

2019

STATISTICAL REPORT

Office of the Information
and Privacy Commissioner
of Ontario

Looking Back, Moving Forward



Information and Privacy
Commissioner of Ontario

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

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Requests by the Public under *FIPPA/MFIPPA*

There were 60,394 freedom of information requests filed across Ontario in 2019, around a three per cent increase over 2018, where 58,812 were filed.

TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	20,275	17,486	37,761
Provincial	8,273	14,360	22,633
Total	28,548	31,846	60,394

TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	21,111	17,500	38,611
Provincial	8,330	12,741	21,071
Total	29,441	30,241	59,682

TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

Source	Municipal	Provincial	Total
Individual/Public	24,443	4,342	28,785
Individual by Agent	8,278	6,020	14,298
Business	3,384	8,924	12,308
Academic/Researcher	115	155	270
Association/Group	401	346	747
Media	550	798	1,348
Government (all levels)	855	273	1,128
Other	585	213	798
Total Requests	38,611	21,071	59,682

OUTCOME OF REQUESTS BY JURISDICTION

Source	Municipal	Provincial	Total
All Information Disclosed	9,821	5,349	15,170
Information Disclosed in Part	19,949	7,303	27,252
No Information Disclosed	3,944	1,481	5,425
No Responsive Records Exist	2,478	4,988	7,466
Request Withdrawn, Abandoned or Non-Jurisdictional	2,646	1,961	4,607
Total Requests	38,838	21,082	59,920

TOTAL FEES COLLECTED AND WAIVED BY JURISDICTION

	Municipal	Provincial	Total
Total Application Fees Collected	\$210,815.58	\$112,410.37	\$323,225.95
Total Additional Fees Collected	\$445,688.19	\$459,397.37	\$905,085.56
Total	\$656,503.77	\$571,807.74	\$1,228,311.51
Total Fees Waived	\$54,599.40	\$15,173.55	\$69,772.95

AVERAGE COST OF MUNICIPAL REQUESTS

	2015	2016	2017	2018	2019
Personal Information	\$ 9.49	\$ 10.75	\$ 9.92	\$ 10.37	\$ 9.50
General Records	\$ 25.69	\$ 24.66	\$ 24.50	\$ 22.20	\$ 26.05

AVERAGE COST OF PROVINCIAL REQUESTS

	2015	2016	2017	2018	2019
Personal Information	\$ 13.37	\$ 13.86	\$ 4.02	\$ 14.31	\$ 9.76
General Records	\$ 38.67	\$ 38.59	\$ 25.53	\$ 30.74	\$ 38.50

Provincial Compliance

OVERALL PROVINCIAL COMPLIANCE:

30-day: 75.7%
Extended: 82.5%
Over 90 days: 9.9%

TOP 10 PROVINCIAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,890	7,465	5,801	77.7	79.3	477	6.4
Ministry of the Solicitor General**	5,845	5,649	4,967	87.9	95.5	149	2.6
Ministry of Children, Community and Social Services	3,272	3,482	1,721	49.4	52.6	1,233	35.4
Ministry of Government and Consumer Services	498	503	448	89.1	97.4	12	2.4
Ministry of Transportation	423	387	329	85	95.3	4	1
Ministry of the Attorney General	344	310	271	87.41	98.4	5	1.6
The Cabinet Office	260	251	180	71.7	98	4	1.6
Workplace Safety and Insurance Board	223	221	195	88.2	99.5	8	3.6

TOP 10 PROVINCIAL INSTITUTIONS - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of Health	252	216	113	52.3	92.6	16	7.4
LCBO	183	185	170	91.9	96.8	5	2.7

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

**Of the total number of requests received by the Ministry of the Solicitor General in 2019, 5,241 (or 90%) related to Ontario Provincial Police records.

