3	4	4.2	13	6.4
Use	3	2.8	4	4.2	7	7.4
General privacy issue	3	2.8	3	3.1	6	2.0
Personal information	1	0.9	2	2.1	3	1.5
Disposal	1	0.9	0	0.0	1	1.5
Consent	0	0.0	1	1.0	1	0.5
Access	0	0.0	1	1.0	1	0.5
Total	108	100.0	96	100.0	204	100.0

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

Outcome of Issues* in Privacy Complaints

Outcome	Provincial	%	Municipal	%	Total	%
Resolved – Finding not necessary	93	86.1	84	87.5	177	86.8
Complied in Full	8	7.4	8	8.3	16	7.8
Act does not apply	6	5.6	2	2.1	8	3.9
Not Complied	1	0.9	2	2.1	3	1.5
Total	108	100.0	96	100.0	204	100.0

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

Access Requests under PHIPA

Government organizations that are also health information custodians report statistics for the number of access requests made by individuals, or their substitute decision maker, for their personal health information. Not included in this report are clinics, doctors' offices or other health-care providers who are not required to file annual statistical reports. There were 85,156 requests for access to personal health information completed in 2014.

Outcome of Requests Completed*

	Number of Requests Completed
Full access provided	82,458
Partial access provided: provisions applied to deny access	39
Partial access provided: no record exists or cannot be found	154
Partial access provided: record outside of PHIPA	24
No access provided: provisions applied to deny access	57
No access provided: no record exists or cannot be found	1,321
No access provided: record outside of PHIPA	13
Other completed requests, e.g. withdrawn or never accessed	1,918
Total Requests	85,984
Number of requests that were not accessed following a fee estimate	454
Number of requests denied access in whole or in part where a provision of PHIPA was applied	96

*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	1,465,107.30
Total Fees Waived	515,101.00
Average Cost per Access Request	17.20

Compliance

Overall Compliance:	
30-day:	93.9%
Extended:	94.3%
Over 90 days:	4.9%

Response Rate Compliance

	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ministry of Health and Long-Term Care	12,495	12,412	99.3	99.4	78	0.6
Mackenzie Health – Richmond Hill Site	6,256	6,256	100.0	100.0	0	0.0
The Ottawa Hospital	5,344	5,236	98.0	98.8	62	1.2
Ross Memorial Hospital	5,331	5,331	100.0	100.0	0	0.0
Grey Bruce Health Services	4,751	4,548	95.7	95.7	0	0.0
Windsor Regional Hospital	4,394	4,216	95.9	96.1	170	3.9
Mount Sinai Hospital*	2,747	462	16.8	16.8	2,285	83.2
Rouge Valley Health System	2,746	1,791	65.2	65.2	955	34.8
Quinte Health Care	2,254	2,254	100.0	100.0	0	0.0
Markham Stouffville Hospital	2,074	1,818	87.7	87.7	0	0.0
London Health Sciences Centre	1,556	1,470	94.5	98.4	25	1.6
The Hospital for Sick Children	1,554	1,553	99.9	100.0	0	0.0
Lakeridge Health	1,490	1,461	98.1	98.1	29	1.9
St. Michael's Hospital	1,452	1,258	86.6	87.9	163	11.2
Southlake Regional Hospital	1,380	1,298	94.1	94.1	0	0.0
Trillium Health Partners	1,377	1,373	99.7	100.0	0	0.0
Hamilton Health Sciences	1,254	1,250	99.7	99.7	4	0.3
Children's Hospital of Eastern Ontario	1,127	989	87.8	87.8	137	12.2
Sunnybrook Health Sciences Centre	956	940	98.3	98.3	16	1.7
Sioux Lookout Meno Ya Win Health Centre	936	847	90.5	90.5	0	0.0
The University Health Network	933	932	99.9	99.9	0	0.0
William Osler Health System	868	814	93.8	94.4	49	5.6
St. Mary's General Hospital	832	832	100.0	100.0	0	0.0
Health Sciences North	770	770	100.0	100.0	0	0.0
Women's College Hospital	695	689	99.1	100.0	0	0.0
Cambridge Memorial Hospital	693	693	100.0	100.0	0	0.0
Niagara Health System	607	602	99.2	100.0	0	0.0
Hotel Dieu Hospital	594	592	99.7	100.0	0	0.0
Toronto Public Health	582	582	100.0	100.0	0	0.0
Guelph General Hospital	581	581	100.0	100.0	0	0.0
Humber River Hospital	581	581	100.0	100.0	0	0.0
The Scarborough Hospital	545	545	100.0	100.0	0	0.0
Halton Healthcare Services	539	539	100.0	100.0	0	0.0

