National Freedom of Information Audit 2011

Part I

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EXECUTIVE SUMMARY

The National Freedom of Information Audit is the largest and most comprehensive survey of its kind in Canada and the only annual, live test of the freedom-of-information system in this country. From January to May 2011, 354 requests were sent to 11 federal departments and agencies; five provincial departments, 39 municipalities and 10 major hospitals, and the responses tracked. Requests were for information on such things as social media policies, communications budgets, details of contracts and credit card expenses. Governments were tested both for the speed and completeness of disclosure.

Once again, one of the worst performances was by federal institutions, although they completed 61 per cent of requests within 30 days compared to 50 per cent the year before. Of the provinces/territories, Nova Scotia, P.E.I. and Yukon were the fastest responders, while B.C. was the slowest. Unlike most provinces, B.C. allows 30 business days to respond to access requests instead of 30 calendar days.

The results also show that some governments are far more transparent than others, especially on how money is spent with private contractors. For example, Winnipeg said contracts were confidential and off limits. There were also wide variations in willingness to release credit card statements or travel claims of senior officials. The report makes 10 recommendations for improvement and greater openness:

1. **Companies that do business with government should be notified when the contracts are let that contracts are subject to release under access legislation. There should be no need to consult with contractors before releasing agreed contract details to the public.**

2. **Federal officials should heed the government's call for open data, and release data electronically rather than converting to unreadable image files or providing printouts.**

3. **Officials should avoid asking for clarification by letter mail unless no other means of communication has been provided. Clarifications sent my mail create unnecessary delay in a process than can already be protracted for requesters.**

4. **Officials should avoid charging fees of less than $50. Fees add an extra step to the access process, making it less user-friendly and more bureaucratic. The staff time required to calculate small fees, as well as the administrative costs of processing payments, may approach or exceed the amounts collected in many cases.**

5. **In a situation where third party interests may apply to part of a record, where practical, the remainder of the records should be released while notification and appeal procedures run their course on the portion in question. Where acts provide for appeals by third parties of disclosure decisions, strict timelines should be introduced to ensure such appeals are dealt with quickly.**

6. **In instances where large quantities of paper are involved, alternative means to release than photocopies should be offered, to cut costs to applicants.**

7. **While efforts to provide information informally should be encouraged, this should be done with full explanation to the requester, both of the information being provided and of the rights of the requester with regard to the original request should the requester agree to an informal conclusion to the request. Ambiguous, ill-explained communications should be avoided.**

8. **Officials should avoid using extra-legal procedures, such as asking requesters to withdraw requests and redirect them, when a legal procedure exists and could be used. This will ensure that all applicants' rights, such as the right to ask for a review or a transfer, are preserved.**

9. **B.C. should give serious consideration to restoring the 30-calendar-day response period to bring itself back in line with established practice in the rest of Canada.**

10. **Government institutions need to ensure internal processes do not introduce unnecessary delays. For example, once officials believe it may be best to transfer a request to a department or ministry better suited to respond, that decision should be taken quickly to facilitate faster release to applicants.**

Municipalities in the Audit:

Alberta: Banff, Calgary, Edmonton, Lethbridge

BC: Nanaimo, Nelson, Vancouver, Victoria

Manitoba: Brandon, Stonewall, Winnipeg

New Brunswick: Fredericton, Moncton, Saint John

Newfoundland: Cornerbrook, St. John's

Nova Scotia: Bridgewater, Cape Breton, Halifax, Truro, Yarmouth

NWT: Yellowknife

Ontario: Cornwall, Hamilton, Ottawa, Sudbury, Thunder Bay, Toronto, Windsor

PEI: Charlottetown

Quebec: Laval, Montreal, Quebec, Sherbrooke

Saskatchewan: Moose Jaw, Regina, Saskatoon, Yorkton

Yukon: Whitehorse

INTRODUCTION
THE CANADIAN FOI SYSTEM AND THIS AUDIT

As a federation, Canada is a country of many parts. And the same can be said of the freedom of information system. It is a patchwork of federal and provincial legislation, each different in its own way, but underlain with the same principle: the public has the right to obtain any record held by a government department or agency, subject only to limited and specific exemptions.

Federal departments, agencies and crown corporations are covered by the Access to Information Act, legislation first passed in 1982, with modest amendments since. Each province and territory also has legislation, most commonly called a Freedom of Information and Protection of Privacy Act. In most provinces, municipalities and local boards are covered by the provincial act, but in Ontario, Saskatchewan and Nova Scotia, parallel legislation applies to the local level.

The Supreme Court of Canada has highlighted the importance of access legislation as a key element of Canadian democracy. But as has been pointed out many, many times, the system works better in theory than it has in practice. Attempts to access records to hold governments accountable become bogged down in long delays, demands for prohibitive fees and bureaucratic intransigence. Transparency has been far more elusive than the promise of FOI legislation would suggest.

The Newspapers Canada National Freedom of Information Audit is an annual measure of the health of the system across Canada, a chance to compare jurisdictions against one another, and hold those who don't value openness up in the sunshine, to encourage the kind of openness that the authors of FOI legislation promised.

The study has three main components. First, it compares the speed and efficiency of FOI processing, and how much information is released, when jurisdictions across Canada are sent the same requests. It is the only inter-jurisdictional study of openness of its kind, and by filing original requests, rather than relying on official statistics, the audit is able to compare the performance of governments across Canada on a consistent basis. Second, the audit examines the responses in depth, identifying patterns of openness, or secrecy, and pointing out when citizens in a particular jurisdiction have reason for concern. Third, it offers a number of recommendations for improvements based on the experience of the auditors.

2011 AUDIT HIGHLIGHTS

Focus on Ontario: The Ontario freedom-of-information regime is one of the largest in Canada, by way of requests processed, with about 11,000 general records requests in 2010 under the Freedom of Information and Protection of Privacy Act. There are also more than 12,000 requests processed by its nearly identical twin, the Municipal Freedom of Information and Protection of Privacy Act. This year's audit places special focus on Ontario, boosting our requests to 64. In addition, we have looked at the system itself through requests to the top volume ministries and agencies for logs of all general records requests filed since April 1, 2007. This allowed for the analysis of more than 30,000 requests to provide unprecedented detail on the system's efficiency in Ontario. This special audit is contained in its own section, Part II of this report.

Enhanced provincial audit: In past audits, provincial governments were audited based on five requests. The 2011 audit tracks 17 requests sent to each province, four requests sent to four departments or ministries each, and one additional request sent to the department responsible for provincial health insurance.

Simplified grading scheme: The grades have proved one of the most popular features of the audit. For this year, the grading system has been simplified to make it easier to understand and interpret. Institutions are graded on two measures, the percentage of requests completed within 30 days and the percentage of requests disclosed in full, denied in part or subject to fee estimates. A grade is given in each category, with anything less than 50 per cent getting an F, and anything above 50 per cent getting a letter grade based on the percentage.

Separation of municipal and provincial requests in the detailed data tables: Municipal and provincial requests are reported separately in the detailed data tables rather than being combined as in previous audits. This was made possible by the increase in the number of provincial requests.

Hospitals: The audit includes a request sent to a major hospital in each of the 10 provinces. While there is no grade for hospitals, the results are discussed in the request detail section.

Unequal access: Public officials in different jurisdictions sometimes apply very different decisions to the same records. For example, the City of Winnipeg said contracts are confidential, while the nearby city of Brandon released a contract in full. Meanwhile, access to details of travel costs for senior officials varied depending on province, with some providing almost complete access, save for private personal information and credit card numbers, and others providing only summaries, or in the case of Quebec, refusing access altogether.

Continued data troubles: The federal government recently launched an open data initiative to give citizens access to federal databases online. But the word appears not to have reached access coordinators in federal departments and agencies, who continue to respond to requests for electronic records by releasing unreadable image files. As data becomes increasingly important as a way of holding governments accountable, Ottawa seems stuck in the 20th century.

BRICKS AND LAURELS

There are always some examples that stand out in an exercise such as this, both good example, and not so good. Here are a few notable cases:

Bricks

- The government of B.C. for the way it handed four requests for communications budgets and staffing numbers first by effectively giving itself two and a half extra weeks to respond by asking the auditor to withdraw and "redirect" her requests, then urging staff to "expedite" the restarted request.
- The City of Winnipeg for refusing access to a contract, stating that contracts are considered confidential.
- The City of Saint John, New Brunswick for refusing to respond to requests because the section of the new Right to Information and Protection of Privacy Act that applies to municipalities had not been proclaimed.
- Federal departments and crown corporations for making a mockery of the federal government's open data initiative by continuing to respond to requests for routine data by supplying paper printouts of the data tables or converting the data to an unreadable image format before release.

Laurels

- The City of Charlottetown, PEI and the cities of Moncton and Fredericton, NB for responding to requests even though they are not formally covered by access legislation in PEI.
- Saskatchewan municipalities for treating contracts involving the expenditure of public money as public records the public has a right to see, and releasing them quickly and without question.

METHODS

The National Freedom of Information Audit is the largest and most comprehensive survey of its kind in Canada. It is the only annual, live test of the freedom-of-information system in this country. The methods continue to be straightforward. Identical requests are mailed to multiple jurisdictions across the country, and the responses are tracked and compared. Key measurements are response times and the extent of disclosure.

Every effort is made to ensure that the content of the requests and the way they are handled by the auditors do not affect response times. Therefore, the requests are standardized. All institutions asked a question are asked for the same records (described either generically, or in the case of the contracts and travel-claims requests, in relation to a specific contract or person at each institution). The survey is designed such that any differences in response times and contents of responses is related to variables within the control of the institutions, limited but not included to internal procedures, staffing levels, policies, record-keeping practices, etc. It is the cumulative effect of these variables on processing time and access that is measured.

Requests were sent and tracked as follows:

- Three requests to each of 11 federal departments and agencies;
- Four requests to four departments in each province, plus one additional request to a fifth department (except PEI and Yukon, where request volumes are low—they received five requests each);
- Three requests to each of 39 municipalities;
- An additional 46 requests to 18 ministries, agencies and crown corporations in Ontario;
- One request to each of 10 major hospitals; one in each province.

The requests were filed within days of one another, so all agencies were tested at the same time using the same wording. The institutions were not told the requests were part of an audit though there is nothing to stop them attempting to identify audit requests by their own means.

The requests are designed with care to meet several criteria. First, they are straightforward, so that an experienced employee of an institution should have no trouble understanding what is being requested. If necessary, the auditors are available to explain any wording officials find unclear. Second, the requests are for information that should be readily accessible and easily located, if an institution has an effective recordkeeping system. Indeed, many of the requests are for information that is requested frequently by accountability requesters such as the media. Third, they are for information of continuing public interest. The audit avoids asking for obscure information.

Students were hired to prepare and submit the requests, which were mailed from private addresses in the students' names. Communications with agencies were via e-mail accounts set up in the student's name. The requests are not explicitly identified as coming from the audit, but the methods are well known and have been publicized in previous audits. There is nothing to stop officials in institutions from trying to identify requests based on known characteristics of audit requests,such as multiple requests filed multiple times both within and between governments. A total of 354 requests on 40 topics are included in the analysis. Due to incomplete data collection, an additional 171 requests on eight additional topics, filed by a third auditor, were removed from the audit process.

The main audit requests sent to each level were as follows. The short form name in brackets is used in charts and headings later in the report:

TABLE 1 Main audit requests

Level	Details
Federal	Any guidelines for personal or business use of social media sites by your institution's employees. Social media sites include but are not limited to Twitter and Facebook. (FEDSOC)
Federal	A copy of a contract listed on the institution's proactive disclosure site: (FEDCONTRACT)
Federal	An electronic list of all employees of your institution, including name, classification and salary range. Please provide in Microsoft Excel or similar data format. (FEDEMPLOYEES)
Municipal	Any guidelines for personal or business use of social media sites by municipal employees. Social media sites include but are not limited to Twitter and Facebook. (MUNSOC)
Municipal	Records indicating the number of person years and the annual budget for each of the past three fiscal years for public communications (including media relations). (MUNCOMMS)
Municipal	A copy of a specified contract. (MUNCONTRACT)
Provincial	Any guidelines for personal or business use of social media sites by your institution's employees. Social media sites include but are not limited to Twitter and Facebook. (PROVSOC)
Provincial	Records indicating the number of person years and the annual budget for each of the past three fiscal years for public communications (including media relations). (PROVCOMMS)
Provincial	All briefing notes for your minister created since Sept. 1, 2010. In some cases, changed to a list of briefing notes. (PROVBRIEF)
Provincial	All credit card statements from 2009-2010 and 2010-2011 for any government or corporate credit card issued for use of your deputy minister in carrying out his or her duties. If no such card exists, all travel and entertainment expense claims filed by the deputy minister for the same time period. (PROVCREDIT)
Provincial	Records indicating the number of individuals treated in the United States for which any part of the treatment was covered by the provincial health insurance plan, plus the total cost to the plan for such treatment, for the past three fiscal years. (PROVTREATMENT)
Hospital	All credit card statements from 2009-2010 and 2010-2011 for any government-issued or corporate credit card issued for use by the most senior hospital employee in carrying out his or her duties. If no such card exists, all travel and entertainment expense claims filed by the same employee for the same time period. (HOSP)

CALCULATING REQUEST PROCESSING TIME

The Newspapers Canada audit assesses the health of the freedom of information system from the perspective of the requester. Therefore, what is of interest is how long a request takes to be completed, from the day it is received by the institution to the day the institution makes a decision on the request. Institutions have a variety of reasons for putting processing on hold—often referred to as stopping the clock—or even starting the clock again at Day 1. But these internal considerations mean little to requesters, who likely care mainly about how long it takes to get the information. With two small exceptions, this audit measures the actual calendar days it took to complete processing, not "official" days of processing. Therefore, the processing times found in this audit may be longer than the official time recorded for government statistical purposes.

The time to a decision was calculated from the date an institution said it received the request, usually indicated in an acknowledgement letter or e-mail, until a decision was made. For audit purposes, a decision was deemed to have been issued on the earliest of the following: the date a final decision on access was issued by the institution; or the date a fee estimate for the request was issued by the institution (with one exception this year in the Ontario-only audit, the audit does not pay fees, nor does it negotiate with institutions to narrow requests to reduce fees—it is the agency's initial, considered decision that is recorded for audit purposes). If there was no decision by the audit closing date, the request was classified as overdue. The date of the decision letter or e-mail was used as the decision date unless there was a delay of more than a day before a mailed decision was postmarked, in which case the postmark date on the letter was used as a realistic reflection of when access was actually given.

If a request had not been acknowledged after about 40 days from the request mailing date, the audit team telephoned institutions to inquire on the status of requests.

The two exceptions to using straight calendar days for processing were when clarifications were requested by institutions, and when requests were transferred to another institution.

For clarifications, the number of days from when a clarification was requested, until the auditor answered the query, was subtracted from the total processing time on the basis that during the time when the institution is waiting for a response, it may not be able to proceed with processing.

For transferred requests, the start date was restated as the earlier of the date the new institution received the request, or seven days after the original received date. Seven days was chosen as a maximum transfer time because this ensures at least five business days, and this is a generous amount of time for an experienced employee to determine that another institution holds the records or has a greater interest in the records.

Parameters tracked

The study kept track of seven parameters relating to each request. These were:

- The date the request was received;
- The date the agency issued a decision;
- The type of decision (full release, partial denial, full denial, no records exist, time extension if beyond the end of the audit period and not replaced by a decision, or fee estimate);
- The number of days the institution took to go from receiving the request to issuing a deci¬sion, minus any period during which the request wording was being clarified;
- The amount of any fee estimate;
- The number of days for any time extension; and
- Any exemptions to release that were claimed by the institution.