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,890	7,465	5,801	77.7	79.3	477	6.4
Ministry of the Solicitor General**	5,845	5,649	4,967	87.9	95.5	149	2.6
Ministry of Children, Community and Social Services	3,272	3,482	1,721	49.4	52.6	1,233	35.4
Ministry of Government and Consumer Services	498	503	448	89.1	97.4	12	2.4
Ministry of Transportation	423	387	329	85	95.3	4	1
Ministry of the Attorney General	344	310	271	87.4	98.4	5	1.6
The Cabinet Office	260	251	180	71.7	98	4	1.6
Workplace Safety and Insurance Board	223	221	195	88.2	99.5	8	3.6
Ministry of Health	252	216	113	52.3	92.6	16	7.4
LCBO	183	185	170	91.9	96.8	5	2.7
Ministry of Natural Resources and Forestry	145	134	77	57.5	91.8	9	6.7
Ministry of Education	139	133	108	81.2	98.5	1	0.8
Ministry of Colleges and Universities	123	111	92	82.9	99.1	1	0.9
Ontario Lottery and Gaming Corporation	107	111	91	82	100	7	6.3
Ontario Securities Commission	100	101	67	66.3	98	2	2
Ontario Power Generation Inc.	45	75	44	58.7	100	11	14.7
Metrolinx	70	71	35	49.3	4.8	16	22.5
Ministry of Municipal Affairs and Housing	59	53	43	81.1	92.5	1	1.9

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ministry of Heritage, Sport, Tourism and Culture	50	50	28	56	94	3	6
Ministry of Energy, Northern Development and Mines	49	46	25	54.3	91.3	4	8.7
Infrastructure Ontario	44	45	29	64.4	100	0	0
Independent Electricity System Operator	20	40	2	5	57.5	26	65
Ontario Human Rights Commission	38	38	36	94.7	100	0	0
Pay Equity Commission	35	35	35	100	100	0	0
Ministry of Agriculture, Food and Rural Affairs	25	26	11	42.3	96.2	3	11.5
Ontario Cannabis Retail Corporation	23	25	18	72	96	0	0
Ministry of Economic Development, Job Creation and Trade	28	24	10	41.7	91.7	4	16.7
Ministry of Indigenous Affairs	16	23	16	69.6	78.3	2	8.7
Treasury Board Secretariat	22	23	19	82.6	100	0	0
The Niagara Parks Commission	15	14	14	100	100	0	0
HealthForceOntario Marketing and Recruitment Agency	11	11	11	100	100	0	0
Trillium Gift of Life Network	11	11	11	100	100	0	0
Education Quality and Accountability Office	10	10	9	90	100	0	0
Financial Services Commission of Ontario	10	10	2	20	20	5	50
Ontario Energy Board	10	9	6	66.7	100	2	22.2
Central LHIN	7	8	4	50	100	1	12.5
Niagara Escarpment Commission	8	8	1	12.5	100	1	12.5
Ministère des Affaires francophones	8	7	3	42.9	100	1	14.3
Mississauga Halton Local Health Integrated Network	3	7	1	14.3	14.3	3	42.9
Ontario Agency for Health Protection and Promotion	9	7	7	100	100	0	0
Ornge	7	6	4	66.7	100	0	0
Ontario Trillium Foundation	6	6	4	66.7	100	1	16.7

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Financial Services Commission of Ontario (interim)	13	5	0	0	0	4	80
Financial Services Regulatory Authority of Ontario	10	5	1	20	20	3	60
Legal Aid Ontario	9	5	3	60	100	0	0
Ministry of Long-Term Care	6	5	4	80	100	0	0
North East LHIN	7	5	2	40	100	0	0
Toronto Central LHIN	6	5	0	0	80	4	80
Agricorp	5	4	2	50	75	0	0
Erie St. Clair LHIN	4	4	2	50	75	2	50
Ministry of Infrastructure	10	4	2	50	100	0	0
Ontario Health (Cancer Care Ontario)	4	4	3	75	75	0	0
Ontario Parole Board	4	4	4	100	100	0	0
Waterloo Wellington LHIN	4	4	2	50	100	1	25
Central East LHIN	4	3	2	66.7	100	1	33.3
Champlain LHIN	4	3	2	66.7	100	0	0
Hamilton Niagara Haldimand Brant LHIN	3	3	2	66.7	100	0	0
North Simcoe Muskoka LHIN	3	3	2	66.7	100	0	0
South East LHIN	3	3	2	66.7	100	1	33.3
South West LHIN	4	3	2	66.7	100	1	33.3
St. Joseph's Villa	3	3	3	100	100	0	0
Central West LHIN	1	2	1	50	100	1	50
Haliburton Highlands Health Services Corporation	2	2	2	100	100	0	0
Ministry for Seniors and Accessibility	2	2	2	100	100	0	0
Ministry of Intergovernmental Affairs	2	2	1	50	100	0	0
Ontario Arts Council Conseil des arts de l'Ontario	4	2	2	100	100	0	0
Ontario Financing Authority	1	2	1	50	50	1	50
Ontario Tourism Marketing Partnership Corporation	2	2	2	100	100	0	0