Response Rate Compliance - continued

	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Kingston General Hospital	539	532	98.7	99.8	1	0.2
St. Joseph's Healthcare Hamilton	492	480	97.6	98.6	6	1.2
Homewood Health Centre Inc.	491	397	80.9	100.0	0	0.0
Region of Peel – Ambulance	458	458	100.0	100.0	0	0.0
Royal Victoria Regional Health Centre	458	455	99.3	99.3	1	0.2
Bluewater Health	444	430	96.8	96.8	14	3.2
Peterborough Regional Health Centre	443	432	97.5	100.0	0	0.0
North Bay Regional Health Centre	435	435	100.0	100.0	0	0.0
Queensway Carleton Hospital	430	372	86.5	100.0	0	0.0
St. Joseph's Health Care London	424	421	99.3	99.5	2	0.5
Grand River Hospital	422	422	100.0	100.0	0	0.0
St. Joseph's Health Centre	421	408	96.9	96.9	13	3.1
Centre for Addiction and Mental Health (CAMH)	408	341	83.6	83.6	67	16.4
Providence Care	388	388	100.0	100.0	0	0.0
Royal Ottawa Health Care Group	365	353	96.7	98.1	5	1.4
North York General Hospital	339	319	94.1	94.1	20	5.9
Toronto East General Hospital	318	301	94.7	100.0	0	0.0
Orillia Soldiers' Memorial Hospital	309	309	100.0	100.0	0	0.0
Hôpital Montfort	297	297	100.0	100.0	0	0.0
York Region – Ambulance Services	294	283	96.3	96.3	11	3.7
Joseph Brant Hospital	278	256	92.1	100.0	0	0.0
Sault Area Hospital	254	254	100.0	100.0	0	0.0
Brant County Health Unit	226	226	100.0	100.0	0	0.0
Chatham-Kent Health Alliance	217	216	99.5	99.5	1	0.5
Pembroke Regional Hospital	206	181	87.9	99.0	2	1.0
Lady Dunn Health Centre	190	190	100.0	100.0	0	0.0
Ontario Shores Centre for Mental Health Sciences	183	181	98.9	100.0	0	0.0
City of Greater Sudbury – EMS	178	170	95.5	95.5	8	4.5
St. Thomas Elgin General Hospital	173	173	100.0	100.0	0	0.0
Holland Bloorview Kids Rehabilitation Hospital	172	172	100.0	100.0	0	0.0
Almonte General Hospital/Fairview Manor	163	163	100.0	100.0	0	0.0
The Region of Niagara – EMS/ Ambulance Services	162	162	100.0	100.0	0	0.0
Brant Community Healthcare System	160	160	100.0	100.0	0	0.0
Timmins & District Hospital	135	135	100.0	100.0	0	0.0
Stratford General Hospital Site	130	130	100.0	100.0	0	0.0

Response Rate Compliance - continued

	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Hornepayne Community Hospital	125	125	100.0	100.0	0	0.0
Headwaters Health Care Centre	122	122	100.0	100.0	0	0.0
Wilson Memorial General Hospital	121	108	89.3	89.3	0	0.0
Thunder Bay Regional Health Sciences Centre	114	114	100.0	100.0	0	0.0
Woodstock Hospital	110	108	98.2	98.2	2	1.8
Perth and Smiths Falls District Hospital	97	97	100.0	100.0	0	0.0
Kirkland and District Hospital	95	95	100.0	100.0	0	0.0
South Bruce Grey Health Centre	91	91	100.0	100.0	0	0.0
Bruyère Continuing Care	89	88	98.9	98.9	0	0.0
Englehart and District Hospital	89	89	100.0	100.0	0	0.0
ORNGE	88	86	97.7	97.7	2	2.3
Northumberland Hills Hospital	83	83	100.0	100.0	0	0.0
Leamington District Memorial Hospital	78	78	100.0	100.0	0	0.0
Regional Municipality of Waterloo/ Paramedic Services	78	76	97.4	100.0	0	0.0
Sensenbrenner Hospital	77	77	100.0	100.0	0	0.0
Middlesex Hospital Alliance	72	72	100.0	100.0	0	0.0
Strathroy Middlesex General Hospital	70	70	100.0	100.0	0	0.0
West Parry Sound Health Centre	70	70	100.0	100.0	0	0.0
Halton Region Paramedic Services	69	69	100.0	100.0	0	0.0
Renfrew County and District Health Unit	68	63	92.6	92.6	5	7.4
Simcoe County Paramedic Services	67	67	100.0	100.0	0	0.0
Alexandra Hospital	66	66	100.0	100.0	0	0.0
Riverside Health Care Facilities	65	59	90.8	90.8	6	9.2
Brockville General Hospital	63	63	100.0	100.0	0	0.0
Upper Canada District School Board	61	61	100.0	100.0	0	0.0
Bridgepoint Health	59	59	100.0	100.0	0	0.0
Lake of the Woods District Hospital	57	57	100.0	100.0	0	0.0
Baycrest	54	54	100.0	100.0	0	0.0
The McCausland Hospital	51	51	100.0	100.0	0	0.0
Georgian Bay General Hospital	49	48	98.0	100.0	0	0.0
Providence Healthcare	45	45	100.0	100.0	0	0.0
Halton Region Board of Health (MOH)	43	35	81.4	81.4	8	18.6
Lady Minto Hospital	43	43	100.0	100.0	0	0.0
St. Joseph's Health Centre Guelph	42	41	97.6	97.6	1	2.4
St. Joseph's Care Group	39	39	100.0	100.0	0	0.0
Anson General Hospital	37	37	100.0	100.0	0	0.0