The audit was closed on May 31, 2011 making this year's audit period a full five months. Because of this longer audit period, no requests remained within time extension limits at the end of the audit. Requests without a decision at the end of the audit period were deemed to have been refused.

ASSUMPTIONS

The philosophical foundation of this annual study is that freedom of information requests should be answered promptly and the greatest possible amount of information possible disclosed. Access laws establish statutory deadlines for the release of records, generally 30 calendar days. While 30 days to many requesters probably seems like a long time to wait—with the time it takes for a mailed request to arrive and further time for records to be mailed out, it is probably more like 45 days in many instances from the time a request is sent in until some information arrives in the mailbox this is an almost universal statutory standard, so it is adopted as the basis for this audit.

Delays have long been a complaint about the access system. Their causes are complex and often multi-layered. They may relate to cultural factors, such as a commitment, or lack thereof, to the principles of openness. They may be structural, related to shortages of qualified personnel, or overloads of requests. They may even be the result of overt political interference. But for the end user, all of this is immaterial. All that the journalist, member of the public or other user will be concerned about is that the request took a long time to fulfill, or that access was limited or restricted in some way.

While the results provide a measure of the degree to which institutions have cultures of openness and prioritize freedom of information as an institutional function, the reader should exercise caution in drawing conclusions about any individual institution's overall record solely from the results of this audit (with the exception of when overall statistics are being used, as in the cases of Ontario and B.C., when noted). The main purpose of this study is to compare institutions against each other and the various numeric tables, and the grades, are provided in order to facilitate this comparison. No claim is made that the audit requests filed to any one institution are necessarily representative of the overall performance of the institution in answering all requests it receives. This audit is like a test in a school context. Like the test, it gives you a snapshot of performance that allows easy comparisons to other students, and performance on the one test likely provides some sense of overall performance, but it is still only part of the overall picture and any student can have a particularly bad or particularly good day.

For those who wish to explore statistics in detail, Ottawa, and many provinces and municipalities, provide regular statistical summaries of ATIP and FOI request responses. These, however, have their own limitations, in that comparison between jurisdictions is extremely difficult as each access system is a little different from the next, with different mixes of request topics and requester types, different assumptions that go into calculating response times, different rules and case law, and differing quality standards in calculating the statistics. The best approach is probably to consult many sources, including official statistics, this audit and the annual reports of the various information commissioners, review officers and ombudsmen who oversee the various access regimes.

As with any study, there are limitations to the methods used. Because of the expense that would be involved in using date-tracked means to deliver requests to institutions, the audit relies on the truthfulness of institutions with regard to the date they receive requests. It is possible, therefore, that some institutions may say they received requests later than they actually did, therefore reducing apparent processing time. The degree to which this may happen in the overall FOI system is unknown.

It is also not possible to know if an institution has withheld some records –or failed to do a thorough search –when indicating it has provided full disclosure, or in indicating no records exist.

NATIONAL FREEDOM OF INFORMATION AUDIT

AUDIT DECISIONS-Meeting Deadlines

The 30-day response standard is the most fundamental measure of performance under Canada's access laws and a standard accepted internationally as well. Seventy-three per cent of the requests filed during this audit were responded to within 30 days. This is about the same as in the last audit.

TABLE 2 Response times

Table 2 shows response times by government level and province. In previous audits, municipal and provincial performance was combined in this table. They are now reported separately. Actual numbers are shown, with summary percentages:

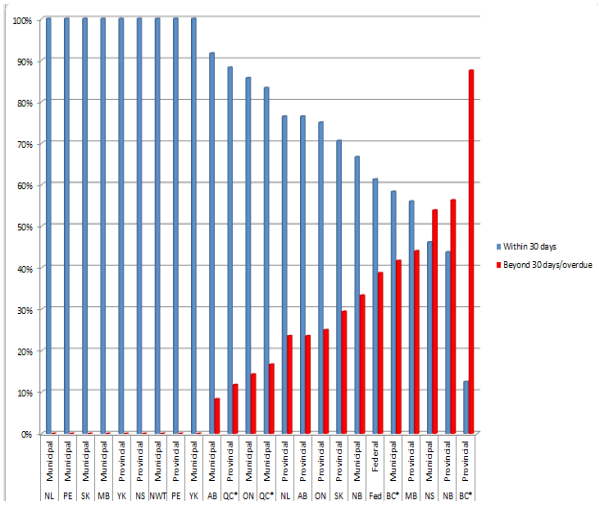
Province	Level	Total requests filed	10 days or fewer	11 to 20 days	21 to 30 days	31 to 45 days	46 to 60 days	More than 60 days	No decision / overdue	Not tabulated	% released in 10 days or fewer	11 to 20 days	21 to 30 days	Beyond 30 days / overdue
NL	Municipal	6	6								100%	0%	0%	0%
PE	Municipal	3	3								100%	0%	0%	0%
SK	Municipal	12	10	2							83%	17%	0%	0%
MB	Municipal	9	6	1	2						67%	11%	22%	0%
YK	Provincial	4	1	2	1						25%	50%	25%	0%
NS	Provincial	17	2	3	12						12%	18%	71%	0%
NWT	Municipal	3		2	1						0%	67%	33%	0%
PE	Provincial	4		2	2						0%	50%	50%	0%
YK	Municipal	3			2					1	0%	0%	100%	0%
AB	Municipal	12	8	2	1	1					67%	17%	8%	8%
QC*	Provincial	17	2	9	4	2					12%	53%	24%	12%
ON	Municipal	21	6	4	8			3			29%	19%	38%	14%
QC*	Municipal	12	4	3	3	1		1			33%	25%	25%	17%
NL	Provincial	17	1	5	7	2		2			6%	29%	41%	24%
AB	Provincial	17		3	10	2		2			0%	18%	59%	24%
ON	Provincial	17	5	3	4	3	1			1	31%	19%	25%	25%
SK	Provincial	17	3	3	6	1	4				18%	18%	35%	29%
NB	Municipal	9	4	2		3					44%	22%	0%	33%
Fed	Federal	33	1	5	13	4		5	3	2	3%	16%	42%	39%
BC*	Municipal	12		4	3	2	1	2			0%	33%	25%	42%
MB	Provincial	17		1	8	7				1	0%	6%	50%	44%
NS	Municipal	15	5	1		1		1	5	2	38%	8%	0%	54%
NB	Provincial	17		4	3	8	1			1	0%	25%	19%	56%
BC*	Provincial	17			2	14				1	0%	0%	13%	88%
AB	Hospital	1				1								

Province	Level	Total requests filed	10 days or fewer	11 to 20 days	21 to 30 days	31 to 45 days	46 to 60 days	More than 60 days	No decision / overdue	Not tabulated	% released in 10 days or fewer	11 to 20 days	21 to 30 days	Beyond 30 days / overdue
BC*	Hospital	1			1									
MB	Hospital	1	1											
NB	Hospital	1								1				
NL	Hospital	1			1									
NS	Hospital	1					1							
ON	Hospital	1				1								
PE	Hospital	1			1									
QC*	Hospital	1								1				
SK	Hospital	1			1									
Total		**321**	**68**	**61**	**96**	**53**	**8**	**16**	**8**	**11**	**22%**	**20%**	**31%**	**27%**

Source: CNA/UKC FOI audit. NWT, City of Yellowknife only.
*BC legislation permits 30 business days for a response and Quebec 20 business days. For purposes of comparison, 30 calendar days used for all jurisdictions. The 30 calendar day rule is widely accepted in Canadian, U.S. and British law.
**Ontario provincial includes requests filed in main audit. Additional Ontario requests were filed as part of the special Ontario audit. See report part II.
Percentages may not add up to 100 per cent due to rounding.
Percentages not calculated for hospitals as only one per province was tested.
In previous audits, this table combined municipal and provincial requests into a single figure in each province.

The percentage of federal requests completed within 30 days is up from the last audit, at 61 per cent versus 50 per cent. The number of federal requests tabulated this year is 31 versus 55 in the last audit. The performance of New Brunswick municipal institutions is notably improved partly due to the fact that the Cities of Fredericton and Moncton processed requests this year despite not being officially included in their access regimes at the time of the audit.

Chart 1 summarizes the results from table above:



Source: CNA/UKC FOI audit.
*BC legislation permits 30 business days for a response and Quebec 20 business days
**Ontario provincial includes requests filed in main audit. Additional Ontario requests were filed as part of the special Ontario audit. See report part II.

DISCLOSURE DECISIONS

As important for requesters as timeliness is the answer they get to their requests; how much information do they actually receive?

TABLE 3 Disclosure decisions (by govt level)

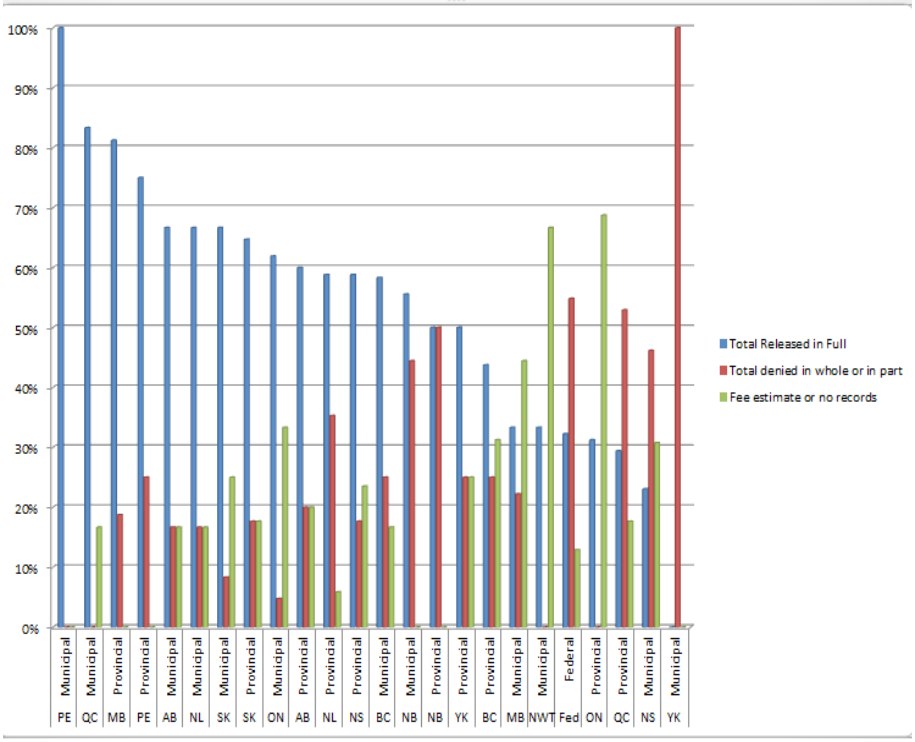
Table 3 shows disclosure decisions by province and level. In previous audits, municipal and provincial performance were combined in this table. They are now reported separately:

Prov./ Terr.	Level	Total filed	Released in Full	Released in Part	Denied in Fill	No Decision - Overdue	Fee Estimate	No Records	Not Tabulated	Total Released in Full	Total Denied in whole or in part	Fee Estimate or no records
PE	Municipal	3	3							100%	0%	0%
QC	Municipal	12	10					2		83%	0%	17%
MB	Provincial	17	13	3					1	81%	19%	0%
PE	Provincial	4	3	1						75%	25%	
AB	Municipal	12	8	2				2		67%	17%	17%
NL	Municipal	6	4	1				1		67%	17%	17%
SK	Municipal	12	8	1				3		67%	8%	25%
SK	Provincial	17	11	2	1		2	1		65%	18%	18%
ON	Municipal	21	13	1			4	3		62%	5%	33%
AB	Provincial	17	9	3			3		2	60%	20%	20%
NL	Provincial	17	10	6			1			59%	35%	6%
NS	Provincial	17	10	3				4		59%	18%	24%
BC	Municipal	12	7	3				2		58%	25%	17%
NB	Municipal	9	5		4					56%	44%	0%
NB	Provincial	17	8	3	5				1	50%	50%	0%
YK	Provincial	4	2		1		1			50%	25%	25%
BC	Provincial	17	7	4			3	2	1	44%	25%	31%
MB	Municipal	9	3	1	1		1	3		33%	22%	44%
NWT	Municipal	3	1					2		33%	0%	67%
Fed	Federal	33	10	14		3	1	3	2	32%	55%	13%
ON*	Provincial	17	5				7	4	1	31%	0%	69%
QC	Provincial	17	5	2	7			3		29%	53%	18%
NS	Municipal	15	3	1		5		4	2	23%	46%	31%
YK	Municipal	3			2				1	0%	100%	0%

Prov./ Terr.	Level	Total filed	Released in Full	Released in Part	Denied in Fill	No Decision - Overdue	Fee Estimate	No Records	Not Tabulated	Total Released in Full	Total Denied in whole or in part	Fee Estimate or no records
AB	Hospital	1	1									
BC	Hospital	1		1								
MB	Hospital	1		1								
NB	Hospital	1							1			
NL	Hospital	1	1									
NS	Hospital	1		1								
ON	Hospital	1			1							
PE	Hospital	1	1									
QC	Hospital	1							1			
SK	Hospital	1		1								

Source: CNA/UKC FOI audit. NWT, City of Yellowknife only.
*Ontario provincial includes requests filed in main audit. Additional Ontario requests discussed in report part II.
Percentages not calculated for hospitals as only one per province.
In previous audits, this table combined municipal and provincial requests into a single figure in each province.
Overall performance at any one level may vary from the experience in this study.

Chart 2 contains the same information in visual format:



CROSS-JURISDICTIONAL REQUEST

One of the most powerful features of the Newspapers Canada National Freedom of Information audit is the ability to send the same request to a great many jurisdictions. Once again in 2011, FOI audit compares the performance of institutions at all three levels of government on the same request for information. The request for social media guidelines for employees was filed and tracked at all three levels. As in the last audit in which a similar comparison was made, responses came most quickly at the municipal level, followed by the provincial level and finally by the federal level.

Ninety per cent of the requests sent to municipalities were completed within 30 days compared to 84 per cent of provincial requests and 60 per cent of the federal requests.

TABLE 4 Time to decision

Table 4 shows the time taken to reach a decision, by level, for the social-media request:

Days to decision groups	Federal	Municipal	Provincial
10 days or fewer	10%	58%	18%
11 to 20 days	10%	18%	34%
21 to 30 days	40%	13%	32%
31 to 45 days	10%	5%	16%
More than 60 days	30%	0%	0%
No decision/overdue	0%	5%	0%

Results tabulate 10 requests at the federal level and 38 each at the provincial and municipal levels.

To give an idea of how dramatically performance on this question varied, Saskatoon, Yarmouth and Corner Brook all released their policies on the same day the request came in. Environment Canada, on the other hand, took three months before denying access to half of what it held. Transport Canada and National Defence two months each to complete processing of exactly the same request that the fastest jurisdictions finished in a day. This may partly be owing to the relative size and complexity of the institutions, but municipalities in Canada consistently have been at the forefront, in the Newspapers Canada audit, of providing efficient and prompt service to citizens. To far too great an extent, the business of responding to FOI requests has become a rule-bound processing system with excessive layers of approvals required to get information out the door, rather than the kind of nimble response system that citizens have a right to expect.

GRADES

Once again, this year's audit is grading institutions based on the speed and com¬pleteness of disclosure. The faster and more complete the disclosure, the higher the grades given. For 2011, a simplified grading system is being used. For this audit, institutions, or groups of institutions, are graded based on the percentage of requests completed within 30 days, the standard in the majority of jurisdictions in Canada.

