

# THIRTY YEARS OF ACCESS AND PRIVACY SERVICE

2017 STATISTICAL REPORT



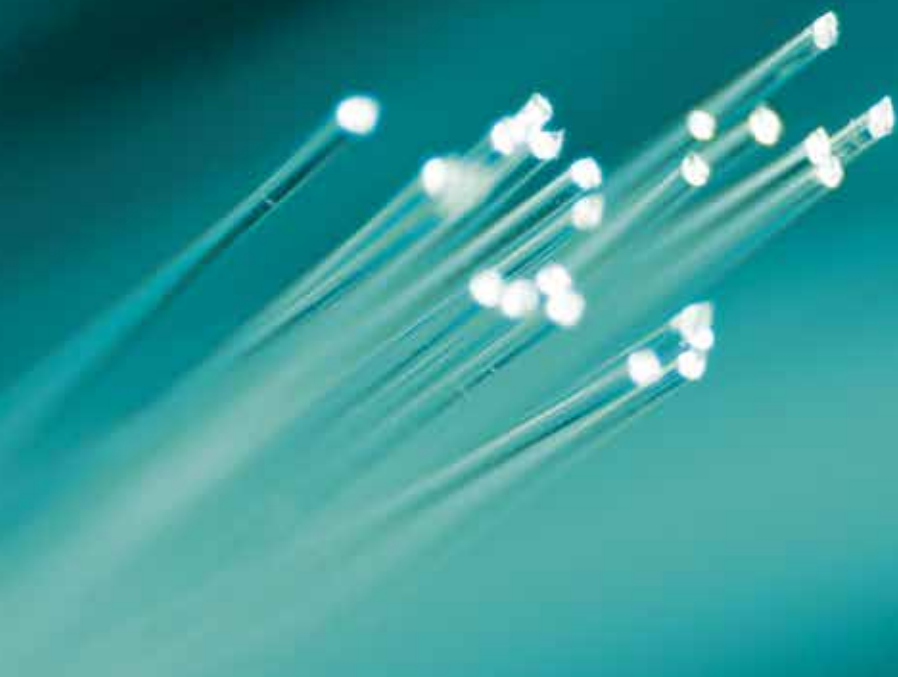
Information and Privacy  
Commissioner of Ontario

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

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2017

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

There were 59,807 freedom of information (FOI) requests filed across Ontario in 2017, less than a 3% decrease over 2016 where 61,587 were filed.

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

	Personal Information	General Records	Total
Municipal	18,301	17,681	35,982
Provincial	7,220	16,605	23,825
<b>Total</b>	<b>25,521</b>	<b>34,286</b>	<b>59,807</b>

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

	Personal Information	General Records	Total
Municipal	18,573	17,356	35,929
Provincial	7,327	18,603	25,930
<b>Total</b>	<b>25,900</b>	<b>35,959</b>	<b>61,859</b>

### TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

Source	Municipal	Provincial	Total
Individual/Public	22,041	4,299	26,340
Individual by Agent	7,981	5,427	13,408
Business	3,658	14,105	17,763
Academic/Researcher	111	133	244
Association/Group	372	506	878
Media	611	805	1,416
Government (all levels)	588	565	1,153
Other	567	90	657
<b>Total Requests</b>	<b>35,929</b>	<b>25,930</b>	<b>61,859</b>

### OUTCOME OF REQUESTS BY JURISDICTION

Source	Municipal	Provincial	Total
All Information Disclosed	8,813	6,034	14,847
Information Disclosed in Part	19,254	9,369	28,623
No Information Disclosed	3,499	1,500	4,999
No Responsive Records Exist	2,339	6,366	8,705
Request Withdrawn, Abandoned or Non-Jurisdictional	2,182	2,693	4,875
<b>Total Requests</b>	<b>36,087</b>	<b>25,962</b>	<b>62,049</b>

\* Totals do not balance back to total requests completed because the counts in this table also include requests where no decision was issued due to the request being outside the institution's jurisdiction.

## ACCESS

### TOTAL FEES COLLECTED AND WAIVED BY JURISDICTION

	Municipal	Provincial	Total
Total Application Fees Collected	\$ 173,078.59	\$ 103,862.45	\$ 276,941.04
Total Additional Fees Collected	\$ 436,405.71	\$ 400,480.33	\$ 836,886.04
<b>Total</b>	<b>\$ 609,484.30</b>	<b>\$ 504,342.78</b>	<b>\$ 1,113,827.08</b>
Total Fees Waived	\$ 47,570.83	\$ 13,850.59	\$ 61,421.42

### AVERAGE COST OF MUNICIPAL REQUESTS

	2013	2014	2015	2016	2017
Personal Information	\$ 8.27	\$ 8.86	\$ 9.49	\$ 10.75	\$ 9.92
<b>General Records</b>	<b>\$ 28.12</b>	<b>\$ 26.04</b>	<b>\$ 25.69</b>	<b>\$ 24.66</b>	<b>\$ 24.50</b>

### AVERAGE COST OF PROVINCIAL REQUESTS

	2013	2014	2015	2016	2017
Personal Information	\$ 6.04	\$ 4.48	\$ 13.37	\$ 13.86	\$ 4.02
<b>General Records</b>	<b>\$ 40.26</b>	<b>\$ 41.35</b>	<b>\$ 38.67</b>	<b>\$ 38.59</b>	<b>\$ 25.53</b>

## Provincial Compliance

### OVERALL PROVINCIAL COMPLIANCE:

<b>30-day:</b>	<b>70.1%</b>
<b>Extended:</b>	<b>75.1%</b>
<b>Over 90 days:</b>	<b>14.6%</b>

### TOP 10 PROVINCIAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of the Environment and Climate Change	9,022	11,171	6,614	59.2	60.2	3,052	27.3
Ministry of Community Safety and Correctional Services	5,429	5,475	4,805	87.8	94.1	182	3.3
Ministry of Community and Social Services	2,374	2,421	1,483	61.3	64.4	278	11.5
Ministry of Labour	1,042	1,086	506	46.6	49.6	81	7.5
Landlord and Tenant Board	553	553	549	99.3	99.6	0	0
Ministry of the Attorney General	485	484	423	87.4	93	4	0.8
Ministry of Government and Consumer Services	455	454	425	93.6	99.8	2	0.4
Ministry of Transportation	371	365	304	83.3	92.3	11	3
Ministry of Health and Long-Term Care	293	291	192	66	85.6	33	11.3
Workplace Safety and Insurance Board	236	236	235	99.6	99.6	0	0

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

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of the Environment and Climate Change	9,022	11,171	6,614	59.2	60.2	3,052	27.3
Ministry of Community Safety and Correctional Services	5,429	5,475	4,805	87.8	94.1	182	3.3
Ministry of Community and Social Services	2,374	2,421	1,483	61.3	64.4	278	11.5
Ministry of Labour	1,042	1,086	506	46.6	49.6	81	7.5
Landlord and Tenant Board	553	553	549	99.3	99.6	0	0
Ministry of the Attorney General	485	484	423	87.4	93	4	0.8
Ministry of Government and Consumer Services	455	454	425	93.6	99.8	2	0.4
Ministry of Transportation	371	365	304	83.3	92.3	11	3
Ministry of Health and Long-Term Care	293	291	192	66	85.6	33	11.3
Workplace Safety and Insurance Board	236	236	235	99.6	99.6	0	0
Liquor Control Board of Ontario	240	232	226	97.4	99.1	1	0.4
Ontario Lottery and Gaming Corporation	169	168	128	76.2	100	5	3
Ministry of Natural Resources and Forestry	179	159	94	59.1	92.5	16	10.1
Ministry of Advanced Education and Skills Development	140	136	123	90.4	97.8	0	0
Ministry of Finance	143	129	94	72.9	95.3	7	5.4
Human Rights Tribunal of Ontario	110	110	103	93.6	94.5	1	0.9
Ministry of Education	104	98	77	78.6	100	3	3.1
Ministry of Energy	80	85	55	64.7	89.4	8	9.4
Ontario Power Generation Inc.	107	80	49	61.3	98.8	5	6.3
Criminal Injuries Compensation Board	70	68	55	80.9	89.7	0	0
Independent Electricity System Operator	41	63	13	20.6	85.7	28	44.4
Cabinet Office	63	62	44	71	100	4	6.5
Metrolinx	89	57	22	38.6	61.4	7	12.3
Ministry of Children and Youth Services	54	49	39	79.6	95.9	4	8.2
Ministry of Agriculture, Food and Rural Affairs	46	42	32	76.2	100	0	0
Ministry of Housing	41	41	39	95.1	100	0	0
Ministry of Tourism, Culture and Sport	45	40	25	62.5	92.5	2	5
Treasury Board Secretariat	36	35	28	80	94.3	0	0
Ontario Human Rights Commission	33	33	32	97	97	0	0
Ministry of Municipal Affairs	27	29	20	69	96.6	2	6.9
Ministry of Citizenship and Immigration	24	27	22	81.5	96.3	0	0
Ministry of Northern Development and Mines	29	26	21	80.8	80.8	0	0

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of Indigenous Relations and Reconciliation	24	24	14	58.3	70.8	1	4.2
Infrastructure Ontario	31	23	6	26.1	91.3	5	21.7
Ministry of Infrastructure	21	23	17	73.9	95.7	1	4.3
Ministry of Economic Development and Growth	23	22	19	86.4	90.9	1	4.5
Ontario Securities Commission	29	22	19	86.4	95.5	0	0
Financial Services Commission of Ontario	22	21	15	71.4	76.2	2	9.5
Toronto Central Local Health Integration Network	9	16	16	100	100	0	0
Ministry of International Trade	15	15	11	73.3	93.3	1	6.7
Pay Equity Commission	15	15	15	100	100	0	0
Ministry of Research, Innovation and Science	11	12	10	83.3	91.7	0	0
Ministry of the Status of Women	12	11	10	90.9	100	0	0
The Niagara Parks Commission	10	11	10	90.9	100	0	0
South West Local Health Integration Network	10	8	5	62.5	100	1	12.5
Central Local Health Integration Network	7	7	7	100	100	0	0
Legal Aid Ontario	9	7	6	85.7	100	0	0
Ministry of Seniors Affairs	8	7	6	85.7	85.7	0	0
North East Local Health Integration Network	7	7	7	100	100	0	0
Ontario Trillium Foundation	7	7	6	85.7	100	0	0
Cancer Care Ontario	5	6	1	16.7	100	0	0
Central West Local Health Integration Network	6	6	6	100	100	0	0
Education Quality and Accountability Office	5	6	5	83.3	100	0	0
North Simcoe Muskoka Local Health Integration Network	7	6	6	100	100	0	0
Ontario Agency for Health Protection and Promotion	7	6	2	33.3	100	0	0
Central East Local Health Integration Network	5	5	4	80	100	0	0
Mississauga Halton Local Health Integrated Network	5	5	5	100	100	0	0
Ontario Energy Board	7	5	3	60	60	1	20
South East Local Health Integration Network	5	5	5	100	100	0	0
Waterloo Wellington Local Health Integration Network	5	5	5	100	100	0	0
Ministry of Intergovernmental Affairs	4	4	3	75	100	0	0
Niagara Escarpment Commission	4	4	3	75	75	1	25

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ontario Clean Water Agency	4	4	2	50	100	0	0
Patient Ombudsman	4	4	2	50	100	0	0
Social Benefits Tribunal	4	4	2	50	75	0	0
Trillium Gift of Life Network	5	4	3	75	75	0	0
Champlain Local Health Integration Network	3	3	1	33.3	33.3	1	33.3
Health Professions Appeal and Review Board	3	3	2	66.7	100	0	0
Ministry of Francophone Affairs	3	3	2	66.7	100	0	0
North West Local Health Integration Network	3	3	3	100	100	0	0
ORNGE	4	3	2	66.7	100	0	0
Ontario Food Terminal Board	2	2	2	100	100	0	0
Ontario Place Corporation	2	2	1	50	100	1	50
Royal Ontario Museum	2	2	2	100	100	0	0
Accessibility Directorate of Ontario	1	1	0	0	100	0	0
Agricorp	1	1	1	100	100	0	0
Committee on the Status of Species at Risk in Ontario	0	1	1	100	100	0	0
Conflict of Interest Commissioner	0	1	1	100	100	0	0
Crown Employees Grievance Settlement Board	1	1	1	100	100	0	0
Erie St. Clair Local Health Integration Network	1	1	1	100	100	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	1	1	0	0	0	1	100
Metropolitan Toronto Convention Centre	1	1	1	100	100	0	0
Ontario Financing Authority	1	1	0	0	100	0	0
Ontario Labour Relations Board	1	1	0	0	0	0	0
Ontario Media Development Corporation	1	1	1	100	100	0	0
Ontario Northland Transportation Commission	1	1	1	100	100	0	0
Ontario Pesticides Advisory Committee	0	1	0	0	0	1	100
Workplace Safety and Insurance Appeals Tribunal	1	1	1	100	100	0	0
<b>Total</b>	<b>22,515</b>	<b>24,677</b>	<b>17,157</b>	<b>69.5</b>	<b>74</b>	<b>3,754</b>	<b>15.2</b>

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

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### RESPONSE RATE COMPLIANCE (HOSPITALS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Sensenbrenner Hospital	73	73	73	100	100	0	0
North of Superior Healthcare Group	56	56	56	100	100	0	0
London Health Sciences Centre	46	40	27	67.5	92.5	1	2.5
Hôpital Smooth Rock Falls Hospital	37	37	36	97.3	97.3	0	0
The University Health Network	25	26	21	80.8	80.8	2	7.7
William Osler Health Centre	25	25	24	96	100	0	0
Alexandra Marine and General Hospital	24	24	24	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	18	20	13	65	100	0	0
Royal Victoria Regional Health Centre	20	20	20	100	100	0	0
St. Joseph's Healthcare Hamilton	18	20	15	75	95	0	0
Sunnybrook Health Sciences Centre	19	20	10	50	70	2	10
The Hospital for Sick Children	20	20	13	65	100	1	5
The Ottawa Hospital	16	16	11	68.8	87.5	1	6.3
Trillium Health Partners	26	16	13	81.3	87.5	0	0
Health Sciences North	14	13	9	69.2	100	1	7.7
Mackenzie Health - Richmond Hill Site	12	12	12	100	100	0	0
Niagara Health Systems	12	12	8	66.7	91.7	0	0
Chatham-Kent Health Alliance	11	11	10	90.9	90.9	0	0
St. Michael's Hospital	12	11	4	36.4	63.6	2	18.2
Brant Community Healthcare System	10	10	9	90	100	0	0
Sault Area Hospital	10	10	10	100	100	0	0
Michael Garron Hospital	7	9	7	77.8	100	0	0
Sinai Health System	10	9	5	55.6	88.9	1	11.1
Lakeridge Health	7	8	7	87.5	87.5	0	0
Thunder Bay Regional Health Sciences Centre	8	8	8	100	100	0	0
Windsor Regional Hospital	8	8	5	62.5	100	1	12.5
Hamilton Health Sciences	6	7	5	71.4	100	0	0
Kingston Health Sciences Centre	9	7	7	100	100	0	0
North Bay Regional Health Centre	6	7	6	85.7	100	0	0
Scarborough and Rouge Hospital	7	7	7	100	100	0	0
St. Mary's General Hospital	6	7	7	100	100	0	0
Centre for Addiction and Mental Health (CAMH)	6	6	6	100	100	0	0
Children's Hospital of Eastern Ontario	6	6	5	83.3	100	0	0
Norfolk General Hospital	6	6	0	0	66.7	0	0



## RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Guelph General Hospital	4	5	4	80	100	0	0
Humber River Hospital	5	5	5	100	100	0	0
Markham Stouffville Hospital	5	5	4	80	100	0	0
Bluewater Health	4	4	4	100	100	0	0
Collingwood General and Marine Hospital	5	4	4	100	100	0	0
Grand River Hospital	4	4	4	100	100	0	0
Headwaters Health Care Centre	4	4	4	100	100	0	0
Hotel Dieu Hospital	4	4	4	100	100	0	0
Lake of the Woods District Hospital	4	4	3	75	100	0	0
Waypoint Centre for Mental Health Care	4	4	2	50	100	0	0
Anson General Hospital	3	3	3	100	100	0	0
Atikokan General Hospital	3	3	3	100	100	0	0
Baycrest	2	3	2	66.7	100	0	0
Cambridge Memorial Hospital	3	3	3	100	100	0	0
Dryden Regional Health Centre	3	3	3	100	100	0	0
Halton Healthcare	3	3	2	66.7	100	0	0
Joseph Brant Hospital	3	3	2	66.7	100	0	0
Peterborough Regional Health Centre	3	3	3	100	100	0	0
Royal Ottawa Health Care Group	3	3	1	33.3	100	0	0
South Bruce Grey Health Centre	3	3	1	33.3	100	0	0
St. Joseph's Health Centre	5	3	2	66.7	100	1	33.3
Temiskaming Hospital	3	3	3	100	100	0	0
Alexandra Hospital	2	2	2	100	100	0	0
Brockville General Hospital	2	2	2	100	100	0	0
Campbellford Memorial Hospital	2	2	2	100	100	0	0
Clinton Public Hospital Site	2	2	2	100	100	0	0
Cornwall Community Hospital	2	2	2	100	100	0	0
Hôpital Montfort	2	2	1	50	100	0	0
Muskoka Algonquin Healthcare	2	2	2	100	100	0	0
North Wellington Health Care	2	2	1	50	100	0	0
North York General Hospital	2	2	2	100	100	0	0
Orillia Soldiers' Memorial Hospital	2	2	2	100	100	0	0
Providence Healthcare	0	2	1	50	100	0	0
Ross Memorial Hospital	2	2	2	100	100	0	0
Seaforth Community Hospital Site	2	2	2	100	100	0	0
Southlake Regional Hospital	5	2	2	100	100	0	0

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### RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
St. Joseph's Health Care London	2	2	2	100	100	0	0
St. Mary's Memorial Hospital Site	2	2	2	100	100	0	0
Stevenson Memorial Hospital	2	2	2	100	100	0	0
Stratford General Hospital Site	2	2	2	100	100	0	0
Toronto Grace Health Centre	1	2	1	50	100	1	50
Woodstock Hospital	2	2	2	100	100	0	0
Almonte General Hospital / Fairview Manor	1	1	1	100	100	0	0
Bruyere Continuing Care	5	1	0	0	100	1	100
Carleton Place & District Memorial Hospital	1	1	1	100	100	0	0
Deep River and District Hospital	1	1	0	0	100	0	0
Espanola Regional Hospital and Health Centre	1	1	1	100	100	0	0
Georgian Bay General Hospital	1	1	0	0	0	0	0
Groves Memorial Community Hospital	1	1	1	100	100	0	0
Hanover & District Hospital	1	1	1	100	100	0	0
Hawkesbury & District General Hospital	1	1	1	100	100	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	1	1	1	100	100	0	0
Hotel-Dieu Grace Healthcare	1	1	1	100	100	0	0
Kingston General Hospital	1	1	1	100	100	0	0
Lennox & Addington County General Hospital	1	1	1	100	100	0	0
Manitoulin Health Centre	1	1	1	100	100	0	0
Middlesex Hospital Alliance	1	1	1	100	100	0	0
Nipigon District Memorial Hospital	1	1	1	100	100	0	0
Pembroke Regional Hospital	1	1	1	100	100	0	0
Providence Care	1	1	1	100	100	0	0
Queensway Carleton Hospital	1	1	1	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	1	1	1	100	100	0	0
Renfrew Victoria Hospital	1	1	1	100	100	0	0
Sante Manitouwadge Health	1	1	1	100	100	0	0
St. Joseph's Health Centre Guelph	1	1	1	100	100	0	0
St. Thomas Elgin General Hospital	1	1	1	100	100	0	0
Tillsonburg District Memorial Hospital	1	1	1	100	100	0	0
Timmins & District Hospital	1	1	1	100	100	0	0
University of Ottawa Heart Institute	1	1	1	100	100	0	0
West Haldimand General Hospital	1	1	1	100	100	0	0

## RESPONSE RATE COMPLIANCE (HOSPITALS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
West Parry Sound Health Centre	1	1	1	100	100	0	0
Women's College Hospital	2	1	1	100	100	0	0
<b>Total</b>	<b>751</b>	<b>736</b>	<b>622</b>	<b>84.5</b>	<b>95.8</b>	<b>15</b>	<b>2</b>

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

## RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
University of Toronto	108	78	69	88.5	100	0	0
Ryerson University	51	52	32	61.5	100	14	26.9
University of Ottawa	46	50	40	80	100	2	4
Carleton University	28	32	21	65.6	100	0	0
Wilfrid Laurier University	21	23	15	65.2	100	2	8.7
Confederation College	22	22	22	100	100	0	0
McMaster University	20	22	14	63.6	68.2	1	4.5
York University	28	22	19	86.4	100	0	0
University of Western Ontario	21	19	17	89.5	100	0	0
Canadore College	18	18	18	100	100	0	0
Queen's University	17	17	14	82.4	100	0	0
Georgian College of Applied Arts and Technology	16	16	15	93.8	100	0	0
Collège La Cité	19	13	13	100	100	0	0
University of Ontario Institute of Technology	13	13	7	53.8	100	0	0
Humber College Institute of Technology and Advanced Learning	12	11	5	45.5	100	1	9.1
Mohawk College	7	11	4	36.4	100	4	36.4
Algonquin College	11	10	9	90	90	0	0
Brock University	15	10	7	70	90	0	0
Laurentian University of Sudbury	9	9	9	100	100	0	0
University of Waterloo	9	9	6	66.7	77.8	1	11.1
University of Windsor	9	9	6	66.7	100	0	0
The Durham College of Applied Arts and Technology	8	8	8	100	100	0	0
University of Guelph	12	6	3	50	66.7	1	16.7
Nipissing University	5	5	3	60	80	0	0

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Lakehead University	4	4	2	50	50	1	25
OCAD University	4	4	4	100	100	0	0
Lambton College of Applied Arts & Technology	4	4	3	75	100	0	0
Trent University	3	4	3	75	100	0	0
Centennial College	3	3	3	100	100	0	0
George Brown College	3	3	2	66.7	66.7	0	0
Sir Sandford Fleming College	3	3	1	33.3	33.3	0	0
Algoma University	2	2	1	50	50	1	50
Niagara College	2	2	0	0	50	0	0
Seneca College	1	1	1	100	100	0	0
Fanshawe College of Applied Arts and Technology	1	1	1	100	100	0	0
Sheridan College Institute of Technology and Advanced Learning	1	1	0	0	100	0	0
<b>Total</b>	<b>556</b>	<b>517</b>	<b>397</b>	<b>76.8</b>	<b>95.9</b>	<b>28</b>	<b>5.4</b>

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

## Municipal Compliance

### OVERALL MUNICIPAL COMPLIANCE:

<b>30-day:</b>	<b>81%</b>
<b>Extended:</b>	<b>85.3%</b>
<b>Over 90 days:</b>	<b>5.7%</b>

### TOP 30 MUNICIPAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,500	5,468	3,624	66.3	67.1	1,020	18.7
City of Toronto	2,864	2,741	1,999	72.9	79.8	42	1.5
Niagara Regional Police Service	1,255	1,725	952	55.2	55.7	556	32.2
York Regional Police	1,543	1,493	1,149	77	77	11	0.7
Durham Regional Police Service	1,461	1,440	1,301	90.3	100	7	0.5
Peel Regional Police	1,299	1,299	1,299	100	100	0	0
Hamilton Police Service	1,269	1,245	1,213	97.4	98.6	0	0
Halton Regional Police Service	1,131	1,202	928	77.2	78	14	1.2
Waterloo Regional Police Service	1,017	1,096	630	57.5	59.2	179	16.3
Ottawa Police Service	1,070	1,050	950	90.5	95.2	13	1.2

## TOP 30 MUNICIPAL INSTITUTIONS - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Town of Oakville	1,005	999	986	98.7	98.7	0	0
City of Kitchener	902	902	897	99.4	100	0	0
London Police Service	864	868	488	56.2	85.8	10	1.2
City of Mississauga	871	866	838	96.8	97.6	0	0
City of Ottawa	812	766	509	66.4	70.8	38	5
Windsor Police Service	693	693	574	82.8	97.8	0	0
Guelph Police Service	467	463	458	98.9	99.6	0	0
Barrie Police Service	412	417	413	99	99	0	0
City of Cambridge	411	410	410	100	100	0	0
Region of Peel	438	351	344	98	100	1	0.3
Brantford Police Service	319	336	228	67.9	87.2	12	3.6
City of Greater Sudbury	270	257	230	89.5	95.7	8	3.1
Sarnia Police Service	260	251	220	87.6	100	2	0.8
Bradford West Gwillimbury / Innisfil Police Services Board	250	242	205	84.7	90.9	0	0
Thunder Bay Police Service	236	236	235	99.6	99.6	0	0
Corporation City of London	229	228	211	92.5	97.8	0	0
Peterborough Police Service	218	218	196	89.9	97.2	0	0
Chatham-Kent Police Service	211	211	208	98.6	100	0	0
York Region	203	198	176	88.9	92.4	0	0
Ottawa Community Housing	195	195	189	96.9	96.9	3	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.

## RESPONSE RATE COMPLIANCE (SCHOOL BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
District School Board of Niagara	178	145	137	94.5	94.5	0	0
Halton Catholic District School Board	59	55	55	100	100	0	0
Toronto District School Board	39	36	24	66.7	94.4	2	5.6
Halton District School Board	34	34	31	91.2	97.1	0	0
York Region District School Board	34	34	1	2.9	100	0	0
Conseil des écoles publiques de l'Est de l'Ontario	30	28	28	100	100	0	0
Durham Catholic District School Board	21	21	19	90.5	100	0	0
Grand Erie District School Board	18	19	19	100	100	0	0
Ottawa-Carleton District School Board	17	19	15	78.9	94.7	0	0
Peel District School Board	18	18	15	83.3	83.3	1	5.6

## ACCESS

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Catholic District School Board	16	16	8	50	56.3	0	0
Thames Valley District School Board	16	15	15	100	100	0	0
Conseil scolaire catholique de district des Grandes Rivières	14	14	14	100	100	0	0
Ottawa Catholic District School Board	13	13	10	76.9	100	0	0
Dufferin-Peel Catholic District School Board	13	12	5	41.7	91.7	0	0
Hamilton Wentworth District School Board	10	11	7	63.6	90.9	0	0
Rainy River District School Board	9	9	9	100	100	0	0
Limestone District School Board	10	8	5	62.5	75	1	12.5
Rainbow District School Board	8	8	8	100	100	0	0
Renfrew County District School Board	8	8	7	87.5	87.5	0	0
Windsor-Essex Catholic District School Board	8	8	6	75	100	0	0
Conseil des écoles catholiques du Centre-Est	7	7	7	100	100	0	0
Conseil scolaire catholique MonAvenir	7	7	4	57.1	71.4	0	0
Greater Essex County District School Board	7	7	6	85.7	85.7	0	0
Hamilton-Wentworth Catholic District School Board	7	7	0	0	0	2	28.6
Waterloo Region District School Board	7	7	5	71.4	100	0	0
Wellington Catholic District School Board	7	7	3	42.9	85.7	1	14.3
York Catholic District School Board	12	7	7	100	100	0	0
Brant Haldimand Norfolk Catholic District School Board	6	6	2	33.3	100	1	16.7
Hastings and Prince Edward District School Board	6	6	5	83.3	100	0	0
Huron - Superior Catholic District School Board	6	6	5	83.3	100	0	0
Lambton Kent District School Board	6	6	6	100	100	0	0
Niagara Catholic District School Board	8	6	5	83.3	83.3	0	0
Simcoe County District School Board	6	6	6	100	100	0	0
St. Clair Catholic District School Board	6	6	4	66.7	100	1	16.7
Waterloo Catholic District School Board	6	6	3	50	100	0	0
Algonquin and Lakeshore Catholic District School Board	5	5	3	60	100	0	0
Bruce-Grey Catholic District School Board	5	5	2	40	100	0	0
Conseil scolaire public du Grand Nord de l'Ontario	5	5	5	100	100	0	0
Huron-Perth Catholic District School Board	5	5	2	40	100	0	0
London District Catholic School Board	5	5	5	100	100	0	0
Simcoe Muskoka Catholic District School Board	7	5	4	80	100	0	0

## RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Trillium Lakelands District School Board	5	5	5	100	100	0	0
Upper Grand District School Board	5	5	4	80	100	0	0
Bluewater District School Board	4	4	3	75	100	0	0
Conseil scolaire Viamonde	4	4	2	50	50	0	0
Conseil scolaire de district catholique de l'Est ontarien	4	4	2	50	100	0	0
District School Board Ontario North East	4	4	4	100	100	0	0
Kawartha Pine Ridge District School Board	4	4	3	75	75	0	0
Near North District School Board	7	4	1	25	100	0	0
Nipissing-Parry Sound Catholic District School Board	4	4	0	0	25	1	25
Peterborough Victoria Northumberland and Clarington Catholic District School Board	4	4	1	25	100	0	0
Upper Canada District School Board	4	4	4	100	100	0	0
Campbell Children's School Authority	3	3	2	66.7	66.7	0	0
Conseil scolaire de district catholique des Aurores boreales	3	3	3	100	100	0	0
Conseil scolaire de district catholique du Nouvel-Ontario	4	3	3	100	100	0	0
Lakehead District School Board (Lakehead Public Schools)	3	3	3	100	100	0	0
Northeastern Catholic District School Board	3	3	2	66.7	66.7	0	0
Renfrew County Catholic District School Board	3	3	1	33.3	100	0	0
Sudbury Catholic District School Board	3	3	1	33.3	66.7	1	33.3
Superior North Catholic District School Board	3	3	3	100	100	0	0
Avon Maitland District School Board	2	2	2	100	100	0	0
Keewatin-Patricia District School Board	2	2	2	100	100	0	0
Kenora Catholic District School Board	2	2	0	0	100	0	0
Superior-Greenstone District School Board	2	2	2	100	100	0	0
Thunder Bay Catholic District School Board	2	2	0	0	100	0	0
Conseil scolaire catholique Providence	3	1	1	100	100	0	0
Conseil scolaire de district catholique Franco-Nord	1	1	0	0	0	0	0
Conseil scolaire public du Nord-Est de l'Ontario	1	1	1	100	100	0	0
John McGivney Children's Centre School Authority	1	1	1	100	100	0	0
The Protestant Separate School Board of the Town of Penetanguishene	1	1	1	100	100	0	0
<b>Total</b>	<b>800</b>	<b>743</b>	<b>584</b>	<b>78.6</b>	<b>93.4</b>	<b>11</b>	<b>1.5</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## ACCESS