Response Rate Compliance - continued

	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Corporation of the County of Essex	37	37	100.0	100.0	0	0.0
Durham Region Health Department	37	36	97.3	97.3	1	2.7
St. Joseph's General Hospital Elliot Lake	37	37	100.0	100.0	0	0.0
York Region – Early Intervention Services	37	37	100.0	100.0	0	0.0
Alexandra Marine and General Hospital	36	36	100.0	100.0	0	0.0
Shouldice Hospital	35	35	100.0	100.0	0	0.0
Carleton Place & District Memorial Hospital	33	33	100.0	100.0	0	0.0
Emergency Services/United Counties of Prescott and Russell	33	33	100.0	100.0	0	0.0
Kemptville District Hospital	33	33	100.0	100.0	0	0.0
Tillsonburg District Memorial Hospital	33	33	100.0	100.0	0	0.0
Toronto Grace Health Centre	33	33	100.0	100.0	0	0.0
West Haldimand General Hospital	33	33	100.0	100.0	0	0.0
Renfrew Victoria Hospital	32	32	100.0	100.0	0	0.0
Winchester District Memorial Hospital	32	32	100.0	100.0	0	0.0
Notre-Dame Hospital	30	30	100.0	100.0	0	0.0
Stevenson Memorial Hospital	30	30	100.0	100.0	0	0.0
Hôpital Glengarry Memorial Hospital	29	29	100.0	100.0	0	0.0
West Park Healthcare Centre	29	29	100.0	100.0	0	0.0
Dryden Regional Health Centre	28	25	89.3	89.3	3	10.7
Blind River District Health Centre	25	25	100.0	100.0	0	0.0
Wingham & District Hospital	25	25	100.0	100.0	0	0.0
Arnprior & District Memorial Hospital	24	24	100.0	100.0	0	0.0
County of Brant – Ambulance Service	24	24	100.0	100.0	0	0.0
Hotel Dieu Shaver Health and Rehabilitation Centre	24	24	100.0	100.0	0	0.0
Lennox & Addington County General Hospital	24	23	95.8	95.8	1	4.2
West Nipissing General Hospital	24	24	100.0	100.0	0	0.0
Muskoka Algonquin Healthcare	23	23	100.0	100.0	0	0.0
Norfolk General Hospital	21	21	100.0	100.0	0	0.0
Runnymede Healthcare Centre	21	21	100.0	100.0	0	0.0
South Huron Hospital Association	16	16	100.0	100.0	0	0.0
Collingwood General and Marine Hospital	15	15	100.0	100.0	0	0.0
University of Ottawa Heart Institute	14	14	100.0	100.0	0	0.0
York Region – Long-Term Care	14	14	100.0	100.0	0	0.0
County of Frontenac	13	13	100.0	100.0	0	0.0
City of Ottawa	12	12	100.0	100.0	0	0.0

Response Rate Compliance - continued

	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Niagara Region	12	11	91.7	91.7	0	0.0
Manitouwadge General Hospital	11	11	100.0	100.0	0	0.0
Bingham Memorial Hospital	10	10	100.0	100.0	0	0.0
Manitoulin Health Centre	10	10	100.0	100.0	0	0.0
Kingston, Frontenac, Lennox and Addington Public Health	9	9	100.0	100.0	0	0.0
Regional Municipality of Waterloo/Sunnyside Home	9	6	66.7	66.7	3	33.3
St. Joseph's Continuing Care Centre of Sudbury	9	8	88.9	88.9	1	11.1
The Regional Municipality of York	9	9	100.0	100.0	0	0.0
Chapleau Health Services	8	8	100.0	100.0	0	0.0
Confederation College	8	8	100.0	100.0	0	0.0
County of Oxford – EMS	8	8	100.0	100.0	0	0.0
St. Francis Memorial Hospital	8	8	100.0	100.0	0	0.0
Temiskaming Hospital	8	8	100.0	100.0	0	0.0
The Region of Niagara – Long Term Care Homes	8	8	100.0	100.0	0	0.0
Hôpital de Mattawa Hospital	7	7	100.0	100.0	0	0.0
Regional Municipality of Peel – Public Health	7	7	100.0	100.0	0	0.0
Simcoe Muskoka District Health Unit	7	6	85.7	85.7	1	14.3
St. Mary's Memorial Hospital Site	7	7	100.0	100.0	0	0.0
Atikokan General Hospital	6	6	100.0	100.0	0	0.0
County of Elgin – Homes	6	6	100.0	100.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	6	6	100.0	100.0	0	0.0
Hotel-Dieu Grace Healthcare	6	6	100.0	100.0	0	0.0
Lakehead University (Student Health & Counselling Centre)	6	6	100.0	100.0	0	0.0
Seaforth Community Hospital Site	6	6	100.0	100.0	0	0.0
Toronto – Long Term Care Homes & Services	6	4	66.7	66.7	2	33.3
Perth District Health Unit	5	5	100.0	100.0	0	0.0
City of Toronto – Human Resources	4	3	75.0	75.0	1	25.0
Cochrane DSSAB	4	4	100.0	100.0	0	0.0
Georgian College of Applied Arts & Technology	4	4	100.0	100.0	0	0.0
Region of Peel – Long Term Care	4	4	100.0	100.0	0	0.0
Campbellford Memorial Hospital	3	3	100.0	100.0	0	0.0
Cornwall Community Hospital	3	3	100.0	100.0	0	0.0
County of Oxford – Woodingford Lodge	3	3	100.0	100.0	0	0.0