ACCESS

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

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Patient Ombudsman	2	2	2	100	100	0	0
St. Lawrence Parks Commission	1	2	0	0	100	1	50
Assessment Review Board	1	1	0	0	0	0	0
Building Materials Evaluation Commission	0	1	0	0	100	0	0
Consent and Capacity Board	1	1	1	100	100	0	0
Crown Employees Grievance Settlement Board	1	1	1	100	100	0	0
North West LHIN	3	1	0	0	0	1	100
Ontario Health (Shared Services)	1	1	1	100	100	0	0
Ontario Health Quality Council	0	1	0	0	100	0	0
Ontario Heritage Trust	1	1	0	0	100	0	0
Ontario Northland Transportation Commission	5	1	1	100	100	0	0
Ontario Place Corporation	3	1	0	0	100	0	0
Owen Sound Transportation Company Limited	1	1	1	100	100	0	0
Villa St Gabriel Villa	1	1	1	100	100	0	0
Workplace Safety and Insurance Appeals Tribunal	1	1	1	100	100	0	0
Total	21,585	20,053	15,118	75.4	81.9	2,038	10.2

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

**Of the total number of requests received by the Ministry of the Solicitor General in 2019, 5,241 (or 90%) related to Ontario Provincial Police records.

RESPONSE RATE COMPLIANCE (HOSPITALS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Bellwood Health Services	90	90	90	100	100	0	0
Trillium Health Partners	35	33	24	72.7	100	2	6.1
Chatham-Kent Health Alliance	32	32	32	100	100	0	0
London Health Sciences Centre	33	28	23	82.1	100	0	0
Royal Victoria Regional Health Centre	28	28	25	89.3	92.9	0	0
Lakeridge Health	13	18	8	44.4	44.4	3	16.7

RESPONSE RATE COMPLIANCE (HOSPITALS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
St. Joseph's Healthcare Hamilton	13	16	6	37.5	50	6	37.5
Sunnybrook Health Sciences Centre	19	16	7	43.8	43.8	0	0
William Osler Health Centre	18	16	15	93.8	100	0	0
Children's Hospital of Eastern Ontario	14	14	13	92.9	100	0	0
Hamilton Health Sciences	15	14	11	78.6	100	1	7.1
Kingston Health Sciences Centre	13	14	14	100	100	0	0
Mackenzie Health - Richmond Hill Site	14	14	14	100	100	0	0
Scarborough Health Network	13	13	12	92.3	100	0	0
The University Health Network	13	13	11	84.6	84.6	0	0
Health Sciences North	10	11	10	90.9	100	1	9.1
Southlake Regional Health Centre	11	11	8	72.7	90.9	1	9.1
The Ottawa Hospital	12	10	7	70	100	1	10
Unity Health Toronto	10	10	1	10	30	6	60
Sinai Health	9	9	4	44.4	77.8	2	22.2
Markham Stouffville Hospital	8	8	3	37.5	37.5	2	25
Niagara Health Systems	5	8	5	62.5	87.5	3	37.5
Thunder Bay Regional Health Sciences Centre	8	8	8	100	100	0	0
Grand River Hospital	7	7	7	100	100	0	0
North York General Hospital	7	7	6	85.7	100	0	0
Casey House	6	6	6	100	100	0	0
Centre for Addiction and Mental Health (CAMH)	6	5	4	80	100	0	0
Humber River Hospital	7	5	4	80	100	0	0
Peterborough Regional Health Centre	5	5	2	40	100	0	0
Brant Community Healthcare System	4	4	3	75	100	0	0
Cambridge Memorial Hospital	3	3	2	66.7	66.7	1	33.3
Muskoka Algonquin Healthcare	3	3	3	100	100	0	0
North Bay Regional Health Centre	5	3	2	66.7	100	0	0
The Hospital for Sick Children	2	3	3	100	100	0	0