### RESPONSE RATE COMPLIANCE (HEALTH BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Simcoe Muskoka District Health Unit	62	62	59	95.2	96.8	0	0
Huron County Health Unit	42	42	41	97.6	100	1	2.4
Windsor-Essex County Health Unit	21	21	21	100	100	0	0
North Bay Parry Sound District Health Unit	18	18	17	94.4	94.4	1	5.6
Haliburton, Kawartha, Pine Ridge District Health Unit	12	12	12	100	100	0	0
Porcupine Health Unit	12	12	12	100	100	0	0
Wellington Dufferin Guelph Public Health	12	12	9	75	91.7	0	0
Sudbury & District Health Unit	12	11	10	90.9	100	0	0
Hastings and Prince Edward Counties Health Unit	9	9	9	100	100	0	0
Middlesex-London Health Unit	9	9	7	77.8	100	1	11.1
Kingston, Frontenac ,Lennox and Addington Public Health	8	8	8	100	100	0	0
Brant County Health Unit	7	7	7	100	100	0	0
Peterborough Public Health	7	7	7	100	100	0	0
Northwestern Health Unit	6	6	6	100	100	0	0
Renfrew County and District Health Unit	6	6	6	100	100	0	0
Chatham-Kent Board of Health	5	5	5	100	100	0	0
Elgin-St. Thomas Health Unit	5	5	5	100	100	0	0
Grey Bruce Health Unit	5	5	5	100	100	0	0
Algoma Public Health	3	3	3	100	100	0	0
Eastern Ontario Health Unit	4	3	3	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	2	2	2	100	100	0	0
Thunder Bay District Health Unit	2	2	2	100	100	0	0
Perth District Health Unit	1	1	1	100	100	0	0
<b>Total</b>	<b>270</b>	<b>268</b>	<b>257</b>	<b>95.9</b>	<b>98.5</b>	<b>3</b>	<b>1.1</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

### RESPONSE RATE COMPLIANCE (POLICE)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,500	5,468	3,624	66.3	67.1	1,020	18.7
Niagara Regional Police Service	1,255	1,725	952	55.2	55.7	556	32.2
York Regional Police	1,543	1,493	1,149	77	77	11	0.7
Durham Regional Police Service	1,461	1,440	1,301	90.3	100	7	0.5
Peel Regional Police	1,299	1,299	1,299	100	100	0	0
Hamilton Police Service	1,269	1,245	1,213	97.4	98.6	0	0
Halton Regional Police Service	1,131	1,202	928	77.2	78	14	1.2
Waterloo Regional Police Service	1,017	1,096	630	57.5	59.2	179	16.3



## RESPONSE RATE COMPLIANCE (POLICE) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ottawa Police Service	1,070	1,050	950	90.5	95.2	13	1.2
London Police Service	864	868	488	56.2	85.8	10	1.2
Windsor Police Service	693	693	574	82.8	97.8	0	0
Guelph Police Service	467	463	458	98.9	99.6	0	0
Barrie Police Service	412	417	413	99	99	0	0
Brantford Police Service	319	336	228	67.9	87.2	12	3.6
Sarnia Police Service	260	251	220	87.6	100	2	0.8
Bradford West Gwillimbury / Innisfil Police Services Board	250	242	205	84.7	90.9	0	0
Thunder Bay Police Service	236	236	235	99.6	99.6	0	0
Peterborough Police Service	218	218	196	89.9	97.2	0	0
Chatham-Kent Police Service	211	211	208	98.6	100	0	0
Strathroy-Caradoc Police Service	154	154	150	97.4	97.4	0	0
St. Thomas Police Service	111	111	105	94.6	94.6	0	0
Woodstock Police Service	100	103	101	98.1	100	0	0
Orangeville Police Service	82	82	82	100	100	0	0
Stratford Police Service	77	81	62	76.5	91.4	1	1.2
City of Kawartha Lakes Police Service	73	73	73	100	100	0	0
Timmins Police Service	66	64	64	100	100	0	0
Cornwall Community Police Service	51	51	43	84.3	86.3	0	0
Port Hope Police Service	52	49	44	89.8	93.9	0	0
Cobourg Police Service	45	47	12	25.5	25.5	7	14.9
Amherstburg Police Service	41	40	40	100	100	0	0
LaSalle Police Service	38	38	33	86.8	86.8	0	0
Greater Sudbury Police Service	36	37	31	83.8	89.2	0	0
Wingham Police Service	23	33	33	100	100	0	0
Shelburne Police Service	30	30	30	100	100	0	0
Smiths Falls Police Service	30	30	30	100	100	0	0
Belleville Police Service	24	24	7	29.2	29.2	15	62.5
Midland Police Services Board	21	21	21	100	100	0	0
Saugeen Shores Police Services	20	20	12	60	65	0	0
Sault Ste. Marie Police Service	19	20	19	95	100	0	0
Gananoque Police Services Board	17	17	15	88.2	100	0	0
West Grey Police Service	0	16	16	100	100	0	0
Brockville Police Service	12	13	12	92.3	92.3	0	0
Hanover Police Service	17	13	10	76.9	76.9	2	15.4
Dryden Police Service	11	11	11	100	100	0	0
Kingston Police Services Board	10	10	5	50	50	2	20
Aylmer Police	8	8	8	100	100	0	0

## ACCESS

### RESPONSE RATE COMPLIANCE (POLICE) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Deep River Police Services Board	8	8	8	100	100	0	0
West Nipissing Police Service	4	3	0	0	66.7	0	0
Espanola Police Service	1	1	1	100	100	0	0
<b>Total</b>	<b>20,656</b>	<b>21,161</b>	<b>16,349</b>	<b>77.3</b>	<b>81.1</b>	<b>1851</b>	<b>8.7</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

### RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
City of Toronto	2,864	2,741	1,999	72.9	79.8	42	1.5
Town of Oakville	1,005	999	986	98.7	98.7	0	0
City of Kitchener	902	902	897	99.4	100	0	0
City of Mississauga	871	866	838	96.8	97.6	0	0
City of Ottawa	812	766	509	66.4	70.8	38	5
City of Cambridge	411	410	410	100	100	0	0
Region of Peel	438	351	344	98	100	1	0.3
City of Greater Sudbury	270	257	230	89.5	95.7	8	3.1
Corporation City of London	229	228	211	92.5	97.8	0	0
York Region	203	198	176	88.9	92.4	0	0
City of Hamilton	220	193	156	80.8	81.9	10	5.2
City of Oshawa	214	189	180	95.2	98.9	3	1.6
Town of Halton Hills	185	187	186	99.5	100	0	0
City of Vaughan	156	169	154	91.1	98.8	0	0
Regional Municipality of Durham	155	160	155	96.9	97.5	0	0
The Corporation of the City of Windsor	153	150	135	90	97.3	0	0
City of Markham	149	130	71	54.6	54.6	10	7.7
The Corporation of the City of Brampton	125	124	112	90.3	95.2	1	0.8
Niagara Region	127	121	108	89.3	95.9	4	3.3
City of Burlington	116	116	102	87.9	95.7	5	4.3
The Corporation of the City of Waterloo	114	110	110	100	100	0	0
Town of Georgina	110	110	110	100	100	0	0
City of Peterborough	103	100	92	92	100	0	0
City of Sault Ste. Marie	86	90	90	100	100	0	0
Corporation of the City of Brantford	88	88	74	84.1	96.6	4	4.5
Town of Newmarket	83	77	46	59.7	62.3	2	2.6
Regional Municipality of Waterloo	79	76	55	72.4	89.5	0	0
City of Guelph	76	74	70	94.6	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
City of Thunder Bay	74	74	56	75.7	98.6	2	2.7
Town of Richmond Hill	75	74	60	81.1	100	1	1.4
The Corporation of the City of Barrie	72	71	65	91.5	100	0	0
City of Kingston	72	66	59	89.4	89.4	0	0
Town of East Gwillimbury	73	65	62	95.4	95.4	1	1.5
Town of Whitby	69	65	62	95.4	100	0	0
Norfolk County	62	63	59	93.7	96.8	0	0
Municipality of Chatham-Kent	62	62	59	95.2	100	0	0
The Corporation of the City of North Bay	62	62	55	88.7	91.9	0	0
Town of Innisfil	63	61	58	95.1	100	0	0
City of Kawartha Lakes	56	52	44	84.6	100	1	1.9
The Regional Municipality of Halton	59	52	41	78.8	92.3	0	0
Town of Whitchurch-Stouffville	53	52	41	78.8	92.3	0	0
City of St. Catharines	58	51	40	78.4	84.3	2	3.9
The Corporation of the City of Cornwall	51	51	44	86.3	86.3	0	0
Town of New Tecumseth	52	48	48	100	100	0	0
Town of Caledon	39	42	34	81	88.1	4	9.5
City of Clarence-Rockland	40	40	40	100	100	0	0
The Corporation of the City of Welland	37	37	35	94.6	94.6	0	0
Corporation of the Town of Ajax	38	36	36	100	100	0	0
The Corporation of the Town of Aurora	38	35	34	97.1	100	0	0
Town of Bradford West Gwillimbury	33	33	32	97	100	0	0
Town of Milton	32	32	30	93.8	100	0	0
County of Simcoe	34	31	29	93.5	100	1	3.2
The Corporation of the County of Lambton	31	31	26	83.9	83.9	0	0
City of Belleville	31	30	25	83.3	100	0	0
The Corporation of Haldimand County	29	29	25	86.2	89.7	0	0
Town of Amherstburg	29	26	21	80.8	100	0	0
Township of King	37	25	21	84	100	0	0
City of Pickering	22	22	21	95.5	100	0	0
Corporation of the County of Grey	22	22	22	100	100	0	0
Municipality of Clarington	20	21	15	71.4	71.4	0	0
Town of Lakeshore	21	21	21	100	100	0	0
Town of Collingwood	20	20	18	90	100	0	0
Township of Oro-Medonte	18	20	9	45	100	0	0
Township of Uxbridge	20	20	17	85	90	0	0
Corporation of the City of Orillia	19	19	17	89.5	89.5	0	0
Township of Russell	25	19	16	84.2	100	0	0

## ACCESS

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
The Corporation of the Town of Niagara-on-the-Lake	17	18	16	88.9	100	0	0
The District Municipality of Muskoka	19	18	18	100	100	0	0
City of Port Colborne	12	16	13	81.3	81.3	1	6.3
City of Sarnia	17	16	14	87.5	93.8	0	0
The Corporation of the Township of Clearview	16	16	16	100	100	0	0
City of Stratford	15	15	9	60	93.3	0	0
City of Timmins	15	15	12	80	80	1	6.7
County of Oxford	15	15	15	100	100	0	0
Town of Fort Erie	16	15	14	93.3	93.3	0	0
Town of Pelham	15	15	12	80	80	0	0
Township of Puslinch	15	15	12	80	100	0	0
Township of Scugog	15	15	14	93.3	100	0	0
Corporation of the Town of Hawkesbury	15	14	13	92.9	92.9	0	0
The Corporation of the Township of Tiny	14	14	11	78.6	100	0	0
Township of Centre Wellington	14	14	12	85.7	100	0	0
County of Dufferin	13	13	13	100	100	0	0
The Corporation of the City of Brockville	12	13	11	84.6	92.3	0	0
The Corporation of the Township of Seguin	15	13	13	100	100	0	0
Town of Espanola	13	13	12	92.3	92.3	0	0
Township of Muskoka Lakes	13	13	7	53.8	69.2	0	0
City of Thorold	12	12	9	75	100	0	0
Municipality of Mississippi Mills	9	12	9	75	100	0	0
Township of Essa	12	12	11	91.7	100	0	0
Corporation of the Town of Essex	11	11	7	63.6	100	0	0
The Corporation of the City of Owen Sound	10	11	10	90.9	100	0	0
The Corporation of the County of Prince Edward	19	11	7	63.6	100	0	0
The Corporation of the Town of Kingsville	11	11	9	81.8	100	1	9.1
Township of Alfred and Plantagenet	11	11	11	100	100	0	0
Township of Wainfleet	11	11	11	100	100	0	0
City of St. Thomas	10	10	10	100	100	0	0
Municipality of Leamington	11	10	7	70	90	0	0
The Corporation of the County of Wellington	10	10	10	100	100	0	0
Town of Wasaga Beach	11	10	6	60	70	1	10
Township of Ramara	10	10	10	100	100	0	0
Corporation of the Municipality of Port Hope	9	9	9	100	100	0	0
Corporation of the Township of Georgian Bay	12	9	3	33.3	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Municipality of Lambton Shores	9	9	9	100	100	0	0
Municipality of Wawa	10	9	9	100	100	0	0
Town of Carleton Place	9	9	8	88.9	100	0	0
Town of LaSalle	8	9	8	88.9	100	0	0
Town of Penetanguishene	9	9	9	100	100	0	0
Town of Smiths Falls	10	9	9	100	100	0	0
Township of South Glengarry	9	9	9	100	100	0	0
Township of Springwater	9	9	7	77.8	77.8	0	0
United Counties of Leeds and Grenville	10	9	6	66.7	88.9	1	11.1
City of Woodstock	8	8	8	100	100	0	0
Corporation of the County of Brant	8	8	4	50	50	0	0
Corporation of the Municipality of Meaford	8	8	8	100	100	0	0
The Corporation of the Town of Midland	6	8	2	25	75	0	0
Town of Huntsville	12	8	7	87.5	100	0	0
Town of Orangeville	10	8	4	50	62.5	1	12.5
Town of Saugeen Shores	8	8	8	100	100	0	0
Township of Hornepayne	8	8	8	100	100	0	0
Township of Tehkummah	8	8	8	100	100	0	0
Corporation of the County of Essex	9	7	4	57.1	57.1	0	0
Corporation of the Township of Brock	7	7	7	100	100	0	0
Municipality of North Middlesex	7	7	7	100	100	0	0
Municipality of Trent Hills	8	7	4	57.1	57.1	0	0
Township of North Kawartha	7	7	6	85.7	100	0	0
Township of South Stormont	6	7	3	42.9	42.9	0	0
Township of Woolwich	7	7	6	85.7	100	0	0
City of Temiskaming Shores	6	6	6	100	100	0	0
Corporation of the City of Dryden	6	6	3	50	66.7	0	0
Corporation of the Town of Ingersoll	6	6	6	100	100	0	0
County of Hastings	6	6	5	83.3	83.3	0	0
Municipality of Central Elgin	6	6	5	83.3	100	0	0
The Corporation of Loyalist Township	6	6	4	66.7	100	0	0
The Corporation of the Municipality of Dutton/Dunwich	6	6	6	100	100	0	0
The Corporation of the Town of Petrolia	6	6	4	66.7	66.7	0	0
Town of Cobourg	6	6	5	83.3	100	0	0
Town of Greater Napanee	6	6	6	100	100	0	0
Town of The Blue Mountains	3	6	2	33.3	83.3	3	50

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Township of Adjala-Tosorontio	8	6	6	100	100	0	0
Township of Carling	6	6	4	66.7	100	0	0
Township of West Lincoln	6	6	5	83.3	100	0	0
Township of Wilmot	6	6	5	83.3	83.3	1	16.7
Wellington County Museum and Archives	6	6	6	100	100	0	0
Corporation of the Town of Iroquois Falls	5	5	3	60	80	0	0
County of Huron	5	5	5	100	100	0	0
County of Middlesex	5	5	5	100	100	0	0
Municipal Corporation of the County of Renfrew	5	5	4	80	80	0	0
Municipality of Magnetawan	5	5	5	100	100	0	0
The Corporation of the Town of Goderich	6	5	5	100	100	0	0
The Corporation of the Township of Guelph/Eramosa	5	5	5	100	100	0	0
The Municipal Corporation of North Algona Wilberforce Township	3	5	0	0	0	2	40
The Township of North Dumfries	5	5	5	100	100	0	0
Town of Erin	5	5	5	100	100	0	0
Town of South Bruce Peninsula	5	5	2	40	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	5	5	5	100	100	0	0
Township of South Frontenac	5	5	3	60	100	2	40
Township of Tay	6	5	5	100	100	0	0
Corporation of the City of Pembroke	4	4	4	100	100	0	0
Corporation of the Town of Gravenhurst	5	4	3	75	100	0	0
Lanark County	4	4	4	100	100	0	0
Municipality of North Grenville	5	4	4	100	100	0	0
Municipality of North Perth	4	4	4	100	100	0	0
The Corporation of the City of Kenora	4	4	3	75	75	0	0
The Corporation of the Town of Kearney	4	4	4	100	100	0	0
The Corporation of the Township of Champlain	4	4	4	100	100	0	0
Town of Bancroft	5	4	4	100	100	0	0
Town of Kapuskasing	4	4	4	100	100	0	0
Township of Brudenell, Lyndoch and Raglan	0	4	4	100	100	0	0
Township of Huron-Kinloss	4	4	4	100	100	0	0
Township of Leeds and the Thousand Islands	4	4	4	100	100	0	0
Township of Mapleton	4	4	0	0	25	1	25
Township of Minden Hills	4	4	4	100	100	0	0

## RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Township of North Glengarry	4	4	1	25	25	2	50
Corporation of The Town of St. Marys	3	3	1	33.3	100	0	0
Corporation of the County of Haliburton	3	3	3	100	100	0	0
Corporation of the Municipality of French River	3	3	3	100	100	0	0
Corporation of the Municipality of Tweed	3	3	3	100	100	0	0
Corporation of the Town of Northeastern Manitoulin and the Islands	3	3	3	100	100	0	0
County of Northumberland	3	3	3	100	100	0	0
Municipality of Dysart et al	3	3	3	100	100	0	0
Municipality of Oliver Paipoonge	3	3	3	100	100	0	0
Municipality of Sioux Lookout	3	3	2	66.7	66.7	0	0
Municipality of South Bruce	3	3	2	66.7	66.7	0	0
The Corporation of the Municipality of Kincardine	1	3	0	0	100	1	33.3
The Corporation of the Township of Cramahe	3	3	3	100	100	0	0
The Corporation of the Township of Nairn and Hyman	3	3	1	33.3	100	0	0
The Corporation of the Township of North Frontenac	3	3	3	100	100	0	0
Town of Arnprior	3	3	3	100	100	0	0
Town of Lincoln	3	3	3	100	100	0	0
Town of Mattawa	3	3	3	100	100	0	0
Town of Parry Sound	3	3	2	66.7	66.7	0	0
Town of Renfrew	3	3	3	100	100	0	0
Town of Tillsonburg	3	3	3	100	100	0	0
Township of Beckwith	3	3	3	100	100	0	0
Township of Dorion	3	3	3	100	100	0	0
Township of Georgian Bluffs	3	3	3	100	100	0	0
Township of North Stormont	3	3	3	100	100	0	0
Township of Otonabee-South Monaghan	3	3	3	100	100	0	0
Township of The Archipelago	3	3	3	100	100	0	0
United Counties of Prescott and Russell	4	3	3	100	100	0	0
Village of Sundridge	3	3	3	100	100	0	0
Corporation of the Town of Grand Valley	3	2	2	100	100	0	0
Corporation of the Town of Rainy River	2	2	2	100	100	0	0
Corporation of the Township of South Algonquin	2	2	2	100	100	0	0
County of Bruce	2	2	2	100	100	0	0
County of Elgin	2	2	1	50	50	0	0

## ACCESS

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Lambton Health Unit	2	2	2	100	100	0	0
Municipalite - East Ferris - Municipality	2	2	2	100	100	0	0
Municipality of Brighton	1	2	2	100	100	0	0
Municipality of Highlands East	2	2	2	100	100	0	0
Municipality of Huron East	2	2	2	100	100	0	0
Municipality of South Dundas	4	2	2	100	100	0	0
Municipality of West Grey	2	2	2	100	100	0	0
Tay Valley Township	2	2	2	100	100	0	0
The Corporation of the Municipality of Brockton	2	2	2	100	100	0	0
The Corporation of the Municipality of Killarney	2	2	1	50	100	0	0
The Corporation of the Municipality of Red Lake	2	2	2	100	100	0	0
The Corporation of the Municipality of West Nipissing	2	2	2	100	100	0	0
The Corporation of the Town of Bracebridge	2	2	2	100	100	0	0
The Town of Plympton-Wyoming	2	2	2	100	100	0	0
Town of Cobalt	1	2	0	0	0	0	0
Town of Cochrane	2	2	2	100	100	0	0
Town of Petawawa	2	2	2	100	100	0	0
Town of Prescott	2	2	2	100	100	0	0
Township of Addington Highlands	2	2	2	100	100	0	0
Township of Asphodel-Norwood	2	2	2	100	100	0	0
Township of Assiginack	2	2	2	100	100	0	0
Township of Machar	2	2	0	0	0	1	50
Township of Nipissing	2	2	2	100	100	0	0
Township of North Huron	2	2	2	100	100	0	0
Township of North Shore	2	2	2	100	100	0	0
Township of Norwich	2	2	2	100	100	0	0
Township of Red Rock	2	2	0	0	0	0	0
Township of Strong	2	2	2	100	100	0	0
United Counties of Stormont, Dundas and Glengarry	2	2	2	100	100	0	0
Utilities Kingston (1425445 Ontario Limited)	2	2	1	50	50	0	0
Corporation Township of Hamilton	1	1	1	100	100	0	0
Corporation of the Municipality of Calvin	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	%
Corporation of the Municipality of Markstay-Warren	1	1	1	100	100	0	0
Corporation of the Municipality of Mattawan	1	1	1	100	100	0	0
Corporation of the Town of Kirkland Lake	1	1	1	100	100	0	0
Corporation of the Township of Algonquin Highlands	1	1	1	100	100	0	0
Corporation of the Township of Douro-Dummer	1	1	1	100	100	0	0
Corporation of the Township of Ear Falls	2	1	0	0	0	0	0
Corporation of the Township of Lake of Bays	0	1	0	0	100	0	0
Corporation of the Township of Sables-Spanish Rivers	1	1	1	100	100	0	0
Corporation of the Township of Wellington North	1	1	1	100	100	0	0
County of Frontenac	1	1	0	0	100	0	0
County of Lennox & Addington	1	1	1	100	100	0	0
Municipality of Bayham	1	1	1	100	100	0	0
Municipality of Centre Hastings	1	1	1	100	100	0	0
Municipality of Middlesex Centre	1	1	1	100	100	0	0
Municipality of Morris-Turnberry	1	1	1	100	100	0	0
Municipality of South Huron	1	1	1	100	100	0	0
Municipality of St.-Charles	1	1	0	0	0	1	100
Municipality of Temagami	1	1	0	0	0	0	0
Municipality of Thames Centre	1	1	1	100	100	0	0
Municipality of Whitestone	1	1	1	100	100	0	0
The Corporation of the County of Peterborough	1	1	0	0	100	0	0
The Corporation of the Municipality of Charlton and Dack	1	1	1	100	100	0	0
The Corporation of the Municipality of Shuniah	1	1	1	100	100	0	0
The Corporation of the Municipality of West Perth	2	1	1	100	100	0	0
The Corporation of the Township of Lanark Highlands	1	1	1	100	100	0	0
The Corporation of the Township of Rideau Lakes	1	1	1	100	100	0	0
The Corporation of the Township of South-West Oxford	1	1	1	100	100	0	0
Town of Blind River	1	1	1	100	100	0	0

## ACCESS

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Town of Deep River	1	1	0	0	100	0	0
Town of Hanover	1	1	1	100	100	0	0
Town of Hearst	1	1	1	100	100	0	0
Town of Mono	1	1	0	0	100	0	0
Town of Moosonee	1	1	1	100	100	0	0
Town of Tecumseh	1	1	1	100	100	0	0
Township of Admaston/Bromley	1	1	1	100	100	0	0
Township of Augusta	1	1	1	100	100	0	0
Township of Bonfield	1	1	1	100	100	0	0
Township of Cavan Monaghan	1	1	1	100	100	0	0
Township of Central Frontenac	2	1	1	100	100	0	0
Township of Chamberlain	1	1	1	100	100	0	0
Township of Chatsworth	1	1	0	0	0	0	0
Township of Chisholm	1	1	1	100	100	0	0
Township of Elizabethtown-Kitley	1	1	1	100	100	0	0
Township of Enniskillen	1	1	1	100	100	0	0
Township of Front of Yonge	1	1	1	100	100	0	0
Township of Havelock-Belmont-Methuen	1	1	1	100	100	0	0
Township of Horton	1	1	0	0	100	0	0
Township of Lucan Biddulph	1	1	0	0	0	0	0
Township of Madawaska Valley	4	1	1	100	100	0	0
Township of Manitouwadge	1	1	0	0	0	0	0
Township of McGarry	1	1	1	100	100	0	0
Township of North Dundas	1	1	1	100	100	0	0
Township of Papineau-Cameron	1	1	1	100	100	0	0
Township of Perry	1	1	0	0	0	0	0
Township of Perth East	1	1	1	100	100	0	0
Township of Perth South	1	1	1	100	100	0	0
Township of Stirling-Rawdon	1	1	1	100	100	0	0
Township of Terrace Bay	0	1	1	100	100	0	0
Township of Tyendinaga	1	1	1	100	100	0	0
Township of Warwick	1	1	1	100	100	0	0
Township of Wellesley	1	1	1	100	100	0	0
Village de Casselman	1	1	0	0	0	0	0
Village of Merrickville-Wolford	1	1	0	0	100	0	0
<b>Total</b>	<b>13,128</b>	<b>12,679</b>	<b>10,942</b>	<b>86.3</b>	<b>90.9</b>	<b>160</b>	<b>1.3</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Summary of Appeals – 2017 vs. 2016

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

	2016 General Records Appeals			2016 Personal Information Appeals			2016 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	555	603	<b>1,158</b>	181	209	<b>390</b>	736	812	<b>1,548</b>
Closed	505	530	<b>1,035</b>	172	193	<b>365</b>	677	723	<b>1,400</b>

### ISSUES IN APPEALS OPENED

Issue	Provincial	%	Municipal	%	Total	%
Exemptions only	236	39.1	313	39.7	549	39.4
Third party	118	19.5	66	8.4	184	13.2
Exemptions with other issues	39	6.5	88	11.2	127	9.1
Reasonable search	28	4.6	87	11.0	115	8.3
Deemed refusal	60	9.9	52	6.6	112	8.0
Act does not apply	32	5.3	47	6.0	79	5.7
Frivolous or vexatious	20	3.3	38	4.8	58	4.2
Other	14	2.3	41	5.2	55	4.0
Interim decision	23	3.8	17	2.2	40	2.9
Custody or control	12	2.0	11	1.4	23	1.7
Time extension	9	1.5	14	1.8	23	1.7
Fee	2	0.3	7	0.9	9	0.6
Correction	3	0.5	5	0.6	8	0.6
Fee and fee waiver	4	0.7	1	0.1	5	0.4
Failure to disclose	3	0.5	0	0.0	3	0.2
Fee waiver	1	0.2	0	0.0	1	0.1
Forward	0	0.0	1	0.1	1	0.1
<b>Total</b>	<b>604</b>	<b>100.0</b>	<b>788</b>	<b>100.0</b>	<b>1,392</b>	<b>100.0</b>

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### TYPES OF APPELLANTS IN APPEALS OPENED

	Provincial	%	Municipal	%	Total	%
Individual	397	65.7	617	78.3	1,014	72.8
Business	129	21.4	129	16.4	258	18.5
Media	31	5.1	26	3.3	57	4.1
Association/Group	26	4.3	8	1.0	34	2.4
Government	15	2.5	1	0.1	16	1.1
Academic/Researcher	4	0.7	4	0.5	8	0.6
Union	1	0.2	2	0.3	3	0.2
Politician	1	0.2	1	0.1	2	0.1
<b>Total</b>	<b>604</b>	<b>100.0</b>	<b>788</b>	<b>100.0</b>	<b>1,392</b>	<b>100.0</b>

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

	Provincial	%	Municipal	%	Total	%
Mediated in Full	419	76.9	435	73.2	854	75.0
Withdrawn	56	10.3	74	12.5	130	11.4
Screened out	57	10.5	59	9.9	116	10.2
Abandoned	12	2.1	23	3.9	35	3.0
Dismissed without Inquiry/Review/Order	1	0.2	3	0.5	4	0.4
<b>Total</b>	<b>545</b>	<b>100.0</b>	<b>594</b>	<b>100.0</b>	<b>1,139</b>	<b>100.0</b>

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

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	86	61.4	66	48.9	152	55.3
Head's decision partially upheld	28	20.0	55	40.7	83	30.2
Head's decision not upheld	23	16.4	12	8.9	35	12.7
Other	3	2.1	2	1.5	5	1.8
<b>Total</b>	<b>140</b>	<b>100.0</b>	<b>135</b>	<b>100.0</b>	<b>275</b>	<b>100.0</b>

## OUTCOME OF APPEALS BY STAGE CLOSED

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in full	161	42.4	686	99.1	7	2.0	854	60.4
Order issued	7	1.8	0	0.0	268	78.4	275	19.4
Withdrawn	87	22.9	1	0.1	42	12.3	130	9.2
Screened out	116	30.5	0	0.0	0	0.0	116	8.2
Abandoned	9	2.4	5	0.7	21	6.1	35	2.5
Dismissed without inquiry/ review/order	0	0.0	0	0.0	4	1.2	4	0.3
<b>Total</b>	<b>380</b>	<b>100.0</b>	<b>692</b>	<b>100.0</b>	<b>342</b>	<b>100.0</b>	<b>1,414</b>	<b>100.0</b>

Intake	380	26.9
Mediation	692	48.9
Adjudication	342	24.2
<b>Total</b>	<b>1,414</b>	<b>100.0</b>

## PROVINCIAL MINISTRY APPEALS OPENED BY MINISTRY NAME

		%
Ministry of Community Safety and Correctional Services	125	35.1
Ministry of the Environment and Climate Change	63	17.7
Ministry of Natural Resources and Forestry	41	11.5
Ministry of the Attorney General	26	7.3
Ministry of Community and Social Services	17	4.8
Ministry of Health and Long-Term Care	15	4.2
Ministry of Labour	13	3.7
Ministry of Transportation	13	3.7
Ministry of Finance	10	2.8
Ministry of Agriculture, Food and Rural Affairs	7	2.0
Ministry of Energy	5	1.4
Ministry of Government and Consumer Services	5	1.4
Ministry of Advanced Education and Skills Development	3	0.8
Ministry of Education	3	0.8
Ministry of Municipal Affairs and Housing	3	0.8
Ministry of Tourism, Culture and Sport	3	0.8
Ministry of Children and Youth Services	2	0.6
Ministry of Citizenship, Immigration and International Trade	1	0.3
Ministry of Economic Development and Growth	1	0.3
<b>Total</b>	<b>356</b>	<b>100.0</b>

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### PROVINCIAL AGENCY APPEALS OPENED BY AGENCY NAME

		%
Workplace Safety and Insurance Board	16	18.4
Independent Electricity System Operator	14	16.1
Infrastructure Ontario	13	14.9
Metrolinx	10	11.5
Archives of Ontario	5	5.7
Ontario Lottery and Gaming Corporation	5	5.7
Cabinet Office	4	4.6
Legal Aid Ontario	4	4.6
Liquor Control Board of Ontario	3	3.4
Ontario Power Generation	2	2.3
Alcohol and Gaming Commission of Ontario	1	1.1
Assessment Review Board	1	1.1
Hamilton Niagara Haldimand Brant Local Health Integration Network	1	1.1
Health Professions Appeal and Review Board	1	1.1
Office of the Independent Police Review Director	1	1.1
Office of the Public Guardian and Trustee	1	1.1
Ontario Civilian Police Commission	1	1.1
Ontario Northland Transportation Commission	1	1.1
Ontario Place Corporation	1	1.1
Social Justice Tribunals Ontario	1	1.1
Treasury Board Secretariat	1	1.1
<b>Total</b>	<b>87</b>	<b>100.0</b>