Response Rate Compliance - continued

	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
District of Timiskaming Social Services Administration Board	3	3	100.0	100.0	0	0.0
Durham College	3	3	100.0	100.0	0	0.0
Eastern Ontario Health Unit	3	3	100.0	100.0	0	0.0
Middlesex-London Health Unit	3	3	100.0	100.0	0	0.0
Nipigon District Memorial Hospital	3	3	100.0	100.0	0	0.0
Ontario Agency for Health Protection and Promotion	3	2	66.7	66.7	1	33.3
Regional Municipality of Waterloo\Public Health Department	3	3	100.0	100.0	0	0.0
Bruce County – Ambulance	2	2	100.0	100.0	0	0.0
Casey House Hospice	2	2	100.0	100.0	0	0.0
Peterborough County-City Health Unit	2	2	100.0	100.0	0	0.0
Simcoe County – Homes	2	2	100.0	100.0	0	0.0
Thunder Bay District Health Unit	2	2	100.0	100.0	0	0.0
Clinton Public Hospital Site	1	1	100.0	100.0	0	0.0
County of Oxford – Public Health	1	1	100.0	100.0	0	0.0
Dufferin-Peel Catholic DSBoard	1	1	100.0	100.0	0	0.0
Hamilton Public Health	1	1	100.0	100.0	0	0.0
Huron Lodge	1	0	0.0	100.0	0	0.0
Pioneer Manor Long Term Care Facility (Sudbury)	1	1	100.0	100.0	0	0.0
Providence Healthcare – The Houses of Providence (LTC)	1	1	100.0	100.0	0	0.0
Toronto – Public Health	1	1	100.0	100.0	0	0.0
Wellington Dufferin Guelph Public Health	1	1	100.0	100.0	0	0.0
Total	85,156	79,920	93.9	94.3	4,162	4.9

*Mount Sinai Hospital reported that their 30 day compliance rate suffered due to challenges with a new computer system. They have allocated additional resources to improve their compliance rate.

Expedited Access

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Ministry of Health and Long-Term Care	12,495	0	0.0	0	0.0	0	0.0
Mackenzie Health – Richmond Hill Site	6,256	2	100.0	0	0.0	2	0.0
The Ottawa Hospital	5,344	32	100.0	0	0.0	32	0.6
Ross Memorial Hospital	5,331	114	100.0	0	0.0	114	2.1
Grey Bruce Health Services	4,751	0	0.0	0	0.0	0	0.0
Windsor Regional Hospital	4,394	153	99.4	1	0.6	154	3.5
Mount Sinai Hospital	2,747	3	100.0	0	0.0	3	0.1
Rouge Valley Health System	2,746	30	100.0	0	0.0	30	1.1
Quinte Health Care	2,254	0	0.0	0	0.0	0	0.0
Markham Stouffville Hospital	2,074	0	0.0	0	0.0	0	0.0
London Health Sciences Centre	1,556	17	100.0	0	0.0	17	1.1
The Hospital for Sick Children	1,554	550	100.0	0	0.0	550	35.4
Lakeridge Health	1,490	2	100.0	0	0.0	2	0.1
St. Michael's Hospital	1,452	0	0.0	1	100.0	1	0.1
Southlake Regional Hospital	1,380	1,298	94.1	82	5.9	1,380	100.0
Trillium Health Partners	1,377	0	0.0	0	0.0	0	0.0
Hamilton Health Sciences	1,254	203	100.0	0	0.0	203	16.2
Children's Hospital of Eastern Ontario	1,127	0	0.0	0	0.0	0	0.0
Sunnybrook Health Sciences Centre	956	620	92.8	48	7.2	668	69.9
Sioux Lookout Meno Ya Win Health Centre	936	0	0.0	0	0.0	0	0.0
The University Health Network	933	8	100.0	0	0.0	8	0.9
William Osler Health System	868	68	100.0	0	0.0	68	7.8
St. Mary's General Hospital	832	0	0.0	0	0.0	0	0.0
Health Sciences North	770	10	100.0	0	0.0	10	1.3
Women's College Hospital	695	1	100.0	0	0.0	1	0.1
Cambridge Memorial Hospital	693	0	0.0	0	0.0	0	0.0
Niagara Health System	607	0	0.0	0	0.0	0	0.0
Hotel Dieu Hospital	594	65	100.0	0	0.0	65	10.9
Toronto Public Health	582	0	0.0	0	0.0	0	0.0
Guelph General Hospital	581	0	0.0	0	0.0	0	0.0
Humber River Hospital	581	0	0.0	0	0.0	0	0.0
The Scarborough Hospital	545	322	100.0	0	0.0	322	59.1

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
Halton Healthcare Services	539	0	0.0	0	0.0	0	0.0
Kingston General Hospital	539	69	100.0	0	0.0	69	12.8
St. Joseph's Healthcare Hamilton	492	308	99.0	3	1.0	311	63.2
Homewood Health Centre Inc.	491	66	67.3	32	32.7	98	20.0
Region of Peel – Ambulance	458	0	0.0	0	0.0	0	0.0
Royal Victoria Regional Health Centre	458	334	100.0	0	0.0	334	72.9
Bluewater Health	444	0	0.0	0	0.0	0	0.0
Peterborough Regional Health Centre	443	80	100.0	0	0.0	80	18.1
North Bay Regional Health Centre	435	0	0.0	0	0.0	0	0.0
Queensway Carleton Hospital	430	0	0.0	0	0.0	0	0.0
St. Joseph's Health Care London	424	0	0.0	0	0.0	0	0.0
Grand River Hospital	422	5	83.3	1	16.7	6	1.4
St. Joseph's Health Centre	421	4	100.0	0	0.0	4	1.0
Centre for Addiction and Mental Health (CAMH)	408	112	100.0	0	0.0	112	27.5
Providence Care	388	0	0.0	0	0.0	0	0.0
Royal Ottawa Health Care Group	365	0	0.0	0	0.0	0	0.0
North York General Hospital	339	0	0.0	0	0.0	0	0.0
Toronto East General Hospital	318	3	100.0	0	0.0	3	0.9
Orillia Soldiers' Memorial Hospital	309	0	0.0	0	0.0	0	0.0
Hôpital Montfort	297	0	0.0	0	0.0	0	0.0
York Region – Ambulance Services	294	0	0.0	0	0.0	0	0.0
Joseph Brant Hospital	278	120	100.0	0	0.0	120	43.2
Sault Area Hospital	254	32	100.0	0	0.0	32	12.6
Brant County Health Unit	226	0	0.0	0	0.0	0	0.0
Chatham-Kent Health Alliance	217	0	0.0	0	0.0	0	0.0
Pembroke Regional Hospital	206	49	86.0	8	14.0	57	27.7
Lady Dunn Health Centre	190	0	0.0	0	0.0	0	0.0
Ontario Shores Centre for Mental Health Sciences	183	0	0.0	0	0.0	0	0.0
City of Greater Sudbury – EMS	178	0	0.0	0	0.0	0	0.0
St. Thomas Elgin General Hospital	173	0	0.0	0	0.0	0	0.0
Holland Bloorview Kids Rehabilitation Hospital	172	14	100.0	0	0.0	14	8.1
Almonte General Hospital/ Fairview Manor	163	0	0.0	0	0.0	0	0.0