A second grade is awarded for disclosure. This grade is based on a simplified points system. Three points are awarded for full disclosure (including requests for which the only exemption applied was to withhold personal, private information), two for partial denial, one point for a fee estimate and none for a denied or overdue request. Awarding three points for full disclosure, two for partial, one for fee estimates and none for denial reflects the growing opaqueness of access decisions, from receiving all of the records requested, to receiving only some, to having to clear an extra stage, and pay money, before receiving access, to getting nothing at all. The sliding points scale reflects this decline in access and convenience.

When an institution says it had no records, the request is not included in the disclosure grade. This varies from previous audits when a no-record response was given the same value as full disclosure and artificially "lifted" the grades of a small number of institutions. The grade is based on the percentage of total possible points received. For the purposes of this second grade, if a request was subject only to the mandatory exemption for personal privacy, it was deemed to have been released in full.

Other factors included in the previous grading system, such as the length of extensions of the processing deadline, and size of fee estimates, are included in the discussion sections of the report but no longer incorporated into the grades in order to make them easier to understand.

For both grades used this year, the familiar 50-per-cent threshold for an F is used. Anything from 50 to 62.5 per cent results in a D, from 62.5 to 75 a C, from 75 to 87.5 a B and from 87.5 to 100 per cent an A. There are no + or – letter grades. As noted earlier, grades are provided to facilitate comparison between institutions and not to rate the overall performance of any one access regime.

In previous audits, grades were calculated for individual federal departments and municipalities. In this audit, in order to avoid grading on the basis of only a few requests, municipalities are grouped in each province, and federal departments and agencies are grouped into a single federal grade. There is no change in the practice with respect to provinces and in fact the number of provincial requests is tripled for all provinces/territories except for PEI and Yukon, which receive only a small number of requests each year.

TABLE 5 Grades (speed of disclosure)

Level and Prov./Terr.	30 days or fewer	More than 30 days	Not tabulated	Grand Total	Percent in 30 days	Grade 2011
Federal	**19**	**12**	**2**	**33**	**61%**	**D**
All Municipal	**87**	**21**	**3**	**111**	**81%**	**B**
AB	11	1		12	92%	A
BC	7	5		12	58%	D
MB	9			9	100%	A
NB	6	3		9	67%	C
NL	6			6	100%	A
NS	6	7	2	15	46%	F
NWT***						
ON	18	3		21	86%	B
PE***						
QC	10	2		12	83%	B
SK	12			12	100%	A
YK***						
All Provincial	**108**	**49**	**4**	**161**	**69%**	**C**
AB	13	4		17	76%	B
BC	2	14	1	17	13%	F
MB	9	7	1	17	56%	D
NB	7	9	1	17	44%	F
NL	13	4		17	76%	B
NS	17			17	100%	A
ON**	12	4	1	17	75%	B
PE	4			4	100%	A
QC	15	2		17	88%	A
SK	12	5		17	71%	C
YK	4			4	100%	A

*Ontario only level includes requests filed in special Ontario audit which had a lower disclosure rate. See audit part II.
**Ontario provincial includes requests filed in general audit
***Insufficient requests to grade.
****For comparison purposes, grade for 2009-2010 calculated based on grading system used in this audit. Provincial audits included 5 requests in 2009-2010 vs. 17 in 2011.

TABLE 6 Grades (completeness of disclosure)

Level and Prov./Terr.	Potential points	Full points	Partial points	Fee points	Actual points	Grade 2011*
Federal	**84**	**30**	**28**	**1**	**59**	**C**
All Municipal	**276**	**195**	**20**	**5**	**220**	**B**
AB	30	24	4	0	28	A
BC	30	21	6	0	27	A
MB	18	9	2	1	12	C
NB	27	15	0	0	15	D
NL	15	12	2	0	14	A
NS	27	9	2	0	11	F
NWT***						
ON	54	39	2	4	45	B
PE	9	9	0	0	9	A
QC	30	30	0	0	30	A
SK	27	24	2	0	26	A
YK	6	0	0	0	0	F
Ontario only*	123	42	10	16	68	D
All Provincial	**423**	**249**	**54**	**17**	**320**	**B**
AB	45	27	6	3	36	B
BC	42	21	8	3	32	B
MB	48	39	6	0	45	A
NB	48	24	6	0	30	C
NL	51	30	12	1	43	B
NS	39	30	6	0	36	A
ON**	36	15	0	7	22	D
PE***						
QC	42	15	4	0	19	F
SK	48	33	4	2	39	B
YK***						

Groups with 3 or fewer requests not graded.
*Ontario only level includes requests filed in special Ontario audit which had a lower disclosure rate. See audit part II.
**Ontario provincial includes requests filed in general audit
***Insufficient requests to grade.
****For comparison purposes, grade for 2010 calculated based on grading system used in this audit.

DETAILS ON INDIVIDUAL REQUESTS

TABLE 7 Disclosure Decisions

Table 7 shows the disclosure decisions made on each of the requests in the main audit:

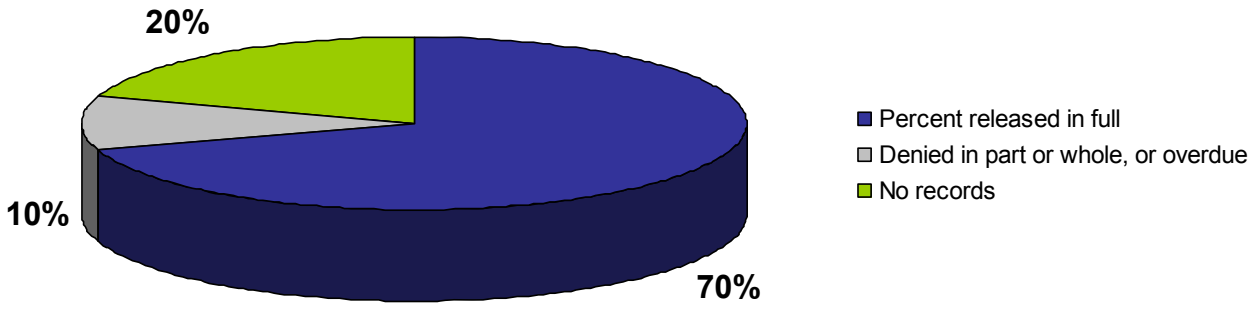
Level and request	Released in Full	Denied in Part	Denied in Full	No decision-overdue	Fee Estimate	No Records	Not Tabulated	Total requests	Percent released in full	Denied in part or whole, or overdue	Fee estimate	No records
Provincial-- PROVCOMMS	35	3						38	92%	8%	0%	0%
Federal-- FEDSOC	7	1				2	1	10	70%	10%	0%	20%
Municipal--MUNSOC	25		2	2		9	1	38	66%	11%	0%	24%
Provincial--PROVTREATMENT	7	2	2					11	64%	36%	0%	0%
Municipal--MUNCOMMS	23	3	2	2	1	8		39	59%	18%	3%	21%
Provincial--PROVSOC	22		2			14		38	58%	5%	0%	37%
Hospital--HOSP	4	3	1				2	8	50%	50%	0%	0%
Municipal--MUNCONTRACT	17	7	3	1	4	5	2	37	46%	30%	11%	14%
Provincial--PROVCREDIT	11	16	3		5		3	35	31%	54%	14%	0%
Federal--FEDCONTRACT	3	5		2		1		11	27%	64%	0%	9%
Provincial-PROVBRIEF	8	6	7		12		3	33	24%	39%	36%	0%
Federal-FEDEMPLOYEES		8		1	1		1	10	0%	90%	10%	0%
Total	**162**	**54**	**22**	**8**	**23**	**39**	**13**	**308**	**53%**	**27%**	**7%**	**13%**

Does not include requests filed in special Ontario audit. See report part II.

FEDERAL REQUESTS
FEDSOC

Wording: any guidelines for personal or business use of social media sites by the institution's employees. Social media sites include but are not limited to Twitter and Facebook.

Context: The social media explosion has affected every walk of life, and the workplace is no exception. This request, sent to all three levels of government, sought to find out what rules government employers were putting into place to limit or control access to social media tools by their employers.



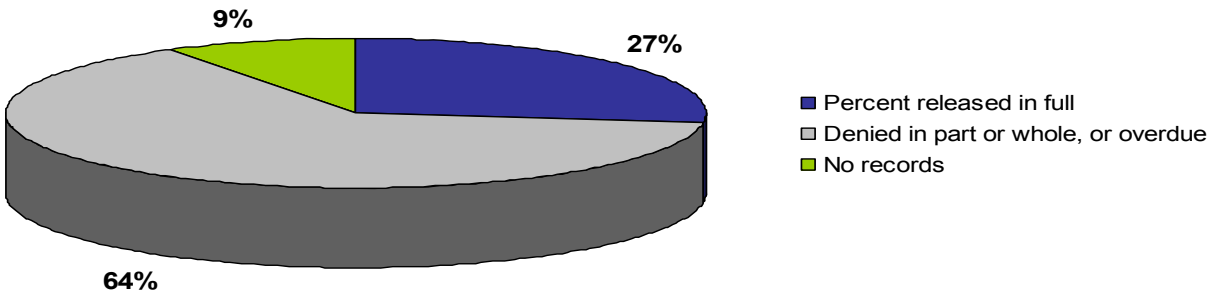
Discussion: Environment Canada was the standout among federal institutions responding to this request, but not in a favourable way. It was the only institution to deny access to information on social media policies. In fact, it withheld 38 full pages. And the department took its time making a decision, claiming a two-month time extension and therefore tripling the statutory 30-day period allowed to respond to a request for information. When its decision letter finally went out, on the 91st day, the department relied on section 21 of the Access to Information Act to deny access to more than half of the information it held on the subject. Section 21 gives agencies sweeping discretion to refuse access to records or parts of records they deem to be advice from civil servants.

In contrast to Environment Canada's secretiveness, seven other federal institutions granted full access to their social media policies, while two said they had no policies to release. One request was left out of the tabulation due to data quality concerns. Transport Canada and National Defence both took two months to release all of their records. The shortest response was from the CBC, which took just five days to release its social media policy.

FEDCONTRACT

Wording: A copy of a specified contract listed on the institution's proactive disclosure website (or if no such website exists, identified independently by the audit team). Details on specific contracts requested is found in Appendix B.

Context: Also filed at the municipal level, this request tests one of the most important principles of Canadian democracy, that the public has a right to know how public officials are spending money and with whom they are spending it.



Discussion: Interestingly, Environment Canada was once again a standout in this request, but this time it joined Indian and Northern Affairs (now Aboriginal Affairs and Northern Development) in being the only two federal institutions to release the requested contracts in full. The most common response to this request was to release most of the contract details, but to withhold some information deemed by the departments to be the confidential information of third parties. Five institutions made decisions in 30 days or fewer and four in more than 30 days. Neither Via Rail nor Transport Canada had made a disclosure decision when the audit closed, and they were recorded as being overdue.

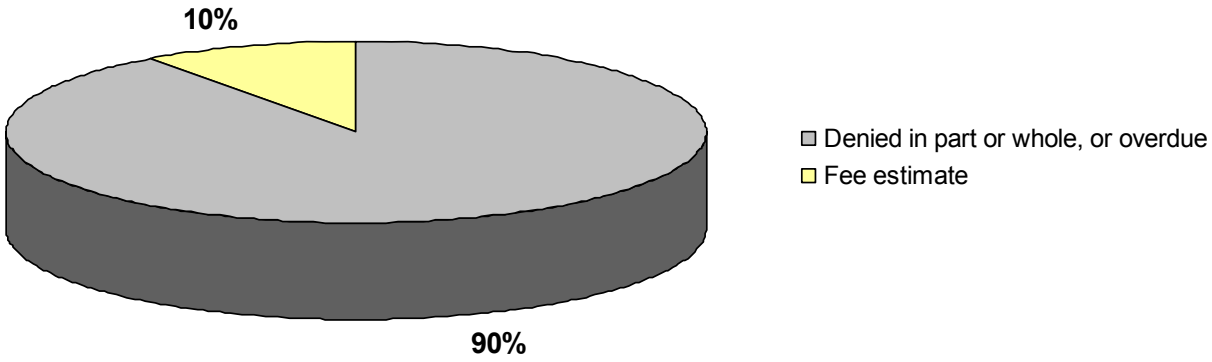
The longest response time was by Public Works and Government Services Canada, which took 78 days to release a contract with RJG Construction of St. John's for dredging in Joe Batt's Arm, Nfld. The department advised on January 31 that it was going to consult with the company prior to release, and it was several weeks before this consultation was completed and the records released in part.

Recommendation: Companies that do business with government should be notified when the contracts are let that contracts are subject to release under access legislation. There should be no need to consult with contractors before releasing agreed contract details to the public.

FEDEMPLOYEES

Wording: An electronic list of all employees of the institution, including name, classification and salary range. Requested in Microsoft Excel or similar data format.

Context: The names, job functions and salary classifications of government personnel are considered public information under the federal Privacy Act, and therefore can be released under the Access to Information Act. This request sought this information in an electronic form to test the willingness of federal institutions to release data in a format that could be opened and analyzed using a computer program such as a spreadsheet. Previous audits have shown a reluctance on the part of federal institutions to do so, despite the government's public stance that it wishes to make data more open and accessible and its new open-data website.



Discussion: Results from this year's audit were disappointing. Once again, not a single federal agency was prepared to release the information in electronic format even though in every case the information clearly came from a computerized system and was either printed out, or converted prior to release to an image format. Images are literally pictures of the data that cannot be opened for analysis in a computer program. In all of these cases, the information was deemed for the purposes of the audit to have been denied in part because the format was not only not what was requested, but it was a format that officials would know is for manual viewing only. Via Rail, for example, released what was clearly a 56-page printout from a spreadsheet or database program, meaning the crown corporation could have released in electronic form if it had chosen to do so.

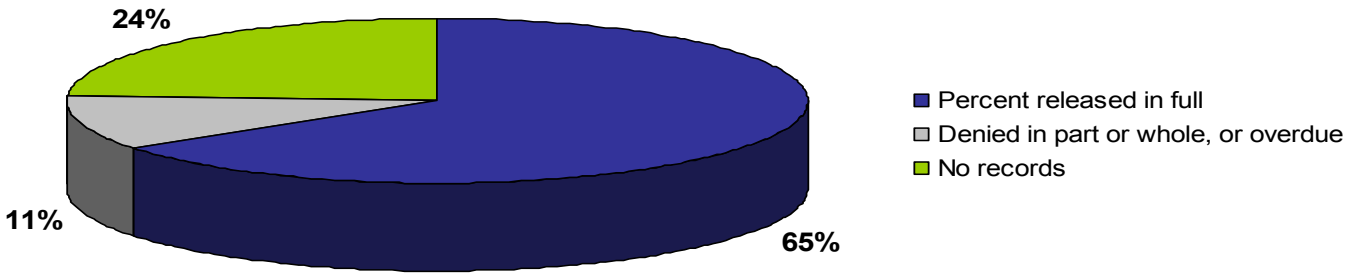
This request was handled within 30 days except by the CBC which took almost three months, and Canada Post, which had still not released the information when the audit was closed.

Recommendation: Federal officials should heed the government's call for open data, and release data electronically rather than converting to unreadable image files or providing printouts.

MUNICIPAL REQUESTS
MUNSOC

Wording: Any guidelines for personal or business use of social media sites by municipal employees. Social media sites include but are not limited to Twitter and Facebook.