RESPONSE RATE COMPLIANCE (HOSPITALS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Timmins & District Hospital	3	3	3	100	100	0	0
Almonte General Hospital / Fairview Manor	2	2	2	100	100	0	0
Bluewater Health	1	2	1	50	100	0	0
Dryden Regional Health Centre	2	2	2	100	100	0	0
Erie Shores HealthCare	2	2	2	100	100	0	0
Joseph Brant Hospital	2	2	1	50	100	0	0
Kemptville District Hospital	2	2	2	100	100	0	0
Michael Garron Hospital	2	2	2	100	100	0	0
Orillia Soldiers' Memorial	2	2	2	100	100	0	0
Royal Ottawa Health Care Group	2	2	1	50	100	0	0
South Bruce Grey Health Centre	2	2	2	100	100	0	0
St. Mary's General Hospital	2	2	2	100	100	0	0
Waypoint Centre for Mental Health Care	2	2	2	100	100	0	0
Women's College Hospital	2	2	2	100	100	0	0
Woodstock Hospital	2	2	2	100	100	0	0
Alexandra Marine and General Hospital	1	1	0	0	0	0	0
Baycrest	3	1	1	100	100	0	0
Carleton Place & District Memorial Hospital	1	1	0	0	0	0	0
Collingwood General and Marine Hospital	1	1	0	0	100	0	0
Cornwall Community Hospital	1	1	1	100	100	0	0
Espanola Regional Hospital and Health Centre	1	1	1	100	100	0	0
Groves Memorial Community Hospital	1	1	1	100	100	0	0
Halton Healthcare	1	1	1	100	100	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	1	1	1	100	100	0	0
Hôpital Montfort	1	1	1	100	100	0	0
Lennox & Addington County General Hospital	1	1	1	100	100	0	0

RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Listowel Memorial Hospital	1	1	1	100	100	0	0
Manitoulin Health Centre	1	1	1	100	100	0	0
Middlesex Hospital Alliance	1	1	1	100	100	0	0
Nipigon District Memorial Hospital	1	1	1	100	100	0	0
North Shore Health Network	1	1	1	100	100	0	0
Northumberland Hills Hospital	1	1	0	0	100	0	0
Ontario Shores Centre for Mental Health Sciences	1	1	1	100	100	0	0
Pembroke Regional Hospital	1	1	0	0	0	0	0
Providence Care	0	1	1	100	100	0	0
Quinte Health Care	1	1	1	100	100	0	0
Runnymede Healthcare Centre	1	1	1	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	1	1	1	100	100	0	0
St. Joseph's Health Care London	1	1	1	100	100	0	0
Stratford General Hospital Site	1	1	1	100	100	0	0
West Park Healthcare Centre	1	1	1	100	100	0	0
Wingham and District Hospital	1	1	1	100	100	0	0
Total	549	543	443	81.6	90.6	29	5.4

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

RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
University of Toronto	50	55	46	83.6	98.2	0	0
University of Ottawa	36	36	26	72.2	80.6	3	8.3
Canadore College	35	35	34	97.1	97.1	0	0
York University	25	31	28	90.3	100	0	0
Brock University	31	30	28	93.3	100	0	0
Laurentian University of Sudbury	26	28	18	64.3	96.4	4	14.3

RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Ryerson University	24	25	16	64	100	0	0
Carleton University	19	22	19	86.4	100	0	0
Queen's University	24	22	20	90.9	100	0	0
University of Western Ontario	27	22	19	86.4	100	1	4.5
Confederation College	16	16	16	100	100	0	0
University of Waterloo	17	15	15	100	100	0	0
Humber College Institute of Technology and Advanced Learning	17	14	13	92.9	100	0	0
McMaster University	21	13	9	69.2	92.3	0	0
Algonquin College	12	12	9	75	100	0	0
University of Ontario Institute of Technology	14	12	7	58.3	91.7	1	8.3
University of Windsor	15	11	7	63.6	100	2	18.2
Fleming College	9	9	7	77.8	100	0	0
University of Guelph	9	9	4	44.4	100	1	11.1
Wilfrid Laurier University	14	9	4	44.4	100	0	0
Collège La Cité	14	8	8	100	100	0	0
The Fanshawe College of Applied Arts and Technology	9	8	7	87.5	100	0	0
St. Lawrence College of Applied Arts and Technology	7	7	1	14.3	71.4	4	57.1
The Durham College of Applied Arts and Technology	7	6	6	100	100	0	0
Northern College	4	4	4	100	100	0	0
Georgian College of Applied Arts and Technology	3	3	3	100	100	0	0
Niagara College	4	3	3	100	100	0	0
Centennial College	2	2	1	50	50	1	50
Seneca College	3	2	2	100	100	0	0
The Lambton College of Applied Arts & Technology	0	2	2	100	100	0	0
Lakehead University	0	1	1	100	100	0	0
Nipissing University	1	1	1	100	100	0	0

RESPONSE RATE COMPLIANCE (COLLEGES AND UNIVERSITIES) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
OCAD University	2	1	1	100	100	0	0
Trent University	2	1	1	100	100	0	0
Total	499	475	386	81.3	96.8	17	3.6

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

Municipal Compliance

OVERALL MUNICIPAL COMPLIANCE:

30-day: 80.2%
Extended: 85%
Over 90 days: 5.7%

TOP TEN MUNICIPAL INSTITUTIONS

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,234	6,526	4,015	61.5	62	1766	27.1
City of Toronto	2,789	2,723	1,840	67.6	75.4	43	1.6
York Regional Police	1,744	1,707	1,002	58.7	59.1	17	1
Durham Regional Police Service	1,640	1,658	1,540	92.9	100	9	0.5
Hamilton Police Service	1,575	1,598	1,570	98.2	98.6	0	0
Peel Regional Police	1,422	1,422	1,422	100	100	0	0
Halton Regional Police Service	1,378	1,393	1,104	79.3	79.7	1	0.1
Niagara Regional Police Service	1,424	1,351	930	68.8	69.4	44	3.3
Waterloo Regional Police Service	1,133	1,119	892	79.7	97.5	0	0
London Police Service	1,072	1,114	739	66.3	97.4	5	0.4

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

RESPONSE RATE COMPLIANCE (SCHOOL BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
District School Board of Niagara	237	225	202	89.8	100	0	0
Toronto District School Board	43	41	24	58.5	95.1	9	22
Ottawa-Carleton District School Board	31	30	14	46.7	100	0	0
District School Board Ontario North East	27	27	27	100	100	0	0
Conseil des écoles publiques de l'Est de l'Ontario	18	19	19	100	100	0	0
Upper Grand District School Board	19	18	16	88.9	100	1	5.6
Peel District School Board	16	17	15	88.2	100	1	5.9
Rainy River District School Board	17	17	17	100	100	0	0
Thames Valley District School Board	13	13	12	92.3	100	0	0
Conseil des écoles catholiques du Centre-Est	18	12	12	100	100	0	0
Halton Catholic District School Board	13	12	10	83.3	100	0	0
Simcoe County District School Board	9	12	10	83.3	100	0	0
Waterloo Region District School Board	12	12	5	41.7	100	3	25
Toronto Catholic District School Board	13	11	4	36.4	36.4	3	27.3
Durham Catholic District School Board	10	10	8	80	100	0	0
Durham District School Board	9	9	6	66.7	88.9	1	11.1
Conseil scolaire Viamonde	9	9	5	55.6	55.6	1	11.1
Conseil scolaire catholique de district des Grandes Rivières	9	9	8	88.9	100	0	0
Dufferin-Peel Catholic District School Board	9	8	2	25	25	1	12.5
Hamilton Wentworth District School Board	14	8	5	62.5	75	0	0
Kawartha Pine Ridge District School Board	10	8	7	87.5	100	1	12.5
Upper Canada District School Board	8	8	7	87.5	87.5	0	0
Grand Erie District School Board	7	7	5	71.4	100	1	14.3
Ottawa Catholic District School Board	7	7	6	85.7	100	0	0

RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Avon Maitland District School Board	6	6	6	100	100	0	0
Greater Essex County District School Board	6	6	1	16.7	100	2	33.3
Hastings and Prince Edward District School Board	6	6	4	66.7	100	0	0
Lambton Kent District School Board	6	6	6	100	100	0	0
Rainbow District School Board	6	6	6	100	100	0	0
York Catholic District School Board	6	6	4	66.7	66.7	0	0
Bluewater District School Board	5	5	5	100	100	0	0
Brant Haldimand Norfolk Catholic District School Board	5	5	1	20	100	3	60
Conseil scolaire public du Nord-Est de l'Ontario	5	5	4	80	100	0	0
Halton District School Board	5	5	4	80	100	0	0
Hamilton-Wentworth Catholic District School Board	5	5	2	40	100	0	0
Limestone District School Board	5	5	3	60	60	0	0
Niagara Catholic District School Board	6	5	2	40	40	0	0
Trillium Lakelands District School Board	6	5	5	100	100	0	0
Windsor-Essex Catholic District School Board	5	5	4	80	100	0	0
Conseil scolaire de district catholique Franco-Nord	3	4	2	50	50	0	0
Conseil scolaire de district catholique des Aurores boreales	4	4	4	100	100	0	0
Conseil scolaire de district catholique du Nouvel-Ontario	4	4	3	75	100	0	0
Keewatin-Patricia District School Board	4	4	0	0	0	0	0
Renfrew County District School Board	4	4	4	100	100	0	0
Simcoe Muskoka Catholic District School Board	4	4	4	100	100	0	0
Waterloo Catholic District School Board	4	4	3	75	75	0	0

RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Algonquin and Lakeshore Catholic District School Board	3	3	3	100	100	0	0
Bruce-Grey Catholic District School Board	3	3	3	100	100	0	0
Catholic District School Board of Eastern Ontario	3	3	2	66.7	100	0	0
Conseil scolaire catholique MonAvenir	2	3	0	0	0	1	33.3
Kenora Catholic District School Board	3	3	0	0	0	1	33.3
London District Catholic School Board	3	3	3	100	100	0	0
Near North District School Board	3	3	1	33.3	100	0	0
Nipissing-Parry Sound Catholic District School Board	3	3	2	66.7	66.7	0	0
Renfrew County Catholic District School Board	3	3	3	100	100	0	0
St. Clair Catholic District School Board	3	3	2	66.7	100	0	0
Sudbury Catholic District School Board	3	3	3	100	100	0	0
Superior-Greenstone District School Board	4	3	1	33.3	66.7	1	33.3
Campbell Children's School Authority	2	2	2	100	100	0	0
Conseil scolaire de district catholique de l'Est ontarien	7	2	2	100	100	0	0
Huron-Perth Catholic District School Board	2	2	0	0	100	0	0
John McGivney Children's Centre School Authority	2	2	2	100	100	0	0
Lakehead District School Board (Lakehead Public Schools)	6	2	0	0	0	2	100
Northeastern Catholic District School Board	2	2	2	100	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	3	2	1	50	100	0	0
The Northwest Catholic District School Board	2	2	1	50	100	0	0

RESPONSE RATE COMPLIANCE (SCHOOL BOARDS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
The Protestant Separate School Board of the Town of Penetanguishene	2	2	2	100	100	0	0
Wellington Catholic District School Board	2	2	0	0	0	1	50
Algoma District School Board	1	1	0	0	100	0	0
Huron - Superior Catholic District School Board	1	1	0	0	100	0	0
Thunder Bay Catholic District School Board	1	1	1	100	100	0	0
Total	757	717	559	78.0	93.2	33	4.6