Expedited Access - continued

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
The Region of Niagara – EMS/ Ambulance Services	162	0	0.0	0	0.0	0	0.0
Brant Community Healthcare System	160	0	0.0	0	0.0	0	0.0
Timmins & District Hospital	135	0	0.0	0	0.0	0	0.0
Stratford General Hospital Site	130	2	100.0	0	0.0	2	1.5
Hornepayne Community Hospital	125	0	0.0	0	0.0	0	0.0
Headwaters Health Care Centre	122	0	0.0	0	0.0	0	0.0
Wilson Memorial General Hospital	121	0	0.0	0	0.0	0	0.0
Thunder Bay Regional Health Sciences Centre	114	0	0.0	0	0.0	0	0.0
Woodstock Hospital	110	0	0.0	0	0.0	0	0.0
Perth and Smiths Falls District Hospital	97	0	0.0	0	0.0	0	0.0
Kirkland and District Hospital	95	0	0.0	0	0.0	0	0.0
South Bruce Grey Health Centre	91	91	100.0	0	0.0	91	100.0
Bruyère Continuing Care	89	0	0.0	0	0.0	0	0.0
Englehart and District Hospital	89	0	0.0	0	0.0	0	0.0
ORNGE	88	0	0.0	0	0.0	0	0.0
Northumberland Hills Hospital	83	0	0.0	0	0.0	0	0.0
Leamington District Memorial Hospital	78	0	0.0	0	0.0	0	0.0
Regional Municipality of Waterloo/ Paramedic Services	78	0	0.0	0	0.0	0	0.0
Sensenbrenner Hospital	77	0	0.0	0	0.0	0	0.0
Middlesex Hospital Alliance	72	0	0.0	0	0.0	0	0.0
Strathroy Middlesex General Hospital	70	0	0.0	0	0.0	0	0.0
West Parry Sound Health Centre	70	0	0.0	0	0.0	0	0.0
Halton Region Paramedic Services	69	0	0.0	0	0.0	0	0.0
Renfrew County and District Health Unit	68	0	0.0	0	0.0	0	0.0
Simcoe County Paramedic Services	67	0	0.0	0	0.0	0	0.0
Alexandra Hospital	66	0	0.0	0	0.0	0	0.0
Riverside Health Care Facilities	65	0	0.0	0	0.0	0	0.0
Brockville General Hospital	63	0	0.0	0	0.0	0	0.0
Upper Canada District School Board	61	0	0.0	0	0.0	0	0.0
Bridgepoint Health	59	11	91.7	1	8.3	12	20.3

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
Lake of the Woods District Hospital	57	0	0.0	0	0.0	0	0.0
Baycrest	54	25	100.0	0	0.0	25	46.3
The McCausland Hospital	51	0	0.0	0	0.0	0	0.0
Georgian Bay General Hospital	49	48	98.0	1	2.0	49	100.0
Providence Healthcare	45	2	100.0	0	0.0	2	4.4
Halton Region Board of Health (MOH)	43	0	0.0	0	0.0	0	0.0
Lady Minto Hospital	43	0	0.0	0	0.0	0	0.0
St. Joseph's Health Centre Guelph	42	0	0.0	0	0.0	0	0.0
St. Joseph's Care Group	39	0	0.0	0	0.0	0	0.0
Anson General Hospital	37	0	0.0	0	0.0	0	0.0
Corporation of the County of Essex	37	0	0.0	0	0.0	0	0.0
Durham Region Health Department	37	0	0.0	0	0.0	0	0.0
St. Joseph's General Hospital Elliot Lake	37	0	0.0	0	0.0	0	0.0
York Region – Early Intervention Services	37	0	0.0	0	0.0	0	0.0
Alexandra Marine and General Hospital	36	0	0.0	0	0.0	0	0.0
Shouldice Hospital	35	0	0.0	0	0.0	0	0.0
Carleton Place & District Memorial Hospital	33	0	0.0	0	0.0	0	0.0
Emergency Services/United Counties of Prescott and Russell	33	0	0.0	0	0.0	0	0.0
Kemptville District Hospital	33	0	0.0	0	0.0	0	0.0
Tillsonburg District Memorial Hospital	33	0	0.0	0	0.0	0	0.0
Toronto Grace Health Centre	33	0	0.0	0	0.0	0	0.0
West Haldimand General Hospital	33	0	0.0	0	0.0	0	0.0
Renfrew Victoria Hospital	32	0	0.0	0	0.0	0	0.0
Winchester District Memorial Hospital	32	0	0.0	0	0.0	0	0.0
Notre-Dame Hospital	30	0	0.0	0	0.0	0	0.0
Stevenson Memorial Hospital	30	0	0.0	0	0.0	0	0.0
Hôpital Glengarry Memorial Hospital	29	0	0.0	0	0.0	0	0.0
West Park Healthcare Centre	29	0	0.0	0	0.0	0	0.0
Dryden Regional Health Centre	28	7	100.0	0	0.0	7	25.0
Blind River District Health Centre	25	0	0.0	0	0.0	0	0.0