Context: The social media explosion has affected every walk of life, and the workplace is no exception. This request, sent to all three levels of government, sought to find out what rules government employers were putting into place to limit or control access to social media tools by their employers.

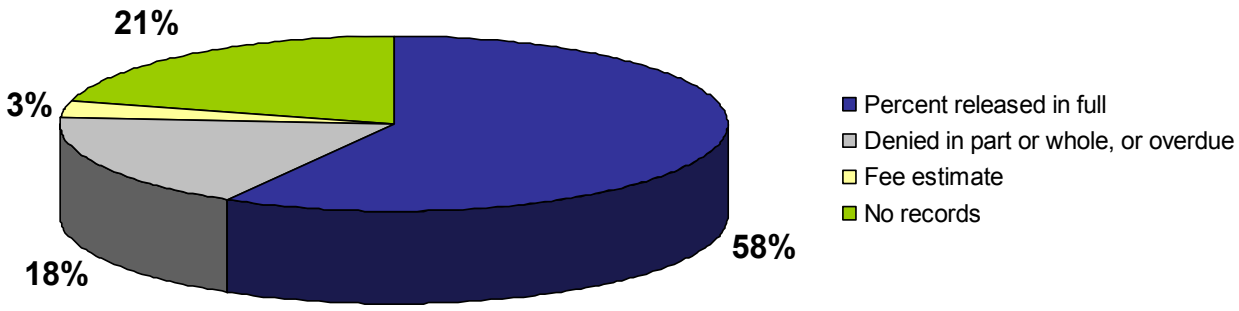


Discussion: Most municipalities either released their policies or indicated they had no policy. All but two, Fredericton and Nanaimo, completed processing within 30 days. Whitehorse and Saint John both refused to process the requests—neither was formally covered by access legislation at the time of the audit. Moncton and Fredericton, however, did release their policies, despite also not being formally included in New Brunswick's legislation (they are included in the Right to Information and Protection of Privacy Act but the provisions affecting municipalities were not in effect at the time of the audit). The Town of Truro and Cape Breton Regional Municipality, both in Nova Scotia, had not provided a decision by the close of the audit. Cape Breton has performed consistently poorly in the Newspapers Canada audit.

MUNCOMMS

Wording: Records indicating the number of person years and the annual budget for each of the past three fiscal years for public communications (including media relations).

Context: This request was sent to municipalities and provincial governments. Governments routinely employ large numbers of people to manage communications and media relations. These employees play a huge role in crafting the messages Canadians receive from their governments. The request seeks to illuminate the size of the PR machine.



Discussion: Most municipalities either released the records in full or indicated they did not have dedicated communications staff. Hamilton, Ontario was the only municipality to ask for a fee, a fee so small it may not have been worth charging. It certainly had the effect of making Hamilton less transparent by introducing delay to the process. The fee of $23.70 was made up of 40 minutes of search time, $3.50 to prepare the records for disclosure and 20 cents to photocopy one page.

Cape Breton and Truro, Nova Scotia had not provided a decision by the time the audit closed. Whitehorse and Saint John refused to process the requests.

Most municipalities processed requests in fewer than 30 days, but there were notable exceptions such as Sudbury, Ontario which took 91 days to conclude it had no records (105 calendar days minus 14 days while the request was being clarified). While not included in the processing time for the purposes of the audit, part of the overall delay was created when Sudbury officials mailed a request for clarification, rather than contacting the auditor at the e-mail address provided. The City of Laval, Quebec also asked for clarification by mail. Laval had the second longest processing time at 82 days, while Vancouver took 76. St. John's Newfoundland had the fastest response time, providing the requested records in one day.

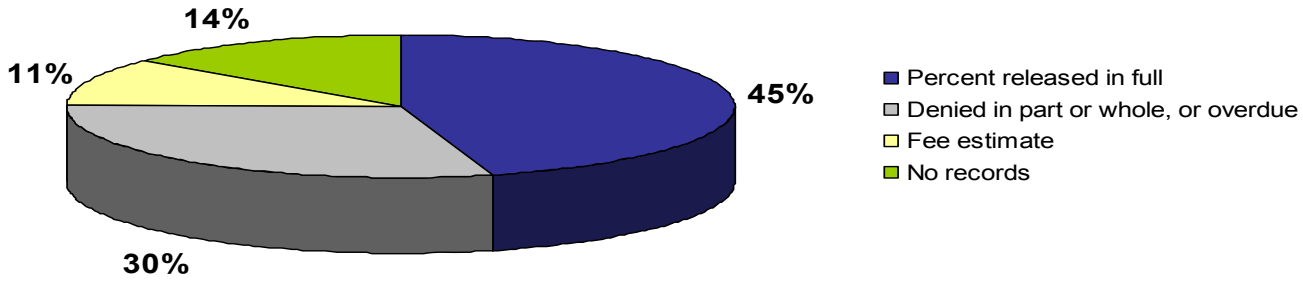
Recommendation: Officials should avoid asking for clarification by letter mail unless no other means of communication has been provided. Clarifications sent my mail create unnecessary delay in a process than can already be protracted for requesters.

Recommendation: Officials should avoid charging fees of less than $50. Fees add an extra step to the access process, making it less user-friendly and more bureaucratic. The staff time required to calculate small fees, as well as the administrative costs of processing payments, may approach or exceed the amounts collected in many cases. For an expanded discussion of small fees in Ontario, see part II of this report.

MUNCONTRACT

Wording: A copy of a specified contract with a private-sector firm. Details on specific contracts requested are found in Appendix B.

Context: Also filed at the federal level, this request tests one of the most important principles of Canadian democracy, that the public has a right to know how public officials are spending money and with whom they are spending it.



Discussion: The contract request provided some of the starkest contrasts among municipalities, with Saskatoon and Winnipeg at the extremes.

Saskatoon, the most open of municipalities, released the contract in full in one day, explaining that contracts are public documents routinely available. Winnipeg, at the other extreme, took 18 days, and refused access altogether, writing, "Please be advised that the City of Winnipeg does not disclose the details of contracts for reasons of confidentiality…. The contract with Joe Johnson Equipment Inc. [for street sweepers] contains financial information supplied to the City of Winnipeg on a confidential and proprietary basis through a competitive and confidential RFP process and subsequent contractual agreement." Winnipeg was the only institution out of 50 municipal and federal institutions to which a request for a contract was sent to refuse access altogether on the grounds that contracts are confidential. Fredericton provided a council report but not the contract itself while Saint John, New Brunswick said it was not yet subject to the new Right to Information Act.

Most municipalities made a decision within 30 days, but there were notable exceptions, with Halifax, Nova Scotia taking the longest, at 129 days. As with other municipalities that took a long time, Halifax cited the need to consult with contractors about information that might constitute the confidential information of the contractors. The municipality advised the contractor, Coastal Restoration and Masonry Limited, of the request and that its interests might be affected. Following the procedures laid out in the law, the municipality subsequently decided to release the document, with some information severed to protect personal privacy and third party interests. But the contractor, as is also permitted under Nova Scotia's municipal FOI legislation—similar provisions are contained in other acts--asked the Nova Scotia FOI review officer to review the municipality's decision, leading to several months of delay. It wasn't until May that the review officer gave the go ahead to the municipality to release the contract, as it had planned to do. As it was, all but three of the dozens and dozens of pages released were the city's own tender document. The actual information deleted was minimal.

Recommendation: In a situation where third party interests may apply to part of a record, where practical, the remainder of the records should be released while notification and appeal procedures run their course on the portion in question. Where acts provide for appeals by third parties of disclosure decisions, strict timelines should be introduced to ensure such appeals are dealt with quickly.

Four municipalities requested fees before releasing records, with the largest fees being from Cornwall, Ontario at $461.74 and Thunder Bay at $289. Cornwall appeared not to understand the rules for charging fees. It included 5.4 hours of fees for "administration, search, preparation, printing and collation and shipping and handling," as well as photocopying charges for 1,078 pages. It did not break down the charges, and included sales tax in its estimate, even though sales tax is not payable on FOI fees in Ontario. Institutions are also not allowed to charge for the time it takes to make copies. Cornwall also demanded payment of the full amount, even though institutions are required to give the requester an opportunity to pay half of the fees as a deposit if fees exceed $100. Thunder Bay's fee was entirely for photocopying

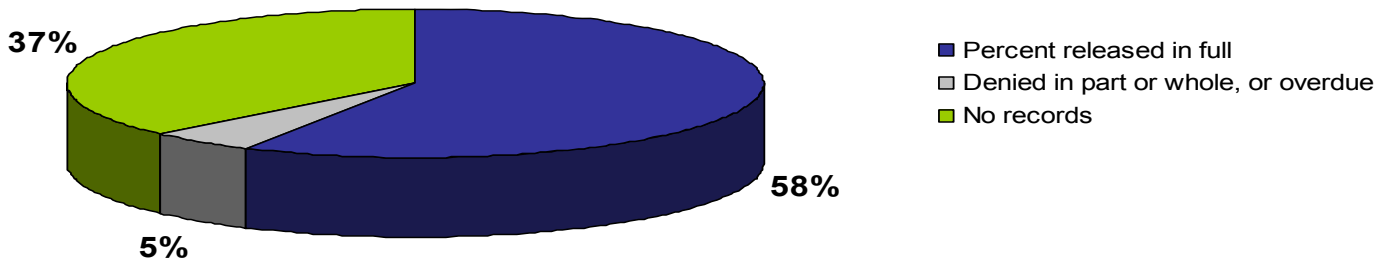
Yarmouth, Nova Scotia had not made a decision by the time the audit closed.

Recommendation: In instances where large quantities of paper are involved, alternative means to release than photocopies should be offered, to cut costs to applicants. Many federal institutions already routinely convert ordinary paper documents to files that are provided on disk. British Columbia also routinely provides data on disks, and recently began to post scans of released documents to a new open information website, with a three day delay after the documents are provided to the requester. While scanning is inappropriate for data requests, it makes perfect sense for requests that would otherwise generate a great deal of paper.

PROVINCIAL REQUESTS
PROVSOC

Wording: Any guidelines for personal or business use of social media sites by the institution's employees. Social media sites include but are not limited to Twitter and Facebook.

Context: The social media explosion has affected every walk of life, and the workplace is no exception. This request, sent to all three levels of government, sought to find out what rules government employers were putting into place to limit or control access to social media tools by their employers.



Discussion: The social media request provided particularly troublesome in New Brunswick. The request sent to the New Brunswick department of Transportation ended up being answered by no one because no department would take responsibility for it. The Transportation department said that "all such communication issues are dealt with through the Department of Communications NB" and subsequently transferred the request to that department (10 days later than it was legally entitled to do so). On February 11, Communications New Brunswick wrote the auditor to say that individual departments were responsible for social media policies and attached one such policy without saying which department's policy it was. Transportation's policy, if it exists, was never released.

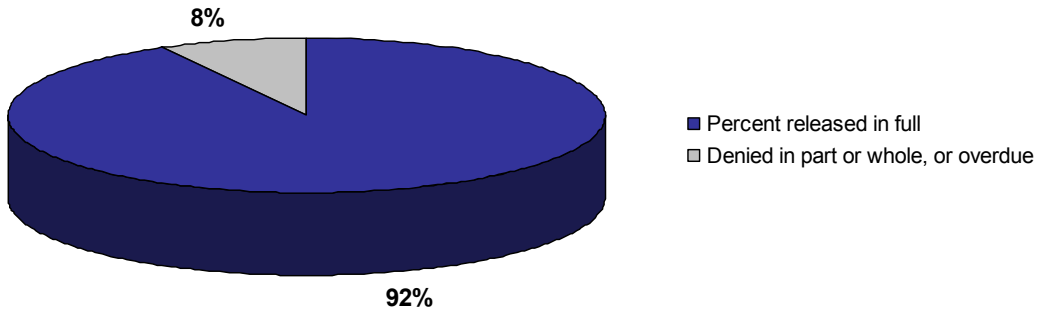
The New Brunswick Education department also suggested contacting Communications New Brunswick, though it did provide guidelines for school board employees, not what was requested.

The difficulties in New Brunswick were unusual. Overall, provincial institutions across the country either released specific social media policies, or general computer-use policies (both of which were deemed to satisfy the request wording), or said they had no records. Most were completed within 30 calendar days.

PROVCOMMS

Wording: Records indicating the number of person years and the annual budget for each of the past three fiscal years for public communications (including media relations).

Context: This request was sent to provincial governments and municipalities. Governments routinely employ large numbers of people to manage communications and media relations. These employees play a huge role in crafting the messages Canadians receive from their governments.



Discussion: New Brunswick institutions also struggled with this request. Three of them, Education, Transportation and Public Safety, transferred their requests (Public safety did so on January 5, on time, while the other two departments didn't transfer the requests till late January, again after the statutory deadline to do so had passed) to Communications New Brunswick, which replied on February 11 but did not provide the number of positions for 2008-2009.

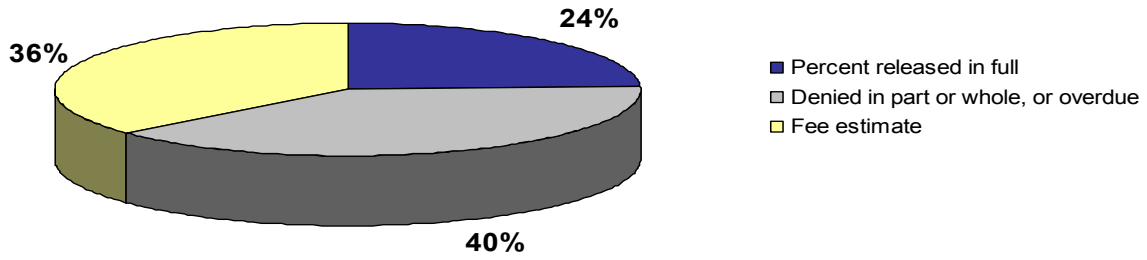
New Brunswick Education was tied with Community Safety and Correctional Services, in Ontario, for the longest response time, at 40 days. Except for the three transferred New Brunswick requests, all institutions provided the requested information in full. PEI Justice and Public Safety had the fastest response, in 11 days, while New Brunswick Social Development, which did not transfer its request, came in second fastest at 14 days.

The requests sent to B.C. ministries were handled in an unusual manner and are referenced under the separate heading below, "The B.C. disadvantage."

PROVBRIEF

Wording: All briefing notes for your minister created since Sept. 1, 2010 (amended in some cases to a list of briefing notes for the same period).

Context: Requests for briefing notes are among the most commonly made by accountability requesters such as the media because they provide important details about what ministers are being told by their advisers. They frequently become the subject of news stories.



Discussion: This request produced some of the most dramatic variations in access by Canadians in different parts of the country. New Brunswick and Quebec refused access to briefing notes altogether, with New Brunswick institutions exempting all content as policy advice, and Quebec deeming them to be ministerial documents and therefore off limits. Newfoundland and Labrador was far more open with its briefing notes, with the departments of Human Resources, Labour and Employment, Transportation and Works, and Justice all providing partial access to briefing notes. The Department of Education issued a fee estimate.
This request produced more fee estimates than any other, about a third of all requests on this topic attracting fee estimates. The largest was for $405.50 and was from Alberta's Solicitor General and Public Security Department (for a list of briefing notes).