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

RESPONSE RATE COMPLIANCE (HEALTH BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Leeds, Grenville & Lanark District Health Unit	209	209	208	99.5	99.5	0	0
Windsor-Essex County Health Unit	24	24	24	100	100	0	0
Huron County Health Unit	23	23	23	100	100	0	0
Middlesex-London Health Unit	20	20	16	80	100	0	0
Thunder Bay District Health Unit	15	15	15	100	100	0	0
Public Health Sudbury & Districts	14	14	13	92.9	100	0	0
Wellington Dufferin Guelph Public Health	11	11	10	90.9	100	1	9.1
Southwestern Public Health	12	10	5	50	100	1	10
North Bay Parry Sound District Health Unit	8	8	7	87.5	87.5	1	12.5
Peterborough Public Health	7	7	6	85.7	85.7	0	0
Grey Bruce Health Unit	4	4	4	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	4	4	4	100	100	0	0
Brant County Health Unit	3	3	1	33.3	33.3	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	3	3	3	100	100	0	0

RESPONSE RATE COMPLIANCE (HEALTH BOARDS) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Hastings Prince Edward Public Health	3	3	3	100	100	0	0
Eastern Ontario Health Unit	2	2	2	100	100	0	0
Algoma Public Health	2	1	1	100	100	0	0
Chatham-Kent Board of Health	1	1	1	100	100	0	0
Northwestern Health Unit	1	1	1	100	100	0	0
Porcupine Health Unit	1	1	1	100	100	0	0
Renfrew County and District Health Unit	1	1	1	100	100	0	0
Total	368	365	349	95.6	98.6	3	0.8

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

RESPONSE RATE COMPLIANCE (POLICE)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Toronto Police Service	5,234	6,526	4,015	61.5	62	1,766	27.1
York Regional Police	1,744	1,707	1,002	58.7	59.1	17	1
Durham Regional Police Service	1,640	1,658	1,540	92.9	100	9	0.5
Hamilton Police Service	1,575	1,598	1,570	98.2	98.6	0	0
Peel Regional Police	1,422	1,422	1,422	100	100	0	0
Halton Regional Police Service	1,378	1,393	1,104	79.3	79.7	1	0.1
Niagara Regional Police Service	1,424	1,351	930	68.8	69.4	44	3.3
Waterloo Regional Police Service	1,133	1,119	892	79.7	97.5	0	0
London Police Service	1,072	1,114	739	66.3	97.4	5	0.4
Windsor Police Service	917	922	764	82.9	96.7	0	0
Ottawa Police Service	679	664	415	62.5	62.5	84	12.7
Guelph Police Service	490	496	484	97.6	98.4	0	0
Barrie Police Service	425	426	424	99.5	99.8	0	0
Thunder Bay Police Service	297	300	291	97	98.3	1	0.3
Sarnia Police Service	269	278	260	93.5	100	0	0
Brantford Police Service	260	272	214	78.7	84.6	6	2.2

RESPONSE RATE COMPLIANCE (POLICE) – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Peterborough Police Service	265	257	227	88.3	91.4	0	0
Chatham-Kent Police Service	250	249	246	98.8	100	0	0
Strathroy-Caradoc Police Service	163	155	143	92.3	92.3	1	0.6
Woodstock Police Service	144	141	132	93.6	100	0	0
St. Thomas Police Service	115	115	112	97.4	97.4	0	0
Orangeville Police Service	94	94	94	100	100	0	0
Cobourg Police Service	76	74	57	77	94.6	1	1.4
Stratford Police Service	76	74	62	83.8	100	0	0
City of Kawartha Lakes Police Service	70	70	70	100	100	0	0
Timmins Police Service	59	59	57	96.6	98.3	0	0
Port Hope Police Service	52	51	43	84.3	90.2	1	2
Greater Sudbury Police Service	49	47	43	91.5	100	1	2.1
Cornwall Police Service	45	43	34	79.1	83.7	0	0
Shelburne Police Service	36	36	30	83.3	83.3	0	0
Smiths Falls Police Service	36	36	36	100	100	0	0
LaSalle Police Service	33	31	19	61.3	71	0	0
Belleville Police Service	21	21	20	95.2	95.2	0	0
Dryden Police Service	18	18	18	100	100	0	0
Hanover