Expedited Access - continued

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Wingham & District Hospital	25	0	0.0	0	0.0	0	0.0
Arnprior & District Memorial Hospital	24	0	0.0	0	0.0	0	0.0
County of Brant – Ambulance Service	24	0	0.0	0	0.0	0	0.0
Hotel Dieu Shaver Health and Rehabilitation Centre	24	15	100.0	0	0.0	15	62.5
Lennox & Addington County General Hospital	24	0	0.0	0	0.0	0	0.0
West Nipissing General Hospital	24	0	0.0	0	0.0	0	0.0
Muskoka Algonquin Healthcare	23	0	0.0	0	0.0	0	0.0
Norfolk General Hospital	21	0	0.0	0	0.0	0	0.0
Runnymede Healthcare Centre	21	0	0.0	0	0.0	0	0.0
South Huron Hospital Association	16	0	0.0	0	0.0	0	0.0
Collingwood General and Marine Hospital	15	0	0.0	0	0.0	0	0.0
University of Ottawa Heart Institute	14	0	0.0	0	0.0	0	0.0
York Region – Long-Term Care	14	0	0.0	0	0.0	0	0.0
County of Frontenac	13	0	0.0	0	0.0	0	0.0
City of Ottawa	12	1	100.0	0	0.0	1	8.3
Niagara Region	12	0	0.0	0	0.0	0	0.0
Manitouwadge General Hospital	11	0	0.0	0	0.0	0	0.0
Bingham Memorial Hospital	10	0	0.0	0	0.0	0	0.0
Manitoulin Health Centre	10	10	100.0	0	0.0	10	100.0
Kingston, Frontenac, Lennox and Addington Public Health	9	0	0.0	0	0.0	0	0.0
Regional Municipality of Waterloo/ Sunnyside Home	9	0	0.0	0	0.0	0	0.0
St. Joseph's Continuing Care Centre of Sudbury	9	0	0.0	0	0.0	0	0.0
The Regional Municipality of York	9	0	0.0	0	0.0	0	0.0
Chapleau Health Services	8	0	0.0	0	0.0	0	0.0
Confederation College	8	0	0.0	0	0.0	0	0.0
County of Oxford – EMS	8	0	0.0	0	0.0	0	0.0
St. Francis Memorial Hospital	8	0	0.0	0	0.0	0	0.0
Temiskaming Hospital	8	0	0.0	0	0.0	0	0.0
The Region of Niagara – Long Term Care Homes	8	0	0.0	0	0.0	0	0.0

Expedited Access - continued

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Hôpital de Mattawa Hospital	7	0	0.0	0	0.0	0	0.0
Regional Municipality of Peel – Public Health	7	0	0.0	0	0.0	0	0.0
Simcoe Muskoka District Health Unit	7	0	0.0	0	0.0	0	0.0
St. Mary's Memorial Hospital Site	7	5	0.0	0	0.0	5	71.4
Atikokan General Hospital	6	0	0.0	0	0.0	0	0.0
County of Elgin – Homes	6	0	0.0	0	0.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	6	0	0.0	0	0.0	0	0.0
Hotel-Dieu Grace Healthcare	6	0	0.0	0	0.0	0	0.0
Lakehead University (Student Health & Counselling Centre)	6	0	0.0	0	0.0	0	0.0
Seaforth Community Hospital Site	6	1	0.0	0	0.0	1	16.7
Toronto – Long Term Care Homes & Services	6	0	0.0	0	0.0	0	0.0
Perth District Health Unit	5	0	0.0	0	0.0	0	0.0
City of Toronto – Human Resources	4	0	0.0	0	0.0	0	0.0
Cochrane DSSAB	4	0	0.0	0	0.0	0	0.0
Georgian College of Applied Arts & Technology	4	0	0.0	0	0.0	0	0.0
Region of Peel – Long Term Care	4	0	0.0	0	0.0	0	0.0
Campbellford Memorial Hospital	3	0	0.0	0	0.0	0	0.0
Cornwall Community Hospital	3	0	0.0	0	0.0	0	0.0
County of Oxford – Woodingford Lodge	3	0	0.0	0	0.0	0	0.0
District of Timiskaming Social Services Administration Board	3	0	0.0	0	0.0	0	0.0
Durham College	3	0	0.0	0	0.0	0	0.0
Eastern Ontario Health Unit	3	0	0.0	0	0.0	0	0.0
Middlesex-London Health Unit	3	0	0.0	0	0.0	0	0.0
Nipigon District Memorial Hospital	3	0	0.0	0	0.0	0	0.0
Ontario Agency for Health Protection and Promotion	3	0	0.0	0	0.0	0	0.0
Regional Municipality of Waterloo\ Public Health Department	3	1	100.0	0	0.0	1	33.3
Bruce County – Ambulance	2	0	0.0	0	0.0	0	0.0
Casey House Hospice	2	0	0.0	0	0.0	0	0.0
Peterborough County–City Health Unit	2	0	0.0	0	0.0	0	0.0