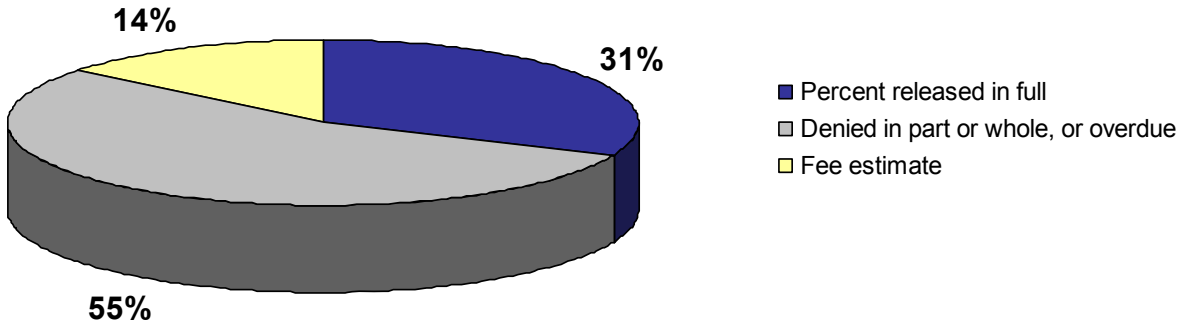
The briefing notes requests were far more likely to be subject to exemptions than other requests in the audit, likely owing to the more diverse range of information and the increased sensitivity of some of the issues discussed in notes. Some of the most frequent exemptions applied included those for cabinet confidences, policy advice and confidential business information.

Even institutions that provided lists of briefing notes sometimes exempted items from the lists. For example, Nova Scotia Community Services and Justice both provided lists of briefing notes with some list items severed so even the topics of the briefing notes were kept secret.

PROVCREDIT

Wording: All credit card statements from 2009-2010 and 2010-2011 for any government or corporate credit card issued for use by the institution's deputy minister in carrying out his or her duties. If no such card exists, all travel and entertainment expense claims filed by the deputy minister for the same time period.

Context: More and more governments are posting summaries of travel expenses of senior officials online. But it is often the supporting documents that help tell the full story of how and where money was spent and whether officials are enjoying the good life on the taxpayer's tab. For example, did an official fly in business class or economy, did (s)he dine in exclusive restaurants, or in more modest establishments, and did the official prefer five-star hotels, or the kinds of hotels where ordinary people might stay?



Discussion: This request produced the single largest fee estimate in the audit project, $1,685.25 from the Ministry of Social Services in Saskatchewan. The estimate included 40 hours of search and 14.5 hours of preparation time, plus $110.25 for photocopies. The Saskatchewan Ministry of Corrections, Public Safety and Policing was one of three institutions to not release any of the requested records. The ministry provided only an annual total of expenses by its deputy minister, and gave no explanation why the actual records were not released. Quebec ministries were also stingy with the expense data, but gave reasons. Emploie et de la Solidarite Social released the credit card statements but deleted all of the transaction descriptions leaving just the dates and amounts. It cited exemptions for personal information and valuable government information. The Transport department released a single total for each of the two fiscal years, and exempted all other records as personal information. Education Leisure and Sport broke down the information into smaller time periods, but also withheld the credit card statements on the basis that they were personal information.

The B.C. Ministries of Public Safety and Social Development withheld the actual credit card statements because the statements are sent to the employees and the ministries argue they therefore don't have them. The Ministry of Education did provide printouts of online versions of the statements.

Three of the four Ontario ministries issued fee estimates, though only that from the Ministry of Transportation topped $100, at $103.

While most institutions provided most of the information requested, the format varied. The following summarizes how different jurisdictions gave access to the records:

Alberta	Actual credit card statements*
B.C.	Electronic printouts of contents of card statements*
Manitoba	Actual card statements or expense claims*
N.B.	Travel claims as filed*
Nfld and Lab.	Summaries of expense claims, not actual documents*
Nova Scotia	Credit card statements or travel claims*
Ontario	Records to be provided upon payment of fees*
PEI	Credit card statements*
Quebec	All information denied, personal information exemption
Saskatchewan	Travel claim summary, large fee estimate, total annual expenses**

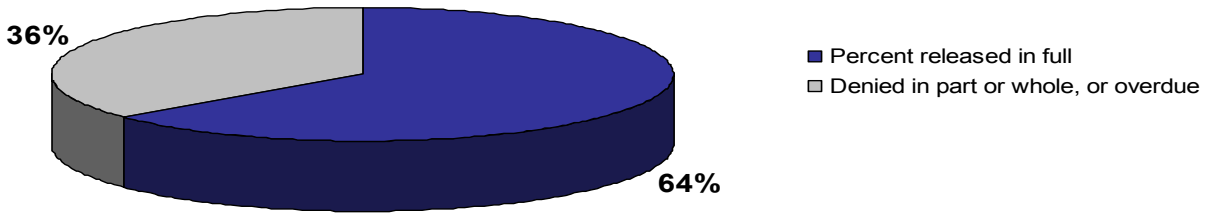
*Minimal exemptions: Usually for personal information or sensitive information such as credit card numbers, credit limits, individual identification numbers.

**Items reflect disclosure decisions by different ministries

PROVTREATMENT

Wording: Records indicating the number of individuals treated in the United States for which any part of the treatment was covered by the provincial health insurance plan, plus the total cost to the plan for such treatment, for the past three fiscal years.

Context: When patients cannot obtain the care they need in Canada or are travelling, provincial health insurance plans will sometimes pay the costs of treatment in the United States.

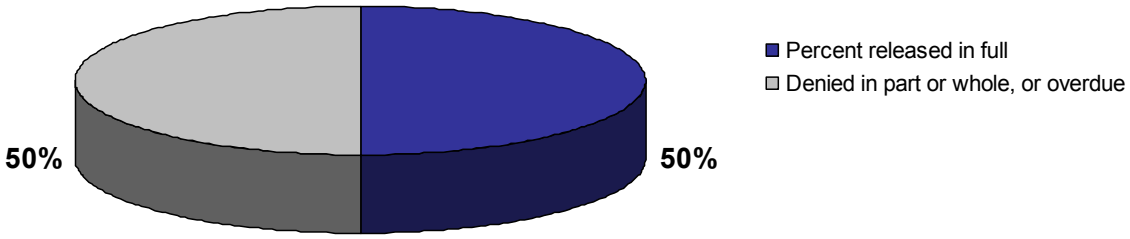


Discussion: Most provinces released this information as requested and all but two did so within 30 days, with B.C. and Alberta exceeding that period by a few days each. The only jurisdiction to turn down the request altogether was Quebec, and only because the province has no provision to transfer requests from one agency to another so the Health and Social Services ministry simply returned the request. Alberta pointed to information posted on its website, but the most recent fiscal year was not included. B.C. provided a breakdown, but included only emergency services. It said numbers for elective procedures did not exist, even though the decision letter noted that patients must apply for approval to receive services outside of Canada.

HOSP

Wording: All credit card statements from 2009-2010 and 2010-2011 for any government-issued or corporate credit card issued for use of the most senior hospital employee in carrying out his or her duties. If no such card exists, all travel and entertainment expense claims filed by the same employee for the same time period.

Context: Hospitals are large and critical public institutions that spend vast sums of taxpayers' money. As such, they are accountable for that spending just as other government officials are.



Discussion: Three health bodies, Health P.E.I, the Foothills Medical Centre in Calgary and Eastern Health in St. John's, released the information as requested, with exemptions for private personal information. Capital Health in Halifax said the credit card statements could not be released at all as doing so would violate privacy. Capital Health did provide a summary but did not identify the employee associated with the spending. Providence Health in Vancouver, and The Winnipeg Regional Health Authority also withheld the actual documents and provided only summaries of spending. The Saskatoon Health Region provided itemized expenses, but details of payees was left out. Hamilton (Ontario) Health Sciences rejected the request altogether, saying it won't be subject to Ontario's freedom-of-information legislation until 2012. Two requests were not tabulated due to data collection issues.

THE B.C. DISADVANTAGE

British Columbia's FOI legislation is nearly unique in Canada in that it measures request processing in working, or business days, rather than in calendar days. So 30 days the way B.C. measure it works out to around 40 days on the calendar, depending on how many weekends and holidays fall during the period.

Because the audit needs to compare all institutions against the same standard, it uses the 30-calendar-day response period that is used in Canadian jurisdictions outside B.C., but not in Quebec, which uses 20 business days, about equivalent to 30 calendar days.

With a less stringent standard than is applied elsewhere, B.C. performs poorly when measured against the 30-calendar-day benchmark. In this audit, almost none of the B.C. requests was completed within 30 calendar days though all were completed within 30 business days (some released on the very last day of that period). The audit results, therefore, help to highlight the fact that B.C. has accepted for itself a lower standard of service than other jurisdictions.

B.C.'s poor performance in the audit raises the question as to whether B.C. public officials, working as they do with a more relaxed standard, have adjusted to the longer deadline and routinely take longer to process requests than officials elsewhere. While further research is needed, a comparison with Ontario, another large provincial regime with a similar act, suggests this may be the case.

The datasets compared were logs of all general records requests completed in 2009 and 2010 in B.C., not including requests that were closed without a disclosure decision (those that were withdrawn, abandoned, etc), and logs of all general records requests completed in 2009 and 2010 by 14 of the largest FOI volume institutions in Ontario, again not including requests closed without a disclosure decision. The Ontario data represents 87 per cent of all general records requests filed in the province, the B.C. dataset, 100 per cent.

The B.C. data was obtained through a single FOI request to the province's central processing agency, while the Ontario dataset was assembled from data released through FOI requests to each individual ministry or agency.

For B.C. general records requests, the median processing time was 43 actual calendar days, from the day the request arrived until a disclosure decision. This means half of the requests took 43 days or longer and half took 43 days or fewer. In Ontario, for the same two years, the median number of actual calendar days to process was 27 days. The B.C. median time to process was, therefore, 60 per cent longer (note that the actual calendar day measure does not include any "holds" or "restarts" of the processing clock that the government institution may have recorded).

Perhaps most telling, the numbers show that in both provinces, responses to requests peak around the legislated deadline. B.C. has another, lower peak, at 60 working days, reflecting the fact that in B.C., officials extended the deadline to complete requests in more than a quarter of all cases. The tendency in both jurisdictions for more and more requests to be answered as deadline approaches can be seen visually in the following two graphs, which show the number of requests completed, by days from the date of receipt, as recorded by officials for the statistical record:

Chart 3

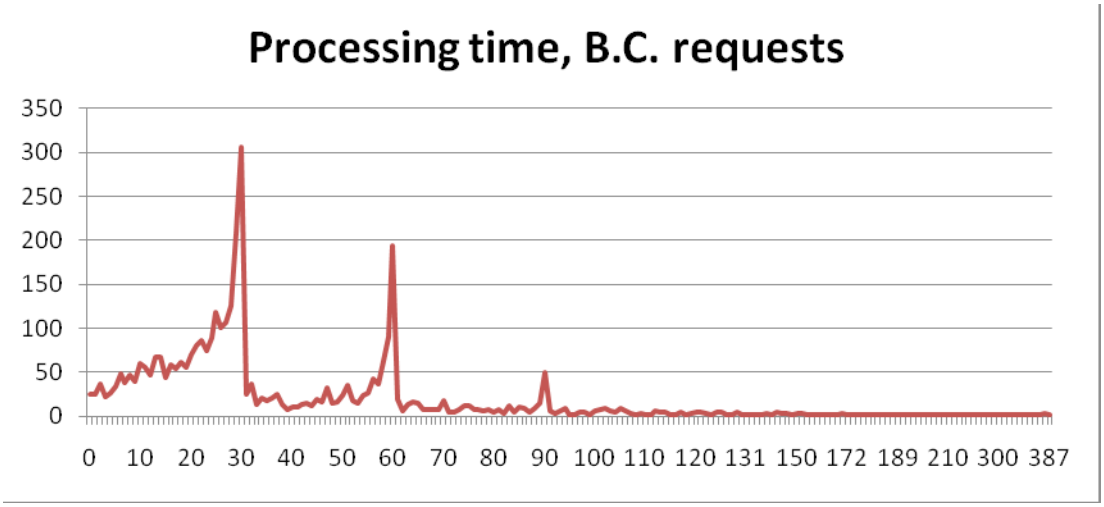
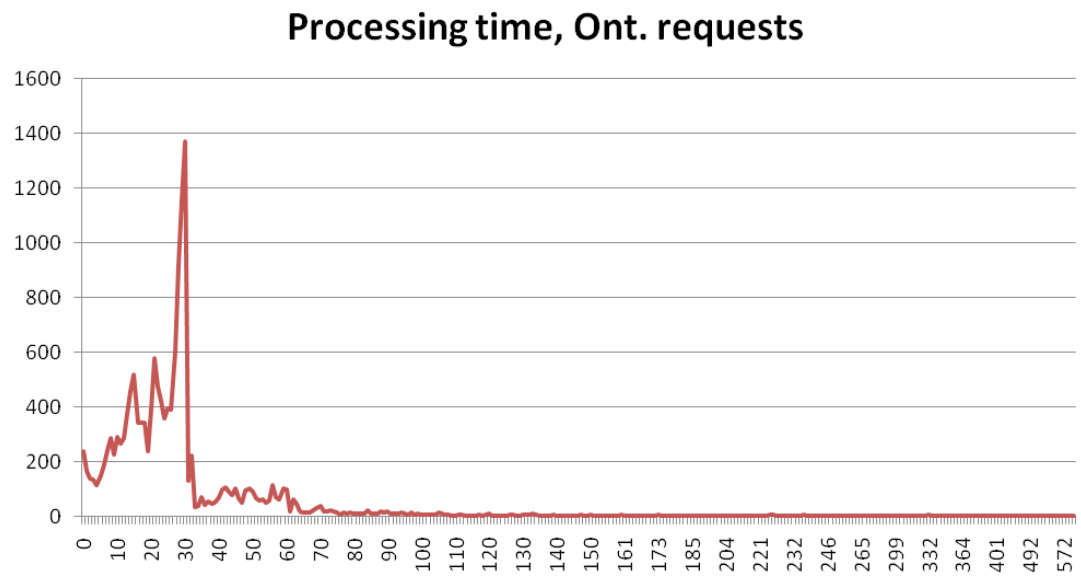


Chart 4



This is a very preliminary analysis of this question. It doesn't take into account other factors, such as the possibility that the mix of request types differs between the two provinces, but it seems clear that given a longer deadline, officials will work to meet that, with the result that requesters will wait longer.

Recommendation: B.C. should give serious consideration to restoring the 30-calendar-day response period to bring itself back in line with established practice in the rest of Canada.

POOR COMMUNICATIONS

The case of B.C.'s handling of the request for budgets for and numbers of communications staff is a good example of how a request can officially take a lot less time to complete than it actually took in real days. With a little bureaucratic sleight of hand, requests that actually took 38 calendar days to complete went into the records books as being released in full in just 21 (or 15 working days as B.C. does the calculation). The four requests were received on January 4 and 5, 2011 by the Ministries of Social Development, Public Safety & Solicitor General, Transportation and Infrastructure, and Education.

More than two weeks after the requests were received, on January 19, an official e-mailed the Newspapers Canada auditor about the requests. Her e-mail contained web links to the provincial spending estimates for each of the three fiscal years covered by the requests, and suggested looking at a summary table in the web document for annual allocations for the B.C. Public Affairs Bureau. No further explanation was offered, and the e-mail concluded with a request to let her know if the information was what was sought. It was unclear at the time if this was meant to be the official response to the requests because the required elements of an official response, such as a statement as to whether access is being granted, were not included.

The auditor e-mailed back the next day, January 20, reiterating that she was seeking communications budgets for each ministry and the total number of full-time employees for communications for each ministry, as per the original request. Internal B.C. documents show that the official then started making arrangements with the B.C. Public Affairs Bureau to obtain the informational requested, but rather than simply releasing the information in response to the original requests, she planned to ask the auditor to formally withdraw her original requests.