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

		%
Ryerson University	22	22.9
University of Ottawa	12	12.5
University of Toronto	11	11.5
Wilfrid Laurier University	9	9.4
McMaster University	5	5.2
University of Western Ontario	5	5.2
Algonquin College of Applied Arts and Technology	4	4.2
Lambton College of Applied Arts and Technology	3	3.1
University of Waterloo	3	3.1
University of Ontario Institute of Technology	3	3.1
Algoma University	2	2.1
Carleton University	2	2.1

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

		%
Mohawk College of Applied Arts and Technology	2	2.1
University of Windsor	2	2.1
York University	2	2.1
Durham College of Applied Arts and Technology	1	1.0
Fleming College	1	1.0
George Brown College of Applied Arts and Technology	1	1.0
Georgian College of Applied Arts and Technology	1	1.0
La Cité Collégiale	1	1.0
Lakehead University	1	1.0
Laurentian University of Sudbury	1	1.0
Queen's University	1	1.0
University of Guelph	1	1.0
<b>Total</b>	<b>96</b>	<b>100.0</b>

## PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME

		%
Sunnybrook Health Sciences Centre	9	13.8
University Health Network	9	13.8
Providence St. Joseph's and St. Michael's Hospital	6	9.2
Lakeridge Health	3	4.6
Norfolk General Hospital	3	4.6
Bruyère Continuing Care	2	3.1
Campbellford Memorial Hospital	2	3.1
Health Sciences North	2	3.1
London Health Sciences Centre	2	3.1
Mount Sinai Hospital	2	3.1
Peterborough Regional Health Centre	2	3.1
Royal Victoria Regional Health Centre	2	3.1
Southlake Regional Health Centre	2	3.1
The Hospital for Sick Children	2	3.1
The Ottawa Hospital	2	3.1
The Scarborough Hospital	2	3.1
Waypoint Centre for Mental Health Care	2	3.1
Brant Community Healthcare System	1	1.5
Cambridge Memorial Hospital	1	1.5
Guelph General Hospital	1	1.5

## ACCESS

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

		%
Headwaters Health Care Centre	1	1.5
North Wellington Healthcare	1	1.5
Royal Ottawa Mental Health Centre	1	1.5
St. Joseph's Healthcare Hamilton	1	1.5
St. Michael's Hospital	1	1.5
The Salvation Army Toronto Grace Health Centre	1	1.5
William Osler Health System - Brampton Campus	1	1.5
Windsor Regional Hospital	1	1.5
<b>Total</b>	<b>65</b>	<b>100.0</b>

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

		%
Toronto Police Services Board	61	24.4
Peel Regional Police Services Board	27	10.8
Ottawa Police Services Board	17	6.8
Hamilton Police Services Board	16	6.4
Durham Regional Police Services Board	13	5.2
Waterloo Regional Police Services Board	13	5.2
York Regional Police Services Board	13	5.2
Windsor Police Services Board	11	4.4
Niagara Regional Police Services Board	10	4.0
Halton Regional Police Services Board	8	3.2
Barrie Police Services Board	6	2.4
London Police Services Board	6	2.4
Cornwall Community Police Services Board	5	2.0
Kingston Police Services Board	5	2.0
The Greater/Grand Sudbury Police Services Board	5	2.0
Sarnia Police Services Board	4	1.6
Chatham-Kent Police Services Board	3	1.2
Owen Sound Police Services Board	3	1.2
Thunder Bay Police Services Board	3	1.2
Woodstock Police Services Board	3	1.2
City of Kawartha Lakes Police Service	2	0.8
Guelph Police Services Board	2	0.8
North Bay Police Services Board	2	0.8
Sault Ste. Marie Police Services Board	2	0.8



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

		%
South Simcoe Police Services Board	2	0.8
Timmins Police Services Board	2	0.8
Midland Police Services Board	1	0.4
Orangeville Police Services Board	1	0.4
Peterborough Police Service Board	1	0.4
Port Hope Police Services Board	1	0.4
Stratford Police Services Board	1	0.4
West Nipissing Police Services Board	1	0.4
<b>Total</b>	<b>250</b>	<b>100.0</b>

## MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME

		%
Toronto District School Board	10	15.9
York Region District School Board	7	11.1
Halton District School Board	5	7.9
Peel District School Board	5	7.9
Rainbow District School Board	4	6.3
Toronto Catholic District School Board	4	6.3
Waterloo Region District School Board	4	6.3
Dufferin-Peel Catholic District School Board	3	4.8
Near North District School Board	3	4.8
Ottawa Catholic School Board	3	4.8
Ottawa-Carleton District School Board	2	3.2
Simcoe Muskoka Catholic District School Board	2	3.2
District School Board Ontario North East	1	1.6
Hamilton-Wentworth Catholic District School Board	1	1.6
Huron-Superior Catholic District School Board	1	1.6
Niagara Catholic District School Board	1	1.6
Simcoe County District School Board	1	1.6
Superior North Catholic District School Board	1	1.6
Thames Valley District School Board	1	1.6
Thunder Bay Catholic District School Board	1	1.6
Trillium Lakelands District School Board	1	1.6
Waterloo Catholic District School Board	1	1.6
York Catholic District School Board	1	1.6
<b>Total</b>	<b>63</b>	<b>100.0</b>

## ACCESS

### MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME

		%
City of Toronto	66	16.7
City of Ottawa	24	6.1
City of Greater Sudbury	18	4.6
City of Burlington	14	3.5
City of Hamilton	13	3.3
The Corporation of the City of Cambridge	9	2.3
Region of Peel	9	2.3
City of Niagara Falls	7	1.8
City of Windsor	7	1.8
Corporation of the City of Brantford	7	1.8
Corporation of the City of North Bay	7	1.8
City of Vaughan	6	1.5
Municipality of Chatham-Kent	6	1.5
The Corporation of the City of Oshawa	5	1.3
The Corporation of the City of Sault Ste. Marie	5	1.3
The Regional Municipality of Niagara	5	1.3
Town of Oakville	5	1.3
City of Brampton	4	1.0
City of Peterborough	4	1.0
City of Thunder Bay	4	1.0
North Algona Wilberforce Township	4	1.0
Regional Municipality of Waterloo	4	1.0
The Corporation of the City of London	4	1.0
The Township of Woolwich	4	1.0
Town of Goderich	4	1.0
Town of New Tecumseth	4	1.0
Town of Whitchurch-Stouffville	4	1.0
Township of Oro-Medonte	4	1.0
City of St. Catharines	3	0.8
City of Welland	3	0.8
County of Brant	3	0.8
Regional Municipality of Halton	3	0.8
The Corporation of the City of Barrie	3	0.8
The Corporation of the Town of Essex	3	0.8
Town of Collingwood	3	0.8
Township of Puslinch	3	0.8
Township of Wainfleet	3	0.8
Regional Municipality of York	3	0.8
City of Kawartha Lakes	2	0.5

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

		%
City of Kitchener	2	0.5
City of Sarnia	2	0.5
Corporation of the Township of Muskoka Lakes	2	0.5
County of Peterborough	2	0.5
County of Simcoe	2	0.5
Loyalist Township	2	0.5
Municipality of Shuniah	2	0.5
Municipality of Tweed	2	0.5
Regional Municipality of Durham	2	0.5
The Corporation of the City of Kingston	2	0.5
The Corporation of the Town of Kingsville	2	0.5
The Corporation of the Town of LaSalle	2	0.5
The Municipality of Wawa	2	0.5
Town of Midland	2	0.5
Town of Milton	2	0.5
Town of Newmarket	2	0.5
Town of Niagara-on-the-Lake	2	0.5
Town of Petrolia	2	0.5
Town of the Blue Mountains	2	0.5
Township of Carling	2	0.5
Township of Essa	2	0.5
Township of Georgian Bay	2	0.5
Township of North Huron	2	0.5
Township of Uxbridge	2	0.5
Wollaston Township	2	0.5
City of Brockville	1	0.3
City of Guelph	1	0.3
City of Pickering	1	0.3
City of Port Colborne	1	0.3
Corporation of the City of Belleville	1	0.3
Corporation of the City of Clarence-Rockland	1	0.3
Corporation of the County of Huron	1	0.3
Corporation of the Municipality of Temagami	1	0.3
Corporation of the Township of McGarry	1	0.3
County of Lanark	1	0.3
County of Norfolk	1	0.3
Haldimand County	1	0.3
Municipality of Assiginack	1	0.3

## ACCESS

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

		%
Municipality of Killarney	1	0.3
Municipality of Lambton Shores	1	0.3
Municipality of South Huron	1	0.3
The Corporation of the Municipality of Brighton	1	0.3
The Corporation of the Municipality of Central Elgin	1	0.3
The Corporation of the Municipality of French River	1	0.3
The Corporation of the Municipality of Mattawan	1	0.3
The Corporation of the Municipality of Mississippi Mills	1	0.3
The Corporation of the Town of Amherstburg	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 Town of Whitby	1	0.3
The Corporation of the Township of Cramahe	1	0.3
The Corporation of the Township of Norwich	1	0.3
The Town of Hanover	1	0.3
The Township of Asphodel-Norwood	1	0.3
The Township of North Kawartha	1	0.3
Town of Ajax	1	0.3
Town of Aurora	1	0.3
Town of Blind River	1	0.3
Town of Cobalt	1	0.3
Town of Erin	1	0.3
Town of Fort Frances	1	0.3
Town of Grimsby	1	0.3
Town of Halton Hills	1	0.3
Town of Innisfil	1	0.3
Town of Iroquois Falls	1	0.3
Town of Richmond Hill	1	0.3
Town of South Bruce Peninsula	1	0.3
Town of St. Marys	1	0.3
Township of Hornepayne	1	0.3
Township of Algonquin Highlands	1	0.3
Township of Brudenell, Lyndoch and Raglan	1	0.3
Township of Calvin	1	0.3
Township of Centre Wellington	1	0.3
Township of Clearview	1	0.3
Township of Guelph & Eramosa	1	0.3
Township of King	1	0.3
Township of Mapleton	1	0.3

## MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME – CONTINUED

		%
Township of Southgate	1	0.3
Township of Springwater	1	0.3
Township of West Lincoln	1	0.3
United Counties of Prescott and Russell	1	0.3
<b>Total</b>	<b>395</b>	<b>100.0</b>

## OTHER TYPES OF MUNICIPAL APPEALS OPENED BY INSTITUTION NAME

		%
Toronto Transit Commission	13	16.3
Niagara Peninsula Conservation Authority	12	15.0
Kettle Creek Conservation Authority	10	12.5
Toronto and Region Conservation Authority	6	7.5
Toronto Community Housing Corporation	6	7.5
Sudbury & District Health Unit	4	5.0
Wellington-Dufferin-Guelph Public Health Department	4	5.0
North Bay Hydro Services Inc.	3	3.8
Essex Region Conservation Authority	2	2.5
Maitland Valley Conservation Authority	2	2.5
Municipal Property Assessment Corporation	2	2.5
North Bay Hydro Distribution Ltd.	2	2.5
Toronto Hydro Corporation	2	2.5
Algoma Public Health	1	1.3
Catfish Creek Conservation Authority	1	1.3
Central Lake Ontario Conservation Authority	1	1.3
Essex-Windsor Solid Waste Authority	1	1.3
Innisfil Hydro Distribution Systems Limited (aka Innpower)	1	1.3
Local Services Board of Britt-Byng Inlet	1	1.3
Lower Thames Valley Conservation Authority	1	1.3
Niagara District Airport Commission	1	1.3
North Bay Hydro Services	1	1.3
PUC Services Inc. Sault Ste. Marie	1	1.3
Toronto Parking Authority	1	1.3
Westario Power Inc.	1	1.3
<b>Total</b>	<b>80</b>	<b>100.0</b>

## ACCESS

### APPEALS OPENED BY REPRESENTATIVE TYPE\*

	Provincial	%	Municipal	%	Total	%
Self-represented	441	73.1	626	78.9	1,067	76.4
Lawyer	144	23.8	141	17.8	285	20.4
Agent	19	3.1	26	3.3	45	2.0
<b>Total</b>	<b>604</b>	<b>100.0</b>	<b>793</b>	<b>100.0</b>	<b>1,397</b>	<b>100.0</b>

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

### APPEALS PROCESSED\* IN INTAKE BY DISPOSITION

Disposition	Appeals Processed in Intake	%
Proceed to mediation	1,013	72.7
Resolved	161	11.5
Withdrawn	87	6.2
Screened out without subs	74	5.3
Screened out with subs	42	3.0
Abandoned	9	0.7
Order issued	7	0.5
<b>Total</b>	<b>1,393</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the Intake stage somewhere between January 1, 2017 and December 31, 2017 and includes files that are still open in the Mediation and Adjudication stages

### APPEALS PROCESSED\* IN MEDIATION BY DISPOSITION

Disposition	Files Processed in Mediation	%
Settled	686	62.9
No issues mediated	214	19.6
Partially mediated	185	17.0
Abandoned	5	0.5
Withdrawn	1	0.1
<b>Total</b>	<b>1,091</b>	<b>100.0</b>

\* "Processed" refers to those files that completed the Mediation stage somewhere between January 1, 2017 and December 31, 2017 and includes files that are still open in the Adjudication stage

## Judicial Reviews

### NEW JUDICIAL REVIEW APPLICATIONS & IPC INTERVENTIONS IN 2017

<b>New Judicial Review applications &amp; IPC interventions in 2017:</b>	<b>6</b>
<i>Launched by:</i>	
Institution	0
Requester / Complainant	5
Affected Party	0
<b>IPC intervened in other application or appeal in 2017</b>	<b>1</b>
IPC-initiated application	0

#### INSTITUTION:

None.

#### REQUESTER / COMPLAINANT:

- **PO-3686** (*Rancourt v. University of Ottawa*) - application started February 17.
- **PO-3691** (*Williams v. IPC*) - application started May 2017.
- **MO-3415** (*Chowdhury v. Toronto Community Housing Corporation*) - started February 2017. Dismissed by Div. Ct., appealed to OCA June 2017. Leave to SCC dismissed November 2017.
- **PO-3740** (*Brassard v. Carleton University*) - application started July 2017.
- **MO-3507** (*Chowdhury v. City of Toronto*) - application started November 2017.

#### AFFECTED PARTY:

None.

#### NEW IPC INTERVENTIONS IN 2017:

- **Toronto Star v. Ministry of Attorney General** (OSJ Intervention) application started February 2017. IPC granted intervenor status in December 2017.

#### IPC-INITIATED APPLICATION:

None.

## ACCESS

### ONGOING JUDICIAL REVIEWS APPLICATIONS & IPC INTERVENTIONS IN 2017 (STILL ONGOING AT END OF 2017):

<b>Ongoing Judicial Reviews applications &amp; IPC Interventions in 2017 (still ongoing at end of 2017):</b>	<b>12</b>
<i>Launched by:</i>	
Institution	2
Requester / Complainant	6
Affected Party	2
<b>IPC intervened in other application or appeal in 2017:</b>	<b>2</b>
IPC-initiated application	0

#### INSTITUTION:

**PO-3520** (*Children's Lawyer v. IPC*) - application started 2015, still open at end of 2017. Application heard December 2016, dismissed February 2017. Leave to appeal filed by Children's Lawyer February 2017 - hearing held on December 1, 2017, decision reserved.