Expedited Access - continued

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Simcoe County – Homes	2	0	0.0	0	0.0	0	0.0
Thunder Bay District Health Unit	2	0	0.0	0	0.0	0	0.0
Clinton Public Hospital Site	1	0	0.0	0	0.0	0	0.0
County of Oxford – Public Health	1	0	0.0	0	0.0	0	0.0
Dufferin–Peel Catholic DSBoard	1	0	0.0	0	0.0	0	0.0
Hamilton Public Health	1	0	0.0	0	0.0	0	0.0
Huron Lodge	1	0	0.0	0	0.0	0	0.0
Pioneer Manor Long Term Care Facility (Sudbury)	1	0	0.0	0	0.0	0	0.0
Providence Healthcare – The Houses of Providence (LTC)	1	0	0.0	0	0.0	0	0.0
Toronto – Public Health	1	0	0.0	0	0.0	0	0.0
Wellington Dufferin Guelph Public Health	1	0	0.0	0	0.0	0	0.0
Total	85,156	4,913	96.5	178	3.5	5,091	6.0

Summary of PHIPA Complaints – 2013 vs. 2014

	2013					2014				
	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total
Opened	126	74	184	23	407	111	120	172	36	439
Closed	111	61	188	21	381	105	93	170	31	399

Types of PHIPA Complaint Files Opened in 2014

HIC Type	Collection/Use/Disclosure									
	Access/ Correction	% Individual	% Individual	% Self- reported Breach	% Self- reported Breach	% IPC- initiated	% IPC- initiated	Total	% Total	
Public Hospital	45	40.5	51	42.5	61	35.5	4	11.1	161	36.7
Clinic	15	13.5	18	15.0	30	17.4	8	22.2	71	16.2
Doctor	25	22.5	6	5.0	14	8.1	6	16.7	51	11.6
Other health care professional	4	3.6	7	5.8	12	7.0	3	8.3	26	5.9
Community Care Access Centre	3	2.7	7	5.8	9	5.2	3	0.0	22	5.0
Community or Mental health centre, program or service	3	2.7	5	4.2	14	8.1	0	0.0	22	5.0
Pharmacy	1	0.9	6	5.0	4	2.3	3	8.3	14	3.2
Independent Health Facility	2	1.8	1	0.8	8	4.7	1	2.8	12	2.7
Ministry of Health	7	6.3	1	0.8	0	0.0	0	0.0	8	1.8
Laboratory	0	0.0	0	0.0	5	2.9	0	0.0	5	1.1
Dentist	1	0.9	2	1.7	1	0.6	0	0.0	4	0.9
Institution – Mental Hospitals Act	2	1.8	1	0.8	1	0.6	0	0.0	4	0.9
Home for special care	1	0.9	0	0.0	2	1.2	0	0.0	3	0.7
Home or joint home (aged or rest)	0	0.0	0	0.0	2	1.2	1	2.8	3	0.7
Long-term care facility	0	0.0	1	0.8	2	1.2	0	0.0	3	0.7
Agent	0	0.0	0	0.0	1	0.6	1	2.8	2	0.5
Health Data Institute	0	0.0	2	1.7	0	0.0	0	0.0	2	0.5

Types of PHIPA Complaint Files Opened in 2014 - continued

HIC Type	Access/ Correction	Collection/Use/Disclosure								
		% Individual	%	Self- reported Breach	%	IPC- initiated	%	Total	%	
Optometrist	0	0.0	2	1.7	0	0.0	0	0.0	2	0.5
Psychologist	0	0.0	0	0.0	1	0.6	1	2.8	2	0.5
Chiropractor	0	0.0	1	0.8	0	0.0	0	0.0	1	0.2
Dental Hygienist	0	0.0	0	0.0	0	0.0	1	2.8	1	0.2
Masseur	0	0.0	1	0.8	0	0.0	0	0.0	1	0.2
Nursing Home	0	0.0	1	0.8	0	0.0	0	0.0	1	0.2
Occupational Therapist	0	0.0	1	0.8	0	0.0	0	0.0	1	0.2
Physiotherapist	0	0.0	0	0.0	1	0.6	0	0.0	1	0.2
Private Hospital	0	0.0	1	0.8	0	0.0	0	0.0	1	0.2
Psychiatric Facility	1	0.9	0	0.0	0	0.0	0	0.0	1	0.2
Social Worker	0	0.0	0	0.0	1	0.6	0	0.0	1	0.2
Other	0	0.0	3	2.5	2	1.2	4	11.1	9	2.1
Other prescribed person	1	0.9	2	1.7	1	0.6	0	0.0	4	0.9
Total	111	100.0	120	100.0	172	100.0	36	100.0	439	100.0

Outcome of Access/Correction Complaints by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	57	74.0	10	52.6	4	44.4	71	67.6
Withdrawn	13	16.9	6	31.6	0	0.0	19	18.1
Screened out	6	7.8	0	0.0	0	0.0	6	5.7
Dismissed without Inquiry/Review/Order	0	0.0	0	0.0	5	55.6	5	4.8
Abandoned	0	0.0	3	15.8	0	0.0	3	2.9
Order Issued*	1	1.3	0	0.0	0	0.0	1	1.0
Total	77	100.0	19	100.0	9	100.0	105	100.0

* File HA13-58-2 closed by Order HO-12

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	46	50.5	0	0.0	0	0.0	46	49.5
Screened out	32	35.2	0	0.0	0	0.0	32	34.4
Withdrawn	10	11.0	0	0.0	0	0.0	10	10.8
Abandoned	3	3.3	0	0.0	0	0.0	3	3.3
Dismissed without Inquiry/Review	0	0.0	1	100.0	1	1.1	2	2.2
Total	91	100.0	1	100.0	1	100.0	93	100.0