She made this proposal to the auditor the next day, January 21:

> The Public Affairs Bureau is able to create a document to provide full time employee (FTE) information broken down by Ministry. The Communications budget is kept centrally and therefore is not broken down by Ministry. This information can be put together for you to respond to your request. Please respond to this e-mail to confirm you wish to re-direct your request to the Public Affairs Bureau, and withdraw your requests to the BC Ministries of Social Development, Public Safety & Solicitor General, Transportation & Infrastructure and Education.

This e-mail was ambiguous in that it suggested in the first part that the government would respond to the original requests with the information form the Public Affairs Bureau, yet at the same time asking the auditor to "confirm" that she wished to withdraw the requests. The official offered no explanation as to the consequences of agreeing to the arrangement, such as the fact that the request would be reset to Day 1.

As it was, the audit team interpreted the note as meaning that the official proposed to withdraw and redirect the part of the request relating to budgets, and responded accordingly:

> If that's the way the communications budget works then let's do that. Please consider this e-mail my wish to redirect the budget part of my request to the Public Affairs bureau.

Even though the auditor consented to redirect only the budget part, the official had the four original files closed and opened a new request with the Public Affairs Bureau. Information from B.C. request logs shows the four original requests were recorded as having beein processed in between four and seven days, despite the fact more than two weeks passed from the time the requests were received until the first e-mail was sent to the auditor.

The new file was opened on Monday January 24 and officials were asked to "expedite it if at all possible," internal B.C. documents show.

With the head start created by the "withdrawn" original requests, the document from the Public Affairs Bureau was ready by February 1. The last of the signoffs needed to release it came on Feburary 11, and this replacement request was released on February 11, with an official time taken of 15 business days, fast by B.C. standards.

Analysis of the B.C. response

The B.C. government's approach here is troublesome because it creates an official record that belies what really occurred with the requests, suggesting four requests were filed and quickly withdrawn and a fifth filed and responded to quickly, when in fact 38 calendar days (28 business days) actually passed from the day of the original requests until simple information on numbers of employees and budget figures was provided.

Even though the original requests were clear in the information sought, the B.C. government waited two weeks from receiving the requests before sending an informal e-mail with web links.

Once the requester, after examining the links, reiterated the original request, officials then proposed an unusual arrangement, that the requester withdraw her request and "redirect" it to the public affairs bureau. The wording used in the January 21 e-mail, ("Please respond to this e-mail to confirm you wish to redirect your request to the Public Affairs Bureau…") suggested this was all very much standard procedure when in fact no such procedures are contained in the act and there are legal procedures officials could have used, specifically an official transfer to the Public Affairs Bureau, which could have been done early in the process as one B.C. official had suggested as early as January 6, internal documents show. If in fact the request had been transferred then, or discussions commenced with the Public Affairs Bureau, access might have been provided two or more weeks earlier than it was.

Recommendation: While efforts to provide information informally should be encouraged, this should be done with full explanation to the requester, both of the information being provided and of the rights of the requester with regard to the original request should the requester agree to an informal conclusion to the request. Ambiguous, ill-explained communications such as seen with these request should be avoided.

Recommendation: Officials should avoid using extra-legal procedures, such as asking requesters to withdraw requests and redirect them, when a legal procedure exists and could be used. This will ensure that all applicants' rights, such as the right to ask for a review of a transfer, are preserved.

Recommendation: Government institutions need to ensure internal processes do not introduce unnecessary delays. For example, once officials believe it may be best to transfer a request to a department or ministry better suited to respond, that decision should be taken quickly to facilitate faster release to applicants.

How the B.C. Communications requests are recorded in the audit

Normally when a request is partially transferred, only the continuing original request is tracked by the audit. In this case, the four original requests would normally have been recorded as overdue because the B.C. government never provided a response to them (it had recorded them as withdrawn). However, in fairness, officials may have misinterpreted the intention of the auditor to redirect only part of her requests and believed genuinely that she had consented to withdraw the requests entirely. Therefore, the audit records the requests as having been transferred to the Public Affairs Bureau, and are deemed under the audit's rules to have been received by the Public Affairs Bureau on January 11, seven calendar days after the original received date. For an explanation of the seven days transfer rule, see the methods section.

FEE ESTIMATES

Fees can be a substantial barrier to access and while this year's audit still shows some significant fee estimates, the enormous fees quoted in the last two audits are absent this year. Again, large fees are rare are the federal level. Table 8 breaks down fees of greater than $50, in the main audit:

TABLE 8 Fee estimates

Level	Province	Institution	Topic	Expr1
Provincial	SK	Social Services	PROVCREDIT	$1,685.25
Municipal	ON	Cornwall	MUNCONTRACT	$461.74
Provincial	AB	Solicitor General and Public Security	PROVBRIEF	$405.50
Provincial	BC	Education	PROVBRIEF	$375.00
Provincial	ON	Community Safety and Correctional Services	PROVBRIEF	$366.22
Provincial	SK	Social services	PROVBRIEF	$332.00
Provincial	AB	Education	PROVBRIEF	$327.70
Provincial	AB	Transportation	PROVBRIEF	$324.00
Municipal	ON	Thunder Bay	MUNCONTRACT	$289.00
Provincial	BC	Social Development	PROVBRIEF	$176.80
Provincial	ON	Education	PROVBRIEF	$160.00
Provincial	NL	Education	PROVBRIEF	$146.25
Provincial	ON	Community and Social Services	PROVBRIEF	$140.00
Provincial	ON	Transportation	PROVBRIEF	$110.00
Provincial	ON	Transportation	PROVCREDIT	$103.00
Provincial	BC	Public Safety and Solicitor General	PROVBRIEF	$85.50
Federal	Fed	Public Works	FEDEMPLOYEES	$76.00
Municipal	ON	Sudbury	MUNCONTRACT	$53.80

Does not include requests filed for special Ontario audit. See part II of report for details.

Includes all types of fees, including search, preparation and photocopying fees.

Once again, Ontario has the largest proportion of requests generating fee estimates, 44 per cent. This is discussed in detail in part II of this report.

The percentage of requests generating fees for each province and level is shown in table 8. If province/level is not included, no fees were estimated.

TABLE 9 Fee estimates (percentage by province)

Province	Level	Percent with fees
ON	Provincial	44%
YK	Provincial	25%
AB	Provincial	20%
ON	Municipal	19%
BC	Provincial	19%
SK	Provincial	12%
MB	Municipal	11%
NL	Provincial	6%
Fed	Federal	3%

CONCLUSION

The 2011 Newspapers Canada Freedom of Information Audit shows that while access is an important democratic right in Canada, how meaningful that right is varies depending on where you live in Canada. From a total refusal to release contracts in Winnipeg to Quebec's denial of basic accountability information about top officials' spending, to the federal government's stubborn refusal to release data in a useful form, there is still a lot to be done to make Canada's access statutes work as citizens have a right to expect. On the other hand, speedy handling of requests by municipal officials, a refreshing openness about municipal contracts in Saskatchewan and Charlottetown's continued willingness to release information even though no act obligates it to do so, show there is reason for hope.

APPENDIX A

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Federal	Fed	Canada Post	FEDCONTRACT	14	No records		
Federal	Fed	Canada Post	FEDEMPLOYEES		No decision/ overdue		
Federal	Fed	Canada Post	FEDSOC	30	Released in full		
Federal	Fed	CBC	FEDSOC	5	Released in full		
Federal	Fed	CBC	FEDEMPLOYEES	83	Denied in part		
Federal	Fed	CBC	FEDCONTRACT	35	Denied in part		
Federal	Fed	Environment Canada	FEDSOC	91	Denied in part		60 days
Federal	Fed	Environment Canada	FEDEMPLOYEES	24	Denied in part		
Federal	Fed	Environment Canada	FEDCONTRACT	32	Released in full		
Federal	Fed	Finance	FEDSOC	14	No records		
Federal	Fed	Finance	FEDEMPLOYEES	26	Denied in part		
Federal	Fed	Finance	FEDCONTRACT	35	Denied in part		
Federal	Fed	Health Canada	FEDSOC		Removed from audit		
Federal	Fed	Health Canada	FEDEMPLOYEES	27	Denied in part		
Federal	Fed	Health Canada	FEDCONTRACT	24	Personal info ex only		
Federal	Fed	Indian and Northern Affairs	FEDSOC	34	No records		180 days
Federal	Fed	Indian and Northern Affairs	FEDCONTRACT	25	Released in full		
Federal	Fed	Indian and Northern Affairs	FEDEMPLOYEES	18	Denied in part		
Federal	Fed	National Defence	FEDCONTRACT	29	Denied in part		
Federal	Fed	National Defence	FEDEMPLOYEES	19	Denied in part		
Federal	Fed	National Defence	FEDSOC	61	Released in full		30 days
Federal	Fed	Privy Council Office	FEDEMPLOYEES		Removed from audit		
Federal	Fed	Privy Council Office	FEDSOC	23	Released in full		
Federal	Fed	Privy Council Office	FEDCONTRACT	30	Denied in part		
Federal	Fed	Public Works	FEDCONTRACT	78	Denied in part		
Federal	Fed	Public Works	FEDSOC	30	Released in full		
Federal	Fed	Public Works	FEDEMPLOYEES	19	Fee estimate	$76.00	
Federal	Fed	Transport Canada	FEDCONTRACT		No decision/ overdue		60 days
Federal	Fed	Transport Canada	FEDEMPLOYEES	21	Denied in part		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Federal	Fed	Transport Canada	FEDSOC	61	Released in full		
Federal	Fed	VIA Rail	FEDEMPLOYEES	30	Denied in part		
Federal	Fed	VIA Rail	FEDSOC	30	Released in full		
Federal	Fed	VIA Rail	FEDCONTRACT		No decision/ overdue		20 days
Hospital	AB	Alta Health Services/ Foothill Medical Centre	HOSP	31	Personal info ex only		
Hospital	BC	Vancouver Coastal Health-St. Paul's Hospital	HOSP	30	Denied in part		
Hospital	MB	Health Sciences Centre Winnipeg	HOSP	6	Denied in part		
Hospital	NB	Atlantic Health Sciences-Saint John Regional Hospital	HOSP		Removed from audit		
Hospital	NL	General Hospital-Health Sciences Centre	HOSP	26	Personal info ex only		
Hospital	NS	QEII Health Sciences Centre	HOSP	46	Denied in part		
Hospital	ON	Hamilton Health Sciences/MUMC	HOSP	34	Denied in full		
Hospital	PE	Queen Elizabeth Hospital	HOSP	26	Released in full		
Hospital	QC	Montreal General Hospital-McGill U Health Centre	HOSP		Removed from audit		
Hospital	SK	Saskatoon Health Region/Royal University Hospital	HOSP	26	Denied in part		
Municipal	AB	Banff	MUNCONTRACT	0	No records		
Municipal	AB	Banff	MUNSOC	10	No records		
Municipal	AB	Banff	MUNCOMMS	10	Released in full		
Municipal	AB	Calgary	MUNCOMMS	31	Released in full		
Municipal	AB	Calgary	MUNCONTRACT	29	Denied in part		
Municipal	AB	Calgary	MUNSOC	16	Released in full		
Municipal	AB	Edmonton	MUNCONTRACT	7	Denied in part		
Municipal	AB	Edmonton	MUNSOC	6	Released in full		
Municipal	AB	Edmonton	MUNCOMMS	13	Released in full		
Municipal	AB	Lethbridge	MUNCONTRACT	4	Released in full		
Municipal	AB	Lethbridge	MUNCOMMS	5	Released in full		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Municipal	AB	Lethbridge	MUNSOC	5	Released in full		
Municipal	BC	Nanaimo	MUNCONTRACT	50	Denied in part		
Municipal	BC	Nanaimo	MUNCOMMS	35	Released in full		
Municipal	BC	Nanaimo	MUNSOC	34	Released in full		
Municipal	BC	Nelson	MUNSOC	13	No records		
Municipal	BC	Nelson	MUNCONTRACT	12	No records		
Municipal	BC	Nelson	MUNCOMMS	13	Released in full		
Municipal	BC	Vancouver	MUNSOC	24	Released in full		
Municipal	BC	Vancouver	MUNCONTRACT	91	Denied in part		
Municipal	BC	Vancouver	MUNCOMMS	76	Denied in part		30 days
Municipal	BC	Victoria	MUNCONTRACT	17	Released in full		
Municipal	BC	Victoria	MUNCOMMS	30	Released in full		
Municipal	BC	Victoria	MUNSOC	29	Released in full		
Municipal	MB	Brandon	MUNSOC	3	Released in full		
Municipal	MB	Brandon	MUNCOMMS	7	Released in full		
Municipal	MB	Brandon	MUNCONTRACT	7	Released in full		
Municipal	MB	Stonewall	MUNCOMMS	0	No records		
Municipal	MB	Stonewall	MUNSOC	0	No records		
Municipal	MB	Stonewall	MUNCONTRACT	0	Fee estimate	$15.00	
Municipal	MB	Winnipeg	MUNCOMMS	30	Denied in part		
Municipal	MB	Winnipeg	MUNCONTRACT	18	Denied in full		
Municipal	MB	Winnipeg	MUNSOC	30	No records		
Municipal	NB	Fredericton	MUNCONTRACT	0	Denied in full		
Municipal	NB	Fredericton	MUNSOC	37	Released in full		
Municipal	NB	Fredericton	MUNCOMMS	43	Released in full		
Municipal	NB	Moncton	MUNCONTRACT	16	Released in full		
Municipal	NB	Moncton	MUNCOMMS	32	Released in full		
Municipal	NB	Moncton	MUNSOC	8	Released in full		
Municipal	NB	Saint John	MUNSOC	0	Denied in full		
Municipal	NB	Saint John	MUNCOMMS	0	Denied in full		
Municipal	NB	Saint John	MUNCONTRACT	19	Denied in full		
Municipal	NL	Corner Brook	MUNCONTRACT	0	Denied in part		
Municipal	NL	Corner Brook	MUNCOMMS	0	No records		
Municipal	NL	Corner Brook	MUNSOC	0	Released in full		
Municipal	NL	St. John's	MUNCONTRACT	3	Released in full		
Municipal	NL	St. John's	MUNCOMMS	1	Released in full		
Municipal	NL	St. John's	MUNSOC	1	Released in full		
Municipal	NS	Bridgewater	MUNSOC		Removed from audit		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Municipal	NS	Bridgewater	MUNCOMMS	1	No records		
Municipal	NS	Bridgewater	MUNCONTRACT	15	Released in full		
Municipal	NS	Cape Breton RM	MUNSOC		No decision/ overdue		
Municipal	NS	Cape Breton RM	MUNCOMMS		No decision/ overdue		
Municipal	NS	Cape Breton RM	MUNCONTRACT		Removed from audit		
Municipal	NS	Halifax RM	MUNCONTRACT	129	Denied in part		
Municipal	NS	Halifax RM	MUNCOMMS	0	Released in full		
Municipal	NS	Halifax RM	MUNSOC	2	No records		
Municipal	NS	Truro	MUNSOC		No decision/ overdue		
Municipal	NS	Truro	MUNCONTRACT	6	No records		
Municipal	NS	Truro	MUNCOMMS		No decision/ overdue		
Municipal	NS	Yarmouth	MUNSOC	0	Released in full		
Municipal	NS	Yarmouth	MUNCOMMS	37	No records		
Municipal	NS	Yarmouth	MUNCONTRACT		No decision/ overdue		
Municipal	NWT	Yellowknife	MUNCOMMS	11	No records		
Municipal	NWT	Yellowknife	MUNSOC	11	No records		
Municipal	NWT	Yellowknife	MUNCONTRACT	22	Released in full		
Municipal	ON	Cornwall	MUNCOMMS	21	Released in full		
Municipal	ON	Cornwall	MUNSOC	3	No records		
Municipal	ON	Cornwall	MUNCONTRACT	20	Fee estimate	$461.74	
Municipal	ON	Hamilton	MUNCONTRACT	2	No records		
Municipal	ON	Hamilton	MUNCOMMS	22	Fee estimate	$23.70	
Municipal	ON	Hamilton	MUNSOC	6	Released in full		
Municipal	ON	Ottawa	MUNCOMMS	27	Denied in part		
Municipal	ON	Ottawa	MUNSOC	4	Released in full		
Municipal	ON	Ottawa	MUNCONTRACT	29	Personal info ex only		
Municipal	ON	Sudbury	MUNSOC	9	Released in full		
Municipal	ON	Sudbury	MUNCOMMS	91	No records		
Municipal	ON	Sudbury	MUNCONTRACT	22	Fee estimate	$53.80	
Municipal	ON	Thunder Bay	MUNCOMMS	21	Released in full		
Municipal	ON	Thunder Bay	MUNSOC	19	Released in full		
Municipal	ON	Thunder Bay	MUNCONTRACT	12	Fee estimate	$289.00	
Municipal	ON	Toronto	MUNSOC	7	Released in full		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Municipal	ON	Toronto	MUNCONTRACT	94	Released in full		
Municipal	ON	Toronto	MUNCOMMS	25	Released in full		
Municipal	ON	Windsor	MUNCOMMS	21	Released in full		
Municipal	ON	Windsor	MUNSOC	19	Released in full		
Municipal	ON	Windsor	MUNCONTRACT	61	Released in full		
Municipal	PE	Charlottetown	MUNSOC	6	Released in full		
Municipal	PE	Charlottetown	MUNCONTRACT	4	Released in full		
Municipal	PE	Charlottetown	MUNCOMMS	6	Released in full		
Municipal	QC	Laval	MUNCONTRACT	6	No records		
Municipal	QC	Laval	MUNSOC	12	No records		
Municipal	QC	Laval	MUNCOMMS	82	Released in full		
Municipal	QC	Montreal	MUNSOC	4	Released in full		
Municipal	QC	Montreal	MUNCONTRACT	6	Released in full		
Municipal	QC	Montreal	MUNCOMMS	4	Released in full		
Municipal	QC	Quebec	MUNCONTRACT	40	Released in full		
Municipal	QC	Quebec	MUNCOMMS	24	Released in full		10 days
Municipal	QC	Quebec	MUNSOC	28	Released in full		10 days
Municipal	QC	Sherbrooke	MUNCOMMS	19	Released in full		
Municipal	QC	Sherbrooke	MUNCONTRACT	27	Released in full		
Municipal	QC	Sherbrooke	MUNSOC	19	Released in full		
Municipal	SK	Moose Jaw	MUNCOMMS	6	No records		
Municipal	SK	Moose Jaw	MUNCONTRACT	18	Released in full		
Municipal	SK	Moose Jaw	MUNSOC	6	No records		
Municipal	SK	Regina	MUNSOC	1	Released in full		
Municipal	SK	Regina	MUNCONTRACT	8	Released in full		
Municipal	SK	Regina	MUNCOMMS	7	Released in full		
Municipal	SK	Saskatoon	MUNCONTRACT	1	Released in full		
Municipal	SK	Saskatoon	MUNSOC	0	Released in full		
Municipal	SK	Saskatoon	MUNCOMMS	16	Released in full		
Municipal	SK	Yorkton	MUNCOMMS	6	No records		
Municipal	SK	Yorkton	MUNCONTRACT	3	Denied in part		
Municipal	SK	Yorkton	MUNSOC	6	Released in full		
Municipal	YK	Whitehorse	MUNCOMMS	30	Denied in full		
Municipal	YK	Whitehorse	MUNCONTRACT		Removed from audit		
Municipal	YK	Whitehorse	MUNSOC	30	Denied in full		
Ontario	ON	Attorney General	ONTHELP	50	Released in full		
Ontario	ON	Attorney general	SPECIALONT21	26	No records		
Ontario	ON	Attorney general	SPECIALONT22	42	Fee estimate	$81.40	20 days