**PO-3576** (*Carleton University v. IPC*) - application started 2016, ongoing at end of 2017.

#### REQUESTER / COMPLAINANT:

**MO-3296** (*Lin v. Toronto Police*) - application started 2016, dismissed by Div. Ct. Appealed - appeal dismissed November 2017. Appealed to SCC.

**MO-3344** (*Chowdhury v. Toronto Police*) - application started 2016, open at end of 2017.

**PO-3686** (*Rancourt v. University of Ottawa*) - application started February 2017.

**PO-3691** (*Williams v. IPC*) - application started May 2017, open at end of 2017.

**PO-3740** (*Brassard v. Carleton University*) - application started July 2017.

**MO-3507** (*Chowdhury v. City of Toronto*) application started November 2017 - open at end of 2017. Dismissed by Div. Ct. January 2018.

#### AFFECTED PARTY:

**PO-3617** (*Ontario Medical Association v. IPC*) - three applications started 2016. Dismissed by Div. Ct. and appealed to OCA.

**MO-3295** (*Barker v. IPC*) - application started 2016. Div. Ct. decision quashing IPC order on December 18, 2017. IPC seeking leave to appeal - awaiting leave motion decision from OCA.

#### IPC INTERVENTIONS:

**Toronto Star v. Ministry of Attorney General** (OSCJ Intervention) application started February 2017. IPC granted intervenor status in December 2017.



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

“Long-Gun Registry” Intervention, application in OSCJ started 2015. Court treating as “inactive” in May 2017.

#### IPC-INITIATED APPLICATION:

None.

### JUDICIAL REVIEWS & IPC INTERVENTIONS CLOSED AND/OR HEARD IN 2017

<b>Judicial Reviews &amp; IPC interventions Closed and/or Heard in 2017:</b>	<b>7</b>
Abandoned or settled or dismissed for delay – IPC Order stands	4
IPC Order upheld (and/or leave to appeal dismissed)	2
IPC Order not upheld (and/or IPC’s leave to appeal dismissed) and remitted back to IPC	0
IPC Order upheld on SCC appeal	0
IPC Order not upheld on SCC appeal	0
IPC intervened in SCC or Federal Court appeal	0
IPC intervened in OSCJ	1

**PO-3074 / PO-3132** (*Mann v. IPC*) - application started 2014. Application heard and dismissed February 2017

**PO-3620** (*Lambton College v. IPC*) - application started 2016. JR abandoned by Lambton, May 2017.

**Association for Reformed Political Action v. Ontario** (intervention in OSCJ). IPC granted intervenor status in November 2016 in a challenge to FIPPA’s abortion exclusion. Application heard February 2017. Decision released June 2017, striking down abortion records exclusion in *FIPPA* as “unconstitutional.”

**PO-3598** (*TD Canada Trust v. IPC*) - application started 2016. Application heard February 2017, dismissed March 2017. Leave to appeal filed by TD Canada Trust dismissed June 2017 - IPC order upheld.

**MO-3415** (*Chowdhury v. Toronto Community Housing Corporation*) - started (by delivery of a Notice of Appeal in error) February 2017. Dismissed by Div. Ct., appealed to OCA June 2017. Leave to SCC was dismissed November 2017.

**PO-3663** (*Gartner v. IPC*) - application started 2016, hearing held November 2017. Div. Ct. Decision (in favour of IPC) released on December 20, 2017 - IPC order upheld.

## Summary of Privacy Complaints – 2017 vs. 2016

	2017 Privacy Complaints			2016 Privacy Complaints		
	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	110	158	<b>268</b>	118	159	<b>277</b>
Closed	114	159	<b>273</b>	103	153	<b>256</b>

### NUMBER OF PRIVACY COMPLAINTS CLOSED 2008-2017

Year	Municipal	Provincial	Total
2017	114	159	273
2016	103	153	256
2015	108	163	271
2014	143	133	276
2013	118	141	259
2012	154	121	275
2011	129	148	277
2010	130	137	267
2009	101	126	227
2008	110	119	229

### PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION

Resolution Type	Provincial	%	Municipal	%	Total	%
Resolved	72	63.2	106	66.7	178	65.2
Screened out	28	24.6	28	17.6	56	20.5
Withdrawn	13	11.4	17	10.7	30	11.0
Abandoned	0	0.0	4	2.5	4	1.5
Report	1	0.9	4	2.5	5	1.8
<b>Total</b>	<b>114</b>	<b>100.0</b>	<b>159</b>	<b>100.0</b>	<b>273</b>	<b>100.0</b>

### SOURCE OF COMPLAINTS

Source	Provincial	%	Municipal	%	Total	%
Individual	58	50.9	68	42.8	126	46.2
IPC Commissioner initiated	3	2.6	3	1.9	6	2.2
Self-reported breaches	53	46.5	88	55.3	141	51.6
<b>Total</b>	<b>114</b>	<b>100.0</b>	<b>159</b>	<b>100.0</b>	<b>273</b>	<b>100.0</b>

PRIVACY COMPLAINTS BY TYPE OF RESOLUTION AND STAGE CLOSED

Resolution Type	Intake	%	Investigation	%	Total	%
Resolved	177	66.3	1	16.7	178	65.2
Screened out	56	21.0	0	0.0	56	20.5
Withdrawn	30	11.2	0	0.0	30	11.0
Abandoned	4	1.5	0	0.0	4	1.5
Report	0	0.0	5	83.3	5	1.8
<b>Total</b>	<b>267</b>	<b>100.0</b>	<b>6</b>	<b>100.0</b>	<b>273</b>	<b>100.0</b>

ISSUES\* IN PRIVACY COMPLAINTS

Issue	Provincial	%	Municipal	%	Total	%
Disclosure	46	62.2	88	78.6	134	72.0
General privacy issue	10	13.5	13	11.6	23	12.4
Security	6	8.1	4	3.6	10	5.4
Collection	4	5.4	3	2.7	7	3.8
Access	2	2.7	3	2.7	5	2.7
Use	4	5.4	0	0.0	4	2.2
Consent	1	1.4	0	0.0	1	0.5
Notice of collection	0	0.0	1	0.9	1	0.5
Retention	1	1.4	0	0.0	1	0.5
<b>Total</b>	<b>74</b>	<b>100.0</b>	<b>112</b>	<b>100.0</b>	<b>186</b>	<b>100.0</b>

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

OUTCOME OF ISSUES\* IN PRIVACY COMPLAINTS

Outcome	Provincial	%	Municipal	%	Total	%
Resolved - finding not necessary	66	89.2	103	92.0	169	90.9
Act does not apply	5	6.8	3	2.7	8	4.3
Complied in full	2	2.7	5	4.5	7	3.8
Not complied	1	1.4	0	0.0	1	0.5
Order issued	0	0.0	1	0.9	1	0.5
<b>Total</b>	<b>74</b>	<b>100.0</b>	<b>112</b>	<b>100.0</b>	<b>186</b>	<b>100.0</b>

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

## PRIVACY

### PRIVACY COMPLAINTS PROCESSED\* IN INTAKE BY DISPOSITION

Disposition	Files Processed in Intake	%
Resolved	177	63.9
Screened out	56	20.2
Withdrawn	30	10.8
Proceed to Mediation\Investigation	10	3.6
Abandoned	4	1.4
<b>Total</b>	<b>277</b>	<b>100.0</b>

\*"Processed" refers to those files that completed the Intake stage somewhere between January 1, 2017 and December 31, 2017 and includes files that are still open in the Investigation stage.

### PRIVACY COMPLAINTS PROCESSED IN INVESTIGATION BY DISPOSITION

Disposition	Files Processed in Investigation	%
Report	5	83.3
Resolved	1	16.7
<b>Total</b>	<b>6</b>	<b>100.0</b>

## Requests by the Public under *PHIPA*

There were 132,931 requests for access to personal health information completed in 2017.

### OUTCOME OF REQUESTS COMPLETED\*

Number of Requests Completed\*

Full access provided	129,465
Partial access provided: provisions applied to deny access	51
Partial access provided: no record exists or cannot be found	67
Partial access provided: record outside of <i>PHIPA</i>	1
No access provided: provisions applied to deny access	30
No access provided: no record exists or cannot be found	1,245
No access provided: record outside of <i>PHIPA</i>	9
Other completed requests, e.g. withdrawn or never accessed	2,569
<b>TOTAL REQUESTS</b>	<b>133,437</b>
Number of requests that were not accessed following a fee estimate	539
Number of requests denied access in whole or in part where a provision of <i>PHIPA</i> was applied	81

\* 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	\$	1,757,347.17
Total Fees Waived	\$	568,311.80
Average Cost per Access Request	\$	\$13.22

## Compliance

## OVERALL COMPLIANCE:

30-day: 96.9%

Extended: 97.1%

Over 30 days: 2.4%

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Ministry of Health and Long-Term Care	17,933	17,890	99.8	99.8	40	0.2
Halton Region Board of Health (MOH)	15,111	15,110	100	100	0	0
Queensway Carleton Hospital	10,780	10,673	99	100	0	0
Mackenzie Health - Richmond Hill Site	7,314	7,314	100	100	0	0
Ross Memorial Hospital	5,864	5,864	100	100	0	0
Southlake Regional Hospital	5,335	5,335	100	100	0	0
The Ottawa Hospital	5,268	4,855	92.2	92.2	413	7.8
Grey Bruce Health Services	5,049	5,029	99.6	100	0	0
The Hospital for Sick Children	4,168	4,163	99.9	100	2	0
Windsor Regional Hospital	2,713	2,713	100	100	0	0
Sinai Health System	2,629	917	34.9	34.9	1,712	65.1
Lakeridge Health	2,409	2,307	95.8	95.8	102	4.2
Grand River Hospital	2,201	2,201	100	100	0	0
Trillium Health Partners	2,167	2,155	99.4	99.9	3	0.1
St. Michael's Hospital	2,028	1,900	93.7	94.7	93	4.6
William Osler Health Centre	1,953	1,953	100	100	0	0
Sunnybrook Health Sciences Centre	1,690	1,690	100	100	0	0
Markham Stouffville Hospital	1,557	964	61.9	61.9	0	0
St. Joseph's Healthcare Hamilton	1,540	957	62.1	63.1	563	36.6
Hamilton Health Sciences	1,512	1,512	100	100	0	0
London Health Sciences Centre	1,343	1,266	94.3	95.2	41	3.1
Scarborough and Rouge Hospital	1,181	1,166	98.7	98.7	15	1.3
Health Sciences North	1,031	1,028	99.7	99.7	3	0.3
Sioux Lookout Meno Ya Win Health Centre	1,003	980	97.7	97.7	0	0
Children's Hospital of Eastern Ontario	931	920	98.8	98.8	11	1.2
The University Health Network	890	887	99.7	99.7	0	0
Guelph General Hospital	855	855	100	100	0	0
Cambridge Memorial Hospital	851	851	100	100	0	0

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Halton Healthcare	838	838	100	100	0	0
St. Joseph's Health Centre	790	783	99.1	99.1	7	0.9
Niagara Health System	776	746	96.1	96.4	28	3.6
Quinte Health Care	752	752	100	100	0	0
Humber River Hospital	735	735	100	100	0	0
Toronto Paramedic Services	724	724	100	100	0	0
Royal Victoria Regional Health Centre	708	708	100	100	0	0
Peterborough Regional Health Centre	602	602	100	100	0	0
North York General Hospital	596	585	98.2	99	6	1
Bluewater Health	594	594	100	100	0	0
Hotel-Dieu Grace Healthcare	583	583	100	100	0	0
Providence Care	553	553	100	100	0	0
St. Mary's General Hospital	551	551	100	100	0	0
Bellwood Health Services	520	520	100	100	0	0
Royal Ottawa Health Care Group	518	502	96.9	96.9	16	3.1
Centre for Addiction and Mental Health (CAMH)	515	515	100	100	0	0
North Bay Regional Health Centre	515	515	100	100	0	0
St. Joseph's Health Care London	497	493	99.2	99.2	4	0.8
Region of Peel - Peel Regional Paramedic Services	478	478	100	100	0	0
Stevenson Memorial Hospital	461	461	100	100	0	0
Homewood Health Centre Inc.	423	422	99.8	100	0	0
Sault Area Hospital	384	384	100	100	0	0
Kingston Health Sciences Centre	358	358	100	100	0	0
York Region - Ambulance Services	356	353	99.2	99.2	3	0.8
Chatham-Kent Health Alliance	339	339	100	100	0	0
Orillia Soldiers' Memorial Hospital	339	339	100	100	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	336	336	100	100	0	0
Women's College Hospital	335	335	100	100	0	0
Hopital General de Hawkesbury & District General Hospital	314	314	100	100	0	0
Central East Local Health Integration Network	310	304	98.1	99	3	1
Toronto Public Health	307	307	100	100	0	0
Brant Community Healthcare System	299	299	100	100	0	0

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
The Region of Niagara - EMS/Ambulance Services	292	292	100	100	0	0
Joseph Brant Hospital	273	258	94.5	100	0	0
Michael Garron Hospital	268	263	98.1	98.5	4	1.5
Lady Dunn Health Centre	256	256	100	100	0	0
Brant County Health Unit	247	247	100	100	0	0
Weeneebayko Area Health Authority	224	224	100	100	0	0
Durham Region Health Department	223	223	100	100	0	0
Hôpital Montfort	221	220	99.5	100	0	0
West Parry Sound Health Centre	199	199	100	100	0	0
Pembroke Regional Hospital	191	176	92.1	100	0	0
Hanover & District Hospital	190	190	100	100	0	0
Riverside Health Care Facilities	183	183	100	100	0	0
Timmins & District Hospital	182	182	100	100	0	0
St. Joseph's Care Group	175	168	96	100	0	0
Perth and Smiths Falls District Hospital	173	173	100	100	0	0
St. Thomas Elgin General Hospital	162	157	96.9	96.9	0	0
Champlain Local Health Integration Network	145	140	96.6	98.6	2	1.4
Stratford General Hospital Site	142	142	100	100	0	0
Woodstock Hospital	140	139	99.3	99.3	1	0.7
Central Local Health Integration Network	136	136	100	100	0	0
Headwaters Health Care Centre	125	125	100	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	122	122	100	100	0	0
Simcoe County Paramedic Services	119	119	100	100	0	0
South East Local Health Integration Network	114	112	98.2	98.2	2	1.8
Middlesex Hospital Alliance	105	98	93.3	93.3	7	6.7
Mississauga Halton Local Health Integrated Network	105	96	91.4	91.4	9	8.6
McMaster University	104	89	85.6	85.6	15	14.4
Northumberland Hills Hospital	103	103	100	100	0	0
Erie St. Clair Local Health Integration Network	98	98	100	100	0	0
Muskoka Algonquin Healthcare	96	96	100	100	0	0
ORNGE	96	96	100	100	0	0
Waterloo Wellington Local Health Integration Network	94	75	79.8	79.8	19	20.2
Waypoint Centre for Mental Health Care	94	81	86.2	87.2	12	12.8
Halton Region Paramedic Services	89	88	98.9	98.9	1	1.1



## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Lennox & Addington County General Hospital	87	87	100	100	0	0
Toronto Central Local Health Integration Network	87	87	100	100	0	0
Kirkland and District Hospital	82	82	100	100	0	0
Nipigon District Memorial Hospital	82	82	100	100	0	0
North Shore Health Network	81	78	96.3	98.8	1	1.2
Central West Local Health Integration Network	74	72	97.3	100	0	0
Sensenbrenner Hospital	73	73	100	100	0	0
Georgian Bay General Hospital	71	69	97.2	97.2	0	0
Leamington District Memorial Hospital	71	71	100	100	0	0
Atikokan General Hospital	70	69	98.6	98.6	1	1.4
Collingwood General and Marine Hospital	70	70	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	70	70	100	100	0	0
Providence Healthcare	70	70	100	100	0	0
City of Greater Sudbury - Paramedic Services	68	68	100	100	0	0
Kingston General Hospital	68	68	100	100	0	0
Runnymede Healthcare Centre	68	68	100	100	0	0
Kemptville District Hospital	66	66	100	100	0	0
Upper Canada District School Board	63	63	100	100	0	0
Durham College	61	55	90.2	98.4	1	1.6
South Bruce Grey Health Centre	61	61	100	100	0	0
City of Toronto - Long-Term Care Homes & Services	59	48	81.4	88.1	3	5.1
St. Joseph's Health Centre Guelph	57	57	100	100	0	0
North of Superior Healthcare Group	56	56	100	100	0	0
Tillsonburg District Memorial Hospital	56	56	100	100	0	0
North East Local Health Integration Network	55	54	98.2	100	0	0
Brockville General Hospital	54	54	100	100	0	0
Hotel Dieu Hospital	54	54	100	100	0	0
Lady Minto Hospital	53	53	100	100	0	0
Lake of the Woods District Hospital	53	53	100	100	0	0
Norfolk General Hospital	53	53	100	100	0	0
Geraldton District Hospital	51	51	100	100	0	0
Baycrest	49	49	100	100	0	0
St. Joseph's General Hospital Elliot Lake	49	49	100	100	0	0
Cornwall Community Hospital	48	48	100	100	0	0

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Bruyere Continuing Care	44	44	100	100	0	0
Renfrew Victoria Hospital	43	43	100	100	0	0
West Park Healthcare Centre	43	43	100	100	0	0
Winchester District Memorial Hospital	43	43	100	100	0	0
Dryden Regional Health Centre	42	42	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	41	41	100	100	0	0
South West Local Health Integration Network	41	41	100	100	0	0
Arnprior & District Memorial Hospital	40	40	100	100	0	0
Emergency Services/ United Counties of Prescott and Russell	38	38	100	100	0	0
North West Local Health Integration Network	38	38	100	100	0	0
Almonte General Hospital / Fairview Manor	37	37	100	100	0	0
Algoma Public Health	34	30	88.2	88.2	4	11.8
Notre-Dame Hospital	34	34	100	100	0	0
Shouldice Hospital	33	33	100	100	0	0
Wingham and District Hospital	31	31	100	100	0	0
Thunder Bay Regional Health Sciences Centre	30	30	100	100	0	0
Temiskaming Hospital	28	24	85.7	100	0	0
County of Brant - Ambulance Service	27	27	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	26	25	96.2	96.2	1	3.8
St. Francis Memorial Hospital	26	26	100	100	0	0
West Nipissing General Hospital	26	26	100	100	0	0
Renfrew County and District Health Unit	25	24	96	96	1	4
Alexandra Hospital	24	24	100	100	0	0
Alexandra Marine and General Hospital	24	24	100	100	0	0
Deep River and District Hospital	24	24	100	100	0	0
Anson General Hospital	23	23	100	100	0	0
Manitoulin Health Centre	23	23	100	100	0	0
St. Joseph's Villa (LTCH)	23	23	100	100	0	0
West Haldimand General Hospital	23	23	100	100	0	0
Wilfrid Laurier University	22	22	100	100	0	0
Bingham Memorial Hospital	21	21	100	100	0	0
Carleton Place & District Memorial Hospital	21	21	100	100	0	0

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Chapleau Health Services	20	20	100	100	0	0
Hôpital Glengarry Memorial Hospital	20	20	100	100	0	0
Corporation of the County of Essex	19	19	100	100	0	0
County of Oxford - EMS	19	19	100	100	0	0
Englehart and District Hospital	19	19	100	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	19	19	100	100	0	0
South Huron Hospital Association	17	17	100	100	0	0
Providence Healthcare - The Houses of Providence (LTC)	16	16	100	100	0	0
United Counties of Leeds and Grenville - Paramedic Services	16	16	100	100	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	15	15	100	100	0	0
Sante Manitouwadge Health	15	15	100	100	0	0
The Regional Municipality of York - Public Health	15	15	100	100	0	0
County of Perth	14	14	100	100	0	0
Georgian College of Applied Arts and Technology	14	12	85.7	85.7	2	14.3
Middlesex-London Health Unit	14	10	71.4	85.7	2	14.3
Listowel Memorial Hospital	13	13	100	100	0	0
Regional Municipality of Peel - Public Health	13	13	100	100	0	0
Simcoe Muskoka District Health Unit	13	9	69.2	69.2	4	30.8
York Region - Early Intervention Services	13	12	92.3	92.3	1	7.7
York Region - Long-Term Care	12	12	100	100	0	0
Lakehead University (Student Health & Counselling Centre)	11	11	100	100	0	0
Cochrane DSSAB	10	10	100	100	0	0
City of Ottawa	9	8	88.9	88.9	1	11.1
Confederation College	9	9	100	100	0	0
Haldimand War Memorial Hospital	9	9	100	100	0	0
Hôpital Smooth Rock Falls Hospital	9	8	88.9	100	0	0
Huronview Home for the Aged (Huron County)	9	9	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	9	9	100	100	0	0
Ontario Agency for Health Protection and Promotion	9	6	66.7	100	0	0
Region of Peel - Long Term Care	9	8	88.9	88.9	1	11.1
Seaforth Community Hospital Site	9	8	88.9	88.9	1	11.1
County of Elgin - Homes	8	7	87.5	87.5	1	12.5

## HEALTH PRIVACY

### RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
St. Joseph's Continuing Care Centre of Sudbury	8	8	100	100	0	0
The Region of Niagara - Long Term Care Homes	7	4	57.1	100	0	0
County of Frontenac	6	6	100	100	0	0
Hôpital de Mattawa Hospital	6	6	100	100	0	0
Niagara Region	6	6	100	100	0	0
Toronto Grace Health Centre	6	6	100	100	0	0
Algoma District Services Admin Board	5	5	100	100	0	0
Clinton Public Hospital Site	5	5	100	100	0	0
Eastern Ontario Health Unit	5	5	100	100	0	0
Hamilton Public Health	5	5	100	100	0	0
Huronlea Home for the Aged (Huron County)	5	5	100	100	0	0
University of Ottawa Heart Institute	5	5	100	100	0	0
County of Oxford - Woodingford Lodge	4	4	100	100	0	0
Grey Bruce Health Unit	4	4	100	100	0	0
Peterborough Public Health	4	4	100	100	0	0
District of Timiskaming Social Services Administration Board	3	3	100	100	0	0
Huron County Health Unit	3	3	100	100	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	3	3	100	100	0	0
Timiskaming Health Unit	3	3	100	100	0	0
Villa St Gabriel Villa (LTCH)	3	3	100	100	0	0
District School Board of Niagara	2	2	100	100	0	0
Elgin-St. Thomas Health Unit	2	2	100	100	0	0
Porcupine Health Unit	2	2	100	100	0	0
Region of Waterloo Public Health and Emergency Services	2	2	100	100	0	0
St. Lawrence College of Applied Arts and Technology	2	2	100	100	0	0
St. Mary's Memorial Hospital Site	2	2	100	100	0	0
Corporation of the County of Lambton - Long-Term Care Homes	1	1	100	100	0	0
County of Oxford - Public Health	1	1	100	100	0	0
Groves Memorial Community Hospital	1	1	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	1	1	100	100	0	0
Halton Region - Post Inn Village Home for the Aged	1	1	100	100	0	0
Hastings and Prince Edward Counties Health Unit	1	0	0	0	1	100

## RESPONSE RATE COMPLIANCE – CONTINUED

	Requests Completed	Within 30 Days	%	Extended Compliance*	Over 30 Days	%
Leeds, Grenville & Lanark District Health Unit	1	1	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	1	1	100	100	0	0
Simcoe County - Homes	1	1	100	100	0	0
Thunder Bay District Health Unit	1	0	0	100	0	0
Wellington Dufferin Guelph Public Health	1	1	100	100	0	0
<b>Total</b>	<b>132,931</b>	<b>128,822</b>	<b>96.9</b>	<b>97.1</b>	<b>3,163</b>	<b>2.4</b>

## EXPEDITED ACCESS

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Ministry of Health and Long-Term Care	17,933	0	0	0	0	0	0
Halton Region Board of Health (MOH)	15,111	214	1.4	0	0	214	1.4
Queensway Carleton Hospital	10,780	0	0	0	0	0	0
Mackenzie Health - Richmond Hill Site	7,314	463	6.3	0	0	463	6.3
Ross Memorial Hospital	5,864	0	0	0	0	0	0
Southlake Regional Hospital	5,335	0	0	0	0	0	0
The Ottawa Hospital	5,268	157	3	0	0	157	3
Grey Bruce Health Services	5,049	0	0	0	0	0	0
The Hospital for Sick Children	4,168	402	9.6	0	0	402	9.6
Windsor Regional Hospital	2,713	99	3.6	0	0	99	3.6
Sinai Health System	2,629	0	0	0	0	0	0
Lakeridge Health	2,409	1	0	0	0	1	0
Grand River Hospital	2,201	0	0	0	0	0	0
Trillium Health Partners	2,167	0	0	0	0	0	0
St. Michael's Hospital	2,028	7	0.3	0	0	7	0.3
William Osler Health Centre	1,953	0	0	0	0	0	0
Sunnybrook Health Sciences Centre	1,690	18	1.1	0	0	18	1.1
Markham Stouffville Hospital	1,557	0	0	0	0	0	0
St. Joseph's Healthcare Hamilton	1,540	21	1.4	0	0	21	1.4
Hamilton Health Sciences	1,512	557	36.8	0	0	557	36.8
London Health Sciences Centre	1,343	2	0.1	0	0	2	0.1
Scarborough and Rouge Hospital	1,181	1,166	98.7	15	1.3	1,181	100

## HEALTH PRIVACY

### EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Health Sciences North	1,031	0	0	0	0	0	0
Sioux Lookout Meno Ya Win Health Centre	1,003	0	0	0	0	0	0
Children's Hospital of Eastern Ontario	931	0	0	0	0	0	0
The University Health Network	890	0	0	0	0	0	0
Guelph General Hospital	855	0	0	0	0	0	0
Cambridge Memorial Hospital	851	1	0.1	0	0	1	0.1
Halton Healthcare	838	0	0	0	0	0	0
St. Joseph's Health Centre	790	0	0	0	0	0	0
Niagara Health System	776	17	2.2	0	0	17	2.2
Quinte Health Care	752	0	0	0	0	0	0
Humber River Hospital	735	0	0	0	0	0	0
Toronto Paramedic Services	724	0	0	0	0	0	0
Royal Victoria Regional Health Centre	708	0	0	0	0	0	0
Peterborough Regional Health Centre	602	0	0	0	0	0	0
North York General Hospital	596	0	0	0	0	0	0
Bluewater Health	594	0	0	0	0	0	0
Hotel-Dieu Grace Healthcare	583	18	3.1	0	0	18	3.1
Providence Care	553	0	0	0	0	0	0
St. Mary's General Hospital	551	12	2.2	0	0	12	2.2
Bellwood Health Services	520	520	100	0	0	520	100
Royal Ottawa Health Care Group	518	0	0	0	0	0	0
Centre for Addiction and Mental Health (CAMH)	515	143	27.8	0	0	143	27.8
North Bay Regional Health Centre	515	374	72.6	0	0	374	72.6
St. Joseph's Health Care London	497	0	0	0	0	0	0
Region of Peel - Peel Regional Paramedic Services	478	0	0	0	0	0	0
Stevenson Memorial Hospital	461	0	0	0	0	0	0
Homewood Health Centre Inc.	423	0	0	0	0	0	0
Sault Area Hospital	384	0	0	0	0	0	0
Kingston Health Sciences Centre	358	21	5.9	0	0	21	5.9
York Region - Ambulance Services	356	0	0	0	0	0	0
Chatham-Kent Health Alliance	339	0	0	0	0	0	0
Orillia Soldiers' Memorial Hospital	339	0	0	0	0	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	336	0	0	0	0	0	0
Women's College Hospital	335	90	26.9	0	0	90	26.9

## 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 General de Hawkesbury & District General Hospital	314	0	0	0	0	0	0
Central East Local Health Integration Network	310	5	1.6	0	0	5	1.6
Toronto Public Health	307	0	0	0	0	0	0
Brant Community Healthcare System	299	29	9.7	0	0	29	9.7
The Region of Niagara - EMS/Ambulance Services	292	0	0	0	0	0	0
Joseph Brant Hospital	273	173	63.4	0	0	173	63.4
Michael Garron Hospital	268	0	0	0	0	0	0
Lady Dunn Health Centre	256	256	100	0	0	256	100
Brant County Health Unit	247	0	0	0	0	0	0
Weeneebayko Area Health Authority	224	0	0	0	0	0	0
Durham Region Health Department	223	0	0	0	0	0	0
Hôpital Montfort	221	21	9.5	0	0	21	9.5
West Parry Sound Health Centre	199	0	0	0	0	0	0
Pembroke Regional Hospital	191	51	26.7	0	0	51	26.7
Hanover & District Hospital	190	0	0	0	0	0	0
Riverside Health Care Facilities	183	0	0	0	0	0	0
Timmins & District Hospital	182	80	44	0	0	80	44
St. Joseph's Care Group	175	0	0	0	0	0	0
Perth and Smiths Falls District Hospital	173	16	9.2	0	0	16	9.2
St. Thomas Elgin General Hospital	162	0	0	0	0	0	0
Champlain Local Health Integration Network	145	71	49	1	0.7	72	49.7
Stratford General Hospital Site	142	13	9.2	0	0	13	9.2
Woodstock Hospital	140	0	0	0	0	0	0
Central Local Health Integration Network	136	2	1.5	0	0	2	1.5
Headwaters Health Care Centre	125	3	2.4	0	0	3	2.4
Holland Bloorview Kids Rehabilitation Hospital	122	5	4.1	0	0	5	4.1
Simcoe County Paramedic Services	119	0	0	0	0	0	0
South East Local Health Integration Network	114	9	7.9	0	0	9	7.9
Middlesex Hospital Alliance	105	0	0	0	0	0	0
Mississauga Halton Local Health Integrated Network	105	0	0	0	0	0	0
McMaster University	104	0	0	0	0	0	0
Northumberland Hills Hospital	103	0	0	0	0	0	0