Outcome of Self-reported Breaches by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	168	100.0	0	0.0	1	50.0	169	99.4
Order Issued*	0	0.0	0	0.0	1	50.0	1	0.6
Total	168	100.0	0	0.0	2	100.0	170	100.0

*File HR14-59 closed by Order HO-013

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	31	100.0	0	0.0	0	0.0	31	100.0
Total	31	100.0	0	0.0	0	0.0	31	100.0

Access/Correction Complaints Closed by Issue

	Number	%
Deemed Refusal	30	28.6
Reasonable Search	13	12.4
Correction	11	10.5
Fee	8	7.6
No Written Request	4	3.8
Exemptions only	4	3.8
Failure to Provide Access	4	3.8
Not Personal Health Information	3	2.9
Exemptions with Other Issues	2	1.9
Act Does Not Apply	1	1.0
Fee Waiver	1	1.0
Other	24	22.9
Total	105	100.0

Judicial Reviews

(Prepared March 2015)

New Judicial Review applications in 2014 14

Launched by:

Institution ¹	1
Requester/Complainant ²	7
Affected Party ³	3
IPC intervened in other application or appeal ⁴	2
IPC-initiated application ⁵	1

Outstanding Judicial Reviews as of December 31, 2014 17

Launched by:

Institution	5
Requester/Complainant	6
Affected Party	4
IPC Intervention	1
IPC-initiated application	1

Judicial Reviews Closed and/or Heard in 2014: 22

Launched by:

Abandoned or settled or dismissed for delay – IPC Order stands ⁶	11
IPC Order upheld (and/or leave to appeal dismissed) ⁷	3
IPC Order not upheld (and/or IPC's leave to appeal dismissed) and matter remitted back to IPC ⁸	3
IPC Order upheld on SCC appeal ⁹	1
IPC Order not upheld on SCC appeal ¹⁰	2
IPC intervened in SCC or Federal Court appeal ¹¹	2

¹ Order PO-3356-R.

² Orders PO-3074 and PO-3132; Orders PO-3231-I, PO-3322-I and PO-3402-F; decision in Appeal PA13-484; decision in Complaint MC13-64.

³ Order PO-3311; Order PO-3365; Order PO-3392.

⁴ *Wakeling v. United States of America*, 2014 SCC 72; *Information Commissioner of Canada v. Minister of National Defence* (FCA File No. A-163-14).

⁵ *Information and Privacy Commissioner of Ontario v. Toronto Police Services Board et al.* (Div. Ct. File No. 265/14).

⁶ Orders MO 1908 and MO-1968-R; Order PO-3222; Orders PO 2863, PO-2864 and PO-2865; Order PO-3116; Order PO-3142; Orders PO-3174 and PO-3176; decision in Appeal PA13 484.

⁷ Order PO-2917; Order PO-3131; PO-3172.

⁸ Order MO-2895; Order PO-3164; PO-3171.

⁹ Order PO-2811.

¹⁰ Orders PO-2872 and PO-2899-R.

¹¹ *Wakeling v. United States of America*, 2014 SCC 72; *Information Commissioner of Canada v. Minister of National Defence*, 2015 FCA 56.

Public Sector Salary Disclosure

	Position	Salary \$	Taxable Benefits \$
Brian Beamish	Commissioner	209,456.35	390.51
Stella Ball	Adjudicator	110,735.10	190.68
Renee-Marie Barrette	Director, Policy	157,810.60	271.29
Colin Bhattacharjee	Adjudicator	120,482.91	207.45
Robert Binstock	Registrar	130,489.38	224.64
Fred Carter	Senior Policy & Technology Advisor	114,233.22	196.71
Ann Cavoukian	Commissioner	256,401.08	195.21
William Challis	General Counsel	205,879.32	354.51
Michelle Chibba	Director, Policy	164,409.48	300.09
Estella Cohen	Executive Director	151,821.00	290.58
Catherine Corban	Adjudicator	116,704.53	200.94
Laurel Cropley	Adjudicator	112,792.07	189.85
Frank Devries	Adjudicator	120,482.91	207.45
Manuela DiRe	Director, Legal Services & General Counsel	190,284.39	327.63
Steven Faughnan	Adjudicator	120,482.91	207.45
Janet Geisberger	Director, Corporate Services	136,038.69	263.46
Judith Goldstein	Legal Counsel	189,080.73	325.53
David Goodis	Assistant Commissioner, Tribunal	205,879.32	383.67
Debra Grant	Director, Health Policy	137,228.85	265.47
Donald Hale	Team Leader, Adjudication	130,489.38	224.64
Stephanie Haly	Adjudicator	119,795.71	207.45
Catherine Hamilton	Adjudicator	101,347.43	177.24
Mumtaz Jiwan	Team Leader, Mediation	103,739.13	178.65
Jeffrey Kirke	Executive Assistant	114,865.67	0.00
Sherry Liang	Manager, Adjudication	189,080.73	325.53
Daphne Loukidelis	Adjudicator	118,136.88	203.43
Stephen McCammon	Legal Counsel	189,080.73	325.53
Robert McMahon	Director, Communications	103,490.73	178.20
Lawren Murray	Legal Counsel	108,641.24	204.84
Diane Smith Douglas	Adjudicator	120,482.91	207.45
Alexi Stoianov	Senior Policy Specialist, Surveillance, Biometrics & Information Technology Security	114,233.22	196.71


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