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Ontario	ON	Attorney General	ONTTRIP	24	Personal info ex only		
Ontario	ON	Cabinet Office	SPECIALONT9	4	Fee estimate	$165.00	
Ontario	ON	Cabinet Office	SPECIALONT15	12	Personal info ex only		
Ontario	ON	Cabinet Office (Tr. To economic development and trade)	SPECIALONT6	36	Denied in part		18 days
Ontario	ON	Community and Social Services	ONTHELP		Removed from audit		
Ontario	ON	Community and Social Services	ONTTRIP	8	Fee estimate	$126.00	
Ontario	ON	Community and Social Services	SPECIALONT17	42	Denied in full		
Ontario	ON	Community Safety and Correctional Services	SPECIALONT8	19	Released in full		
Ontario	ON	Community Safety and Correctional Services	SPECIALONT19		No decision/ overdue		99 days
Ontario	ON	Community Safety and Correctional Services	ONTHELP	18	Fee estimate	$60.00	
Ontario	ON	Community Safety and Correctional Services	ONTTRIP	19	Released in full		
Ontario	ON	Education	ONTHELP	20	Released in full		
Ontario	ON	Education	ONTTRIP	30	No records		
Ontario	ON	Energy and Infrastructure	SPECIALONT4	16	Fee estimate	$134.00	
Ontario	ON	Energy and Infrastructure	SPECIALONT3		No decision/ overdue		
Ontario	ON	Environment	SPECIALONT1	26	Fee estimate	$963.00	
Ontario	ON	Environment	ONTHELP	19	Released in full		
Ontario	ON	Environment	ONTTRIP	31	Fee estimate	$27.50	
Ontario	ON	Finance	ONTHELP	21	Fee estimate	$30.40	
Ontario	ON	Finance	ONTTRIP	30	Personal info ex only		
Ontario	ON	Finance	SPECIALONT11	30	Fee estimate	$10.70	
Ontario	ON	Finance	SPECIALONT2	58	Fee estimate	$62.40	
Ontario	ON	Government Services	ONTHELP	25	Fee estimate	$60.40	

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Ontario	ON	Government Services	ONTTRIP	30	Fee estimate	$18.80	
Ontario	ON	Health and Long Term Care	ONTTRIP	71	Released in full		
Ontario	ON	Health and Long Term Care	SPECIALONT16	13	Released in full		
Ontario	ON	Health and Long Term Care	ONTHELP	0	Denied in part		
Ontario	ON	Labour	ONTHELP	12	Released in full		
Ontario	ON	Labour	ONTTRIP	70	Denied in part		
Ontario	ON	Labour	SPECIALONT20	43	Released in full		
Ontario	ON	Labour (sent in error to health but transferred)	SPECIALONT14	34	Denied in full		
Ontario	ON	Liquor Control Board of Ontario	SPECIALONT5	34	No records		
Ontario	ON	Natural Resources	ONTTRIP	34	Fee estimate	$9.10	
Ontario	ON	Natural Resources	SPECIALONT10	28	Fee estimate	$14.40	
Ontario	ON	Natural Resources	SPECIALONT25	7	No records		
Ontario	ON	Natural Resources	ONTHELP	9	Fee estimate	$15.40	
Ontario	ON	Ontario Energy Board	SPECIALONT7		No decision/ overdue		
Ontario	ON	Ontario Lottery and Gaming Corporation	SPECIALONT12	30	No records		
Ontario	ON	Ontario Lottery and Gaming Corporation	SPECIALONT13	67	Denied in part		
Ontario	ON	Ontario Power Generation (forwarded to Ontario Power Authority)	SPECIALONT27	77	Denied in full		90 days
Ontario	ON	Transportation	ONTHELP	20	Released in full		
Ontario	ON	Transportation	SPECIALONT26	7	Denied in part		
Ontario	ON	Transportation	ONTTRIP	29	Personal info ex only		
Ontario	ON	Transportation	SPECIALONT23	50	Fee estimate	$55.00	21 days
Provincial	AB	Education	PROVCOMMS	19	Released in full		
Provincial	AB	Education	PROVBRIEF	21	Fee estimate	$327.70	
Provincial	AB	Education	PROVCREDIT	30	Denied in part		
Provincial	AB	Education	PROVSOC	26	Released in full		
Provincial	AB	Employment and Immigration	PROVBRIEF	71	Removed from audit		
Provincial	AB	Employment and Immigration	PROVCREDIT	72	Removed from audit		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Provincial	AB	Employment and Immigration	PROVCOMMS	30	Released in full		
Provincial	AB	Employment and Immigration	PROVSOC	12	Released in full		
Provincial	AB	Health and Wellness	PROVTREATMENT	22	Denied in part		
Provincial	AB	Solicitor General and Public Security	PROVSOC	24	Released in full		
Provincial	AB	Solicitor General and Public Security	PROVBRIEF	25	Fee estimate	$405.50	
Provincial	AB	Solicitor General and Public Security	PROVCOMMS	30	Released in full		
Provincial	AB	Solicitor General and Public Security	PROVCREDIT	35	Released in full		
Provincial	AB	Transportation	PROVBRIEF	28	Fee estimate	$324.00	
Provincial	AB	Transportation	PROVCREDIT	31	Denied in part		
Provincial	AB	Transportation	PROVCOMMS	28	Released in full		
Provincial	AB	Transportation	PROVSOC	15	Released in full		
Provincial	BC	Education	PROVSOC	33	No records		
Provincial	BC	Education	PROVCREDIT	40	Released in full		
Provincial	BC	Education	PROVCOMMS	31*	Released in full		
Provincial	BC	Education	PROVBRIEF	33	Fee estimate	$375.00	
Provincial	BC	Health Services	PROVTREATMENT	35	Denied in part		
Provincial	BC	Public Safety and Solicitor General	PROVCREDIT	39	Denied in part		
Provincial	BC	Public Safety and Solicitor General	PROVCOMMS	31*	Released in full		
Provincial	BC	Public Safety and Solicitor General	PROVSOC	41	Released in full		
Provincial	BC	Public Safety and Solicitor General	PROVBRIEF	34	Fee estimate	$85.50	
Provincial	BC	Social Development	PROVSOC	41	Released in full		
Provincial	BC	Social Development	PROVBRIEF	26	Fee estimate	$176.80	
Provincial	BC	Social Development	PROVCOMMS	31*	Released in full		
Provincial	BC	Social Development	PROVCREDIT	41	Denied in part		
Provincial	BC	Transportation and Infrastructure	PROVBRIEF	42	Denied in part		
Provincial	BC	Transportation and Infrastructure	PROVSOC	29	No records		
Provincial	BC	Transportation and Infrastructure	PROVCREDIT		Removed from audit		
Provincial	BC	Transportation and Infrastructure	PROVCOMMS	31*	Released in full		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Provincial	MB	Education	PROVCREDIT	32	Denied in part		
Provincial	MB	Education	PROVBRIEF		Removed from audit		14 days
Provincial	MB	Education	PROVSOC	29	Released in full		
Provincial	MB	Education	PROVCOMMS	32	Released in full		
Provincial	MB	Family Services and Community Affairs	PROVBRIEF	20	Denied in part		
Provincial	MB	Family Services and Community Affairs	PROVCOMMS	34	Released in full		
Provincial	MB	Family Services and Community Affairs	PROVSOC	34	Released in full		
Provincial	MB	Family Services and Community Affairs	PROVCREDIT	33	Personal info ex only		
Provincial	MB	Health	PROVTREATMENT	30	Released in full		
Provincial	MB	Infrastructure and Transportation	PROVBRIEF	28	Released in full		
Provincial	MB	Infrastructure and Transportation	PROVSOC	29	Released in full		
Provincial	MB	Infrastructure and Transportation	PROVCOMMS	32	Released in full		
Provincial	MB	Infrastructure and Transportation	PROVCREDIT	29	Denied in part		
Provincial	MB	Justice	PROVSOC	30	Released in full		
Provincial	MB	Justice	PROVCREDIT	31	Released in full		
Provincial	MB	Justice	PROVBRIEF	30	Released in full		
Provincial	MB	Justice	PROVCOMMS	30	Released in full		
Provincial	NB	Education	PROVCREDIT	29	Personal info ex only		
Provincial	NB	Education	PROVSOC	19	Denied in full		
Provincial	NB	Education	PROVBRIEF	40	Denied in full		
Provincial	NB	Education	PROVCOMMS	43	Denied in part		
Provincial	NB	Health	PROVTREATMENT	21	Released in full		
Provincial	NB	Public Safety	PROVSOC	45	Released in full		
Provincial	NB	Public Safety	PROVCREDIT	14	Released in full		
Provincial	NB	Public Safety	PROVCOMMS	37	Denied in part		
Provincial	NB	Public Safety	PROVBRIEF	42	Denied in full		16 days
Provincial	NB	Social Development	PROVCREDIT	22	Personal info ex only		
Provincial	NB	Social Development	PROVCOMMS	14	Released in full		
Provincial	NB	Social Development	PROVSOC	14	Released in full		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Provincial	NB	Social Development	PROVBRIEF		Removed from audit		
Provincial	NB	Transportation	PROVCREDIT	34	Released in full		
Provincial	NB	Transportation	PROVSOC	38	Denied in full		
Provincial	NB	Transportation	PROVBRIEF	48	Denied in full		
Provincial	NB	Transportation	PROVCOMMS	42	Denied in part		
Provincial	NL	Education	PROVCREDIT	22	Denied in part		
Provincial	NL	Education	PROVSOC	16	Released in full		
Provincial	NL	Education	PROVBRIEF	16	Fee estimate	$146.25	
Provincial	NL	Education	PROVCOMMS	16	Released in full		
Provincial	NL	Health and Community Services	PROVTREATMENT	9	Released in full		
Provincial	NL	Human Resources, Labour and Employment	PROVSOC	18	Released in full		
Provincial	NL	Human Resources, Labour and Employment	PROVBRIEF	30	Personal info ex only		
Provincial	NL	Human Resources, Labour and Employment	PROVCREDIT	25	Denied in part		
Provincial	NL	Human Resources, Labour and Employment	PROVCOMMS	32	Released in full		
Provincial	NL	Justice	PROVBRIEF	89	Denied in part		
Provincial	NL	Justice	PROVSOC	17	Released in full		
Provincial	NL	Justice	PROVCOMMS	21	Released in full		
Provincial	NL	Justice	PROVCREDIT	29	Denied in part		
Provincial	NL	Transportation and Works	PROVBRIEF	98	Denied in part		
Provincial	NL	Transportation and Works	PROVCOMMS	26	Released in full		
Provincial	NL	Transportation and Works	PROVCREDIT	36	Denied in part		
Provincial	NL	Transportation and Works	PROVSOC	24	Released in full		
Provincial	NS	Community Services	PROVCREDIT	28	Personal info ex only		
Provincial	NS	Community Services	PROVSOC	5	No records		
Provincial	NS	Community Services	PROVCOMMS	26	Released in full		
Provincial	NS	Community Services	PROVBRIEF	25	Denied in part		
Provincial	NS	Education	PROVCREDIT	25	Personal info ex only		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Provincial	NS	Education	PROVBRIEF	25	Released in full		
Provincial	NS	Education	PROVSOC	11	No records		
Provincial	NS	Education	PROVCOMMS	19	Released in full		
Provincial	NS	Health	PROVTREATMENT	24	Released in full		
Provincial	NS	Justice	PROVCOMMS	28	Released in full		
Provincial	NS	Justice	PROVBRIEF	29	Denied in part		
Provincial	NS	Justice	PROVCREDIT	21	Denied in part		
Provincial	NS	Justice	PROVSOC	6	No records		
Provincial	NS	Transportation and Infrastructure Renewal	PROVCOMMS	29	Released in full		
Provincial	NS	Transportation and Infrastructure Renewal	PROVBRIEF	20	Released in full		
Provincial	NS	Transportation and Infrastructure Renewal	PROVCREDIT	22	Released in full		
Provincial	NS	Transportation and Infrastructure Renewal	PROVSOC	30	No records		
Provincial	ON	Community and Social Services	PROVBRIEF	10	Fee estimate	$140.00	
Provincial	ON	Community and Social Services	PROVCREDIT		Removed from audit		
Provincial	ON	Community and Social Services	PROVSOC	10	No records		
Provincial	ON	Community and Social Services	PROVCOMMS	17	Released in full		
Provincial	ON	Community Safety and Correctional Services	PROVCOMMS	40	Released in full		
Provincial	ON	Community Safety and Correctional Services	PROVBRIEF	10	Fee estimate	$366.22	
Provincial	ON	Community Safety and Correctional Services	PROVSOC	27	No records		
Provincial	ON	Community Safety and Correctional Services	PROVCREDIT	40	Fee estimate	$42.22	
Provincial	ON	Education	PROVCREDIT	47	Fee estimate	$36.80	
Provincial	ON	Education	PROVBRIEF	25	Fee estimate	$160.00	