## HEALTH PRIVACY

### EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Erie St. Clair Local Health Integration Network	98	0	0	0	0	0	0
Muskoka Algonquin Healthcare	96	0	0	0	0	0	0
ORNGE	96	0	0	0	0	0	0
Waterloo Wellington Local Health Integration Network	94	0	0	0	0	0	0
Waypoint Centre for Mental Health Care	94	0	0	0	0	0	0
Halton Region Paramedic Services	89	0	0	0	0	0	0
Lennox & Addington County General Hospital	87	0	0	0	0	0	0
Toronto Central Local Health Integration Network	87	0	0	0	0	0	0
Kirkland and District Hospital	82	0	0	0	0	0	0
Nipigon District Memorial Hospital	82	0	0	0	0	0	0
North Shore Health Network	81	0	0	0	0	0	0
Central West Local Health Integration Network	74	17	23	0	0	17	23
Sensnbrenner Hospital	73	0	0	0	0	0	0
Georgian Bay General Hospital	71	0	0	0	0	0	0
Leamington District Memorial Hospital	71	0	0	0	0	0	0
Atikokan General Hospital	70	0	0	0	0	0	0
Collingwood General and Marine Hospital	70	0	0	0	0	0	0
Ontario Shores Centre for Mental Health Sciences	70	0	0	0	0	0	0
Providence Healthcare	70	6	8.6	0	0	6	8.6
City of Greater Sudbury - Paramedic Services	68	0	0	0	0	0	0
Kingston General Hospital	68	7	10.3	0	0	7	10.3
Runnymede Healthcare Centre	68	0	0	0	0	0	0
Kemptville District Hospital	66	0	0	0	0	0	0
Upper Canada District School Board	63	0	0	0	0	0	0
Durham College	61	0	0	0	0	0	0
South Bruce Grey Health Centre	61	2	3.3	0	0	2	3.3
City of Toronto - Long-Term Care Homes & Services	59	0	0	0	0	0	0
St. Joseph's Health Centre Guelph	57	0	0	0	0	0	0
North of Superior Healthcare Group	56	0	0	0	0	0	0
Tillsonburg District Memorial Hospital	56	0	0	0	0	0	0
North East Local Health Integration Network	55	4	7.3	0	0	4	7.3
Brockville General Hospital	54	0	0	0	0	0	0
Hotel Dieu Hospital	54	20	37	0	0	20	37
Lady Minto Hospital	53	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
Lake of the Woods District Hospital	53	0	0	0	0	0	0
Norfolk General Hospital	53	0	0	0	0	0	0
Geraldton District Hospital	51	0	0	0	0	0	0
Baycrest	49	30	61.2	0	0	30	61.2
St. Joseph's General Hospital Elliot Lake	49	0	0	0	0	0	0
Cornwall Community Hospital	48	0	0	0	0	0	0
Bruyere Continuing Care	44	1	2.3	0	0	1	2.3
Renfrew Victoria Hospital	43	0	0	0	0	0	0
West Park Healthcare Centre	43	0	0	0	0	0	0
Winchester District Memorial Hospital	43	0	0	0	0	0	0
Dryden Regional Health Centre	42	0	0	0	0	0	0
North Simcoe Muskoka Local Health Integration Network	41	1	2.4	0	0	1	2.4
South West Local Health Integration Network	41	4	9.8	0	0	4	9.8
Arnprior & District Memorial Hospital	40	0	0	0	0	0	0
Emergency Services/ United Counties of Prescott and Russell	38	0	0	0	0	0	0
North West Local Health Integration Network	38	0	0	0	0	0	0
Almonte General Hospital / Fairview Manor	37	0	0	0	0	0	0
Algoma Public Health	34	0	0	0	0	0	0
Notre-Dame Hospital	34	0	0	0	0	0	0
Shouldice Hospital	33	0	0	0	0	0	0
Wingham and District Hospital	31	0	0	0	0	0	0
Thunder Bay Regional Health Sciences Centre	30	0	0	0	0	0	0
Temiskaming Hospital	28	24	85.7	4	14.3	28	100
County of Brant - Ambulance Service	27	0	0	0	0	0	0
Regional Municipality of Waterloo/ Paramedic Services	26	0	0	0	0	0	0
St. Francis Memorial Hospital	26	0	0	0	0	0	0
West Nipissing General Hospital	26	0	0	0	0	0	0
Renfrew County and District Health Unit	25	0	0	0	0	0	0
Alexandra Hospital	24	0	0	0	0	0	0
Alexandra Marine and General Hospital	24	0	0	0	0	0	0
Deep River and District Hospital	24	0	0	0	0	0	0
Anson General Hospital	23	0	0	0	0	0	0
Manitoulin Health Centre	23	23	100	0	0	23	100
St. Joseph's Villa (LTCH)	23	0	0	0	0	0	0

## HEALTH PRIVACY

### EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
West Haldimand General Hospital	23	1	4.3	0	0	1	4.3
Wilfrid Laurier University	22	4	18.2	0	0	4	18.2
Bingham Memorial Hospital	21	0	0	0	0	0	0
Carleton Place & District Memorial Hospital	21	0	0	0	0	0	0
Chapleau Health Services	20	0	0	0	0	0	0
Hôpital Glengarry Memorial Hospital	20	0	0	0	0	0	0
Corporation of the County of Essex	19	0	0	0	0	0	0
County of Oxford - EMS	19	0	0	0	0	0	0
Englehart and District Hospital	19	0	0	0	0	0	0
Regional Municipality of Waterloo/ Sunnyside Home	19	0	0	0	0	0	0
South Huron Hospital Association	17	0	0	0	0	0	0
Providence Healthcare - The Houses of Providence (LTC)	16	0	0	0	0	0	0
United Counties of Leeds and Grenville - Paramedic Services	16	0	0	0	0	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	15	7	46.7	0	0	7	46.7
Sante Manitouwadge Health	15	0	0	0	0	0	0
The Regional Municipality of York - Public Health	15	0	0	0	0	0	0
County of Perth	14	0	0	0	0	0	0
Georgian College of Applied Arts and Technology	14	0	0	0	0	0	0
Middlesex-London Health Unit	14	0	0	0	0	0	0
Listowel Memorial Hospital	13	0	0	0	0	0	0
Regional Municipality of Peel - Public Health	13	0	0	0	0	0	0
Simcoe Muskoka District Health Unit	13	0	0	0	0	0	0
York Region - Early Intervention Services	13	0	0	0	0	0	0
York Region - Long-Term Care	12	0	0	0	0	0	0
Lakehead University (Student Health & Counselling Centre)	11	0	0	0	0	0	0
Cochrane DSSAB	10	0	0	0	0	0	0
City of Ottawa	9	0	0	0	0	0	0
Confederation College	9	0	0	0	0	0	0
Haldimand War Memorial Hospital	9	0	0	0	0	0	0
Hôpital Smooth Rock Falls Hospital	9	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
Huronview Home for the Aged (Huron County)	9	0	0	0	0	0	0
Kingston, Frontenac, Lennox and Addington Public Health	9	0	0	0	0	0	0
Ontario Agency for Health Protection and Promotion	9	0	0	0	0	0	0
Region of Peel - Long Term Care	9	0	0	0	0	0	0
Seaforth Community Hospital Site	9	1	11.1	0	0	1	11.1
County of Elgin - Homes	8	0	0	0	0	0	0
St. Joseph's Continuing Care Centre of Sudbury	8	0	0	0	0	0	0
The Region of Niagara - Long Term Care Homes	7	0	0	0	0	0	0
County of Frontenac	6	0	0	0	0	0	0
Hôpital de Mattawa Hospital	6	0	0	0	0	0	0
Niagara Region	6	0	0	0	0	0	0
Toronto Grace Health Centre	6	0	0	0	0	0	0
Algoma District Services Admin Board	5	0	0	0	0	0	0
Clinton Public Hospital Site	5	0	0	0	0	0	0
Eastern Ontario Health Unit	5	0	0	0	0	0	0
Hamilton Public Health	5	0	0	0	0	0	0
Huronlea Home for the Aged (Huron County)	5	0	0	0	0	0	0
University of Ottawa Heart Institute	5	5	100	0	0	5	100
County of Oxford - Woodingford Lodge	4	0	0	0	0	0	0
Grey Bruce Health Unit	4	0	0	0	0	0	0
Peterborough Public Health	4	0	0	0	0	0	0
District of Timiskaming Social Services Administration Board	3	0	0	0	0	0	0
Huron County Health Unit	3	0	0	0	0	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	3	0	0	0	0	0	0
Timiskaming Health Unit	3	0	0	0	0	0	0
Villa St Gabriel Villa (LTCH)	3	0	0	0	0	0	0
District School Board of Niagara	2	0	0	0	0	0	0
Elgin-St. Thomas Health Unit	2	0	0	0	0	0	0
Porcupine Health Unit	2	0	0	0	0	0	0
Region of Waterloo Public Health and Emergency Services	2	0	0	0	0	0	0

## HEALTH PRIVACY

### EXPEDITED ACCESS – CONTINUED

	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
St. Lawrence College of Applied Arts and Technology	2	0	0	0	0	0	0
St. Mary's Memorial Hospital Site	2	0	0	0	0	0	0
Corporation of the County of Lambton - Long-Term Care Homes	1	0	0	0	0	0	0
County of Oxford - Public Health	1	0	0	0	0	0	0
Groves Memorial Community Hospital	1	0	0	0	0	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	1	0	0	0	0	0	0
Halton Region - Post Inn Village Home for the Aged	1	0	0	0	0	0	0
Hastings and Prince Edward Counties Health Unit	1	0	0	0	0	0	0
Leeds, Grenville & Lanark District Health Unit	1	0	0	0	0	0	0
Red Lake Margaret Cochenour Memorial Hospital	1	0	0	0	0	0	0
Simcoe County - Homes	1	0	0	0	0	0	0
Thunder Bay District Health Unit	1	0	0	0	0	0	0
Wellington Dufferin Guelph Public Health	1	0	0	0	0	0	0
<b>Total</b>	<b>132,931</b>	<b>5,194</b>	<b>3.9</b>	<b>20</b>	<b>0</b>	<b>5,214</b>	<b>3.9</b>

Summary of *PHIPA* Complaints – 2017 vs. 2016

	2017					2016				
	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total	Access/ Correction	Collection/ Use/ Disclosure	Self- reported breach	IPC- initiated	Total
Opened	155	105	322	47	<b>629</b>	161	115	233	28	<b>537</b>
Closed	164	102	305	46	<b>617</b>	135	112	186	21	<b>454</b>

TYPES OF *PHIPA* COMPLAINT FILES OPENED IN 2017

HIC Type	Access/ Correction	%	Collection/Use/Disclosure							
			Individual	%	Self-reported Breach	%	IPC- initiated	%	Total	%
Public Hospital	28	18.1	28	26.7	85	26.5	5	10.6	146	23.2
Community or mental health centre, program or service	21	13.5	17	16.2	75	23.4	3	6.4	116	18.4
Clinic	39	25.2	19	18.1	30	9.3	11	23.4	99	15.7
Independent health facility	10	6.5	8	7.6	31	9.6	2	4.3	51	8.1
Doctor	29	18.7	5	4.8	9	2.8	3	6.4	46	7.3
Community Care Access Centre	7	4.5	7	6.7	23	7.1	1	2.1	38	6.0
Pharmacy	1	0.6	3	2.9	28	8.7	1	2.1	33	5.2
Other	2	1.3	5	4.8	5	1.6	16	34.0	28	4.4
Other health care professional	3	1.9	2	1.9	11	3.4	0	0.0	16	2.5
Long-term care facility	1	0.6	1	1.0	8	2.5	2	4.3	12	1.9
Physiotherapist	2	1.3	1	1.0	2	0.6	0	0.0	5	0.8
Agent	2	1.30	0	0.0	3	0.9	0	0.0	5	0.8
Optometrist	1	0.6	2	1.9	1	0.3	0	0.0	4	0.6
Social Worker	4	2.6	0	0.0	0	0.0	0	0.0	4	0.6
Laboratory	1	0.6	0	0.0	1	0.3	1	2.1	3	0.5
Psychologist	0	0.0	1	1.0	0	0.0	0	0.0	3	0.5
Board of Health	0	0.0	1	1.0	2	0.6	0	0.0	3	0.5
Chiropractor	1	0.6	1	1.0	0	0.0	1	2.1	2	0.3
Masseur	1	0.6	0	0.0	1	0.3	0	0.0	2	0.3
Occupational therapist	0	0.0	1	1.0	0	0.0	0	0.0	2	0.3
Private hospital	0	0.0	0	0.0	2	0.6	0	0.0	2	0.3
Psychiatric facility	2	1.3	0	0.0	1	0.3	0	0.0	2	0.3

## HEALTH PRIVACY

### TYPES OF PHIPA COMPLAINT FILES OPENED IN 2016 – CONTINUED

HIC Type	Access/ Correction	%	Collection/Use/Disclosure						Total	%
			Individual	%	Self-reported Breach	%	IPC- initiated	%		
Ambulance services	0	0.0	1	1.0	0	0.0	1	2.1	1	0.2
Charitable home for the aged	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2
Home for special care	0	0.0	0	0.0	1	0.3	0	0.0	1	0.2
Midwife	0	0.0	0	0.0	1	0.3	0	0.0	1	0.2
Ministry of Health	0	0.0	1	1.0	1	0.3	0	0.0	1	0.2
Nursing home	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2
Other prescribed person	0	0.0	1	1.0	1	0.3	0	0.0	1	0.2
<b>Total</b>	<b>155</b>	<b>100.0</b>	<b>105</b>	<b>100.0</b>	<b>322</b>	<b>100.0</b>	<b>47</b>	<b>100.0</b>	<b>629</b>	<b>100.0</b>

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Resolved	53	55.2	45	95.7	1	4.8	99	60.4
Withdrawn	22	22.9	1	2.1	2	9.5	25	15.2
Screened out	19	19.8	0	0.0	0	0.0	19	11.6
Decision issued	1	1.0	0	0.0	17	81.0	18	11.0
Abandoned	1	1.0	1	2.1	1	4.8	3	1.8
<b>Total</b>	<b>96</b>	<b>100.0</b>	<b>47</b>	<b>100.0</b>	<b>21</b>	<b>21.9</b>	<b>164</b>	<b>100.0</b>

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

	Intake	%	Mediation	%	Adjudication	%	Total	%
Screened out	44	45.8	0	0.0	0	0.0	44	43.1
Resolved	27	28.1	2	100.0	0	0.0	29	28.4
Withdrawn	21	21.9	0	0.0	0	0.0	21	20.6
Abandoned	4	4.2	0	0.0	0	0.0	4	3.9
Decision issued	0	0.0	0	0.0	4	100.0	4	3.9
<b>Total</b>	<b>96</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>4</b>	<b>100.0</b>	<b>102</b>	<b>100.0</b>

### OUTCOME OF SELF-REPORTED BREACHES BY STAGE CLOSED

	Intake	%	Investigation	%	Adjudication	%	Total	%
Resolved	303	100.0	0	0.0	0	0.0	303	99.3
Decision issued	0	0.0	2	100.0	0	0.0	2	0.7
<b>Total</b>	<b>303</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>0</b>	<b>0.0</b>	<b>305</b>	<b>0.0</b>

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

	Intake	%	Investigation	%	Adjudication	%	Total	%
Resolved	43	100.0	0	0.0	0	0.0	43	93.5
Decision issued	0	0.0	2	100.0	1	100.0	3	6.5
<b>Total</b>	<b>43</b>	<b>100.0</b>	<b>2</b>	<b>100.0</b>	<b>1</b>	<b>100.0</b>	<b>46</b>	<b>100.0</b>

## ACCESS/CORRECTION COMPLAINTS CLOSED BY ISSUE

		%
Fee	42	25.6%
Deemed Refusal	41	25.0%
Correction	20	12.2%
Other	18	11.0%
Reasonable Search	17	10.4%
Failure to Provide Access	6	3.7%
Exemptions only	6	3.7%
Act Does Not Apply	5	3.0%
Exemptions with Other Issues	2	1.2%
Fee and Fee Waiver	2	1.2%
No Written Request	2	1.2%
Not Personal Health Information	1	0.6%
Expedited Access	1	0.6%
Status as Representative	1	0.6%
<b>Total</b>	<b>164</b>	<b>100.0%</b>

DETERMINATIONS UNDER SECTION 60(13) OF *PHIPA*

In 2017 the IPC issued two determinations in relation to two complaints under section 60(13) of *PHIPA* (the *Act*) as follows:

On August 31, 2017, the IPC issued a determination after being advised that records of personal health information had been abandoned by a physician at record storage facility in Burlington, Ontario.

On December 14, 2017, the IPC issued a determination after being advised that records of personal health information had been abandoned by the owner of a medical clinic in London, Ontario.







# 2017

## STATISTICAL REPORT

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