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Provincial	ON	Education	PROVCOMMS	29	Released in full		
Provincial	ON	Education	PROVSOC	22	No records		
Provincial	ON	Health and Long Term Care	PROVTREATMENT	34	Released in full		
Provincial	ON	Transportation	PROVSOC	5	No records		
Provincial	ON	Transportation	PROVCREDIT	11	Fee estimate	$103.00	
Provincial	ON	Transportation	PROVBRIEF	4	Fee estimate	$110.00	
Provincial	ON	Transportation	PROVCOMMS	19	Released in full		
Provincial	PE	Community Services, Seniors and Labour	PROVCREDIT	28	Denied in part		
Provincial	PE	Education and Early Childhood Development	PROVSOC	17	Released in full		
Provincial	PE	Health and Wellness	PROVTREATMENT	22	Released in full		
Provincial	PE	Justice and Public Safety	PROVCOMMS	11	Released in full		
Provincial	QC	Emploie et de la Solidarite Social	PROVCREDIT	21	Denied in part		
Provincial	QC	Emploie et de la Solidarite Social	PROVCOMMS	20	Released in full		
Provincial	QC	Emploie et de la Solidarite Social	PROVBRIEF	20	Denied in full		
Provincial	QC	Emploie et de la Solidarite Social	PROVSOC	20	No records		
Provincial	QC	L'education, du Loisir et du Sport	PROVCOMMS	29	Released in full		10 days
Provincial	QC	L'education, du Loisir et du Sport	PROVCREDIT	20	Denied in full		
Provincial	QC	L'education, du Loisir et du Sport	PROVBRIEF	15	Denied in full		
Provincial	QC	L'education, du Loisir et du Sport	PROVSOC	13	No records		
Provincial	QC	Sante et Services Sociaux	PROVTREATMENT	0	Denied in full		
Provincial	QC	Securite Publique	PROVBRIEF	5	Denied in full		
Provincial	QC	Securite Publique	PROVCOMMS	19	Released in full		30 days
Provincial	QC	Securite Publique	PROVCREDIT	20	Denied in part		
Provincial	QC	Securite Publique	PROVSOC	19	No records		30 days
Provincial	QC	Transports	PROVSOC	27	Released in full		10 days
Provincial	QC	Transports	PROVBRIEF	32	Denied in full		
Provincial	QC	Transports	PROVCREDIT	32	Denied in full		

List of all audit requests, main audit and special Ontario audit							
Level	Province	Institution	Topic	Days to decision	Decision	Fee Est	Time ext
Provincial	QC	Transports	PROVCOMMS	25	Released in full		
Provincial	SK	Corrections, Public Safety and Policing	PROVCREDIT	57	Denied in full		30 days
Provincial	SK	Corrections, Public Safety and Policing	PROVSOC	9	Released in full		
Provincial	SK	Corrections, Public Safety and Policing	PROVBRIEF	49	Released in full		
Provincial	SK	Corrections, Public Safety and Policing	PROVCOMMS	22	Released in full		
Provincial	SK	Education	PROVBRIEF	48	Released in full		
Provincial	SK	Education	PROVSOC	9	Released in full		
Provincial	SK	Education	PROVCOMMS	20	Released in full		
Provincial	SK	Education	PROVCREDIT	29	Denied in part		
Provincial	SK	Health	PROVTREATMENT	28	Released in full		
Provincial	SK	Highways and Infrastructure	PROVCOMMS	26	Released in full		
Provincial	SK	Highways and Infrastructure	PROVBRIEF	54	Released in full		30 days
Provincial	SK	Highways and Infrastructure	PROVSOC	13	Released in full		
Provincial	SK	Highways and Infrastructure	PROVCREDIT	27	Denied in part		
Provincial	SK	Social services	PROVBRIEF	24	Fee estimate	$332.00	
Provincial	SK	Social Services	PROVCREDIT	16	Fee estimate	$1,685.25	
Provincial	SK	Social Services	PROVSOC	3	No records		
Provincial	SK	Social Services	PROVCOMMS	34	Released in full		
Provincial	YK	Education	PROVSOC	27	Released in full		
Provincial	YK	Health and Social Services	PROVTREATMENT	2	Denied in full		
Provincial	YK	Highways and Public Works	PROVCREDIT	15	Fee estimate	$35.50	
Provincial	YK	Justice	PROVCOMMS	15	Released in full		

*B.C. suggested to auditor that these requests be withdrawn and “redirected” to the Public Affairs Bureau. As this was equivalent to a request transfer, it is treated for audit purposes as a transfer with a 7-day grace period. See explanation of transfer timing in methods section.
Requests with “personal info ex only” in decision column treated for audit purposes as released in full. Requests marked “removed from audit” removed for data quality reasons.

APPENDIX B

Contracts requested of federal departments and agencies, and municipalities as part of the FEDCONTRACT and MUNCONTRACT requests.

CONTRACTS REQUESTED IN INDIVIDUAL CONTRACT REQUESTS			
Level	Prov.	Institution	Awarded to…
Federal	Fed	Canada Post	Purolator Courier Ltd. and Kelowna Flightcraft Air Charter Ltd, in 2009, for the air transportation of mail.
Federal	Fed	CBC	ARTV Inc in 2009 for facility rental contracts.
Federal	Fed	Environment Canada	CONESTOGA-ROVERS & ASSOCIATES LIMITED with reference number K2A82-10-0011 on 26/8/2010 valued at $284,470 for Other Prof. Serv. - Management consulting - OGD or programs.
Federal	Fed	Finance	Reuters Canada Limited with reference number 6007480423 on 1/7/2010 valued at $205,375.40 for COMPUTER SERVICES .
Federal	Fed	Health Canada	RISK SCIENCES INTERNATIONAL with reference number 4500241081 on 1/9/2010 valued at $123961 for research.
Federal	Fed	Indian and Northern Affairs	BIOGENIE S.R.C. INC with reference number 1511984 on 13/7/2010 valued at $206482.5 for SERVICES RELATED TO THE ASSESSMENT OF POTENTIALLY CONTAMINATED SITES.
Federal	Fed	National Defence	SINCLAIR DENTAL CO. LTD. with reference number W8486-100193/001/PV on 6/7/2010 valued at $700000 for Dental Instruments, Equipment, and Supplies.
Federal	Fed	Privy Council Office	ADRM Technology Consulting Group Co with reference number 50057-10 on 30/9/2010 valued at $507,279.60 for Information Technology Consultants.
Federal	Fed	Public Works	R J G CONSTRUCTION LTD. with reference number E224110425 on 22/7/2010 valued at $315157 for Marine Installations.
Federal	Fed	Transport Canada	SNC-LAVALIN ENVIRONMENT INC. with reference number T7010-10115037 on 20/9/2010 valued at $182689.50 for Services Related to the Remediation of Contaminated Sites.
Federal	Fed	VIA Rail	Industrial Rail Services on 4/5/2009 for the complete overhaul of 98 LRC (“light, rapid, comfortable”) passenger cars.
Municipal	BC	Abbotsford	Langley Concrete Limited Partnership, dated 8/2/2010 and valued at $8,771,195.30. #09-185
Municipal	AB	Banff	Awarded in RFP 07-03 for the Cave Avenue Waterline, Recreation Grounds Upgrade.
Municipal	MB	Brandon	J & D Penner Ltd. for construction of the Kristopher Campbell Memorial Skateboard Plaza dated 26/4/2010 valued at $1041921.78.
Municipal	NS	Bridgewater	Willfield Limited for Parkade Repairs on King Street, valued at $20,527.5. Tender 10-09E
Municipal	AB	Calgary	Insituform Technologies, Inc for cured-in-place pipe (CIPP) rehabilitation on wastewater pipelines dated 1/9/2010 valued at $5.9 million (US).
Municipal	NS	Cape Breton RM	the contract(s) currently in force for cleaning services for your municipal hall.

CONTRACTS REQUESTED IN INDIVIDUAL CONTRACT REQUESTS			
Level	Prov.	Institution	Awarded to…
Municipal	PE	Charlottetown	Island Coastal Services for University Avenue Widening – Phase 2, dated 12/4/2010 valued at $4965500.
Municipal	NL	Corner Brook	Marine Contractors for the Watson's Pond Industrial Park Fire Protection System dated 20/9/2010 valued at $1,384,705.16. #CC10-207
Municipal	ON	Cornwall	Pomerleau Inc, Ottawa, Ontario, for Construction of the Multi-Sport Centre valued at $23,480,473.80 (net cost to the Corporation - $22,362,356.00). Tender No. 10-T03
Municipal	AB	Edmonton	KPMG-LLP for External Auditor services for the City of Edmonton for a five year term commencing with 2010 dated 21/7/2010 valued at $1.3 million.
Municipal	NB	Fredericton	Pomerleau Inc., for Transit Garage dated 8/3/2010 valued at $5,404,000.00,. #T10-28
Municipal	NS	Halifax RM	Coastal Restoration and Masonry Ltd. for Stone Masonry Restoration, Halifax City Hall -Phase 1 valued at $1031991.81. Tender No. 10-158
Municipal	ON	Hamilton	Frank Cowan Company Limited (FCCL) for Liability and Property Insurance coverage valued at $3951257.
Municipal	QC	Laval	Awarded for Travaux de rénovation de la station d'eau potable Chomedey, lot 6, nouveau bâtiment et décantation bid opened on 9/11/2010. See ville.laval.qc.ca/wlav2/docs/greffe/OUV_SP_12h00_2010_11_09.pdfNuméro «9819»
Municipal	AB	Lethbridge	Accu-Flo Meter Service Ltd. for Sole Source purchase Water Meters dated 19/4/2010 valued at $1351098. #SC-10-24
Municipal	NB	Moncton	Avondale Construction Ltd., for Construction of Codiac Transit Facility dated 1/2/2010 valued at $8,842,000. Tender #TCS09-080
Municipal	QC	Montreal	CPU Design Inc in June 2010 to for to purchase and install 350 Panasonic CF19 laptops in police cruisers and valued at $2.73 million.
Municipal	SK	Moose Jaw	Hockey Capital Corporation for the Downtown Facility and Field House - Design-Build Services dated 15/6/2009
Municipal	BC	Nanaimo	Hub City Paving Ltd for 2010 Asphalt Paving and Gravel Supply dated 7/6/2010 valued at $3401317. Tender #1018
Municipal	BC	Nelson	The contract(s) currently in force for cleaning services for your municipal hall.
Municipal	ON	Ottawa	Traction Ottawa for the supply and delivery of miscellaneous automotive and equipment filters for a one (1) year period. Valued at $65,000.
Municipal	QC	Quebec	Number 43168 awarded for Plantation au dépot à neige Henri-Bourassa bid opened on 8/10/2010. See ville.quebec.qc.ca/gens_affaires/fournisseur/resultats_appels_offres.aspx?du=2010-10-03&au=2010-10-09
Municipal	SK	Regina	HAZCO Environmental Services for Project: Tender - Landfill Expansion dated 30/6/2010 valued at $7927921.83. File Number: 1813
Municipal	NB	Saint John	Fairville Construction for the Ocean Westway Transmission Main – valued at $4407536.75. #2009-11
Municipal	SK	Saskatoon	Hamm Construction Ltd. for Water Treatment Plant, Raw Water Supply System, River Crossing Pipeline, dated 1/3/2010 valued at $11474769.6. Request for Proposal Contract 9-0902,
Municipal	QC	Sherbrooke	OPSIS SERVICES AÉROPORTUAIRES INC. for EXPLOITATION DE L AÉROPORT DE SHERBROOKE (CYSC) dated 20/9/2010 valued at $231063. No 11756

CONTRACTS REQUESTED IN INDIVIDUAL CONTRACT REQUESTS			
Level	Prov.	Institution	Awarded to…
Municipal	NL	St. John's	Newfound Construction Ltd. for Quidi Vidi Lake Control Structure dated 8/2/2010 valued at $3,795,331. SJMC2010-02-08/81R
Municipal	MB	Stonewall	Fanset Construction Co. Ltd. for 5th Street West Phase 1 and Phase 2 Watermain valued at $945,692.00..
Municipal	ON	Sudbury	The contract(s) currently in force for cleaning services for your municipal hall.
Municipal	ON	Thunder Bay	Tom Jones Corporation for Water Garden Pavilion and Baggage Building Renovation and Expansion dated 14/6/2010 valued at $13962816. Report No. 2010.075
Municipal	ON	Toronto	Zoll Medical Canada Inc. for proprietary cardiacmonitor/defibrillator consumable supplies and operating accessories and valued at $3632000. #47012986
Municipal	NS	Truro	The contract(s) currently in force for cleaning services for your municipal hall.
Municipal	BC	Vancouver	Pedre Contractors Ltd for dated 25/8/2010 valued at $3050180. ITT#PS10094
Municipal	BC	Victoria	Insituform Technologies Inc for Steel Watermain Rehabilitation dated 2008 valued at $5392071.17. Tender 08-059
Municipal	YK	Whitehorse	EBA Engineering for the District Energy and Waste Heat Recovery Feasibility Study for the Whistle Bend Neighbourhood.
Municipal	ON	Windsor	Loaring construction LTD. for McHugh Soccer Facility Buildings – valued at $754853. Tender 130-09
Municipal	MB	Winnipeg	Joe Johnson Equipment Inc. for – Lease of 3-Wheeled Street Sweepers dated 29/4/2010 valued at $955,809.75. 707-2009
Municipal	NS	Yarmouth	Aberdeen Paving for installation of traffic lights at Cottage Street and Starr's Road dated 1/4/2008 valued at $369539.9.
Municipal	NWT	Yellowknife	For the 2008/2009 Street Sand Requirements, Project No. 08□051
Municipal	SK	Yorkton	Balzer's Canada Inc. for Queen Street WTP Contract 4: Process & Building Mechanical Administration Area Improvements dated 11/5/2009 valued at $6850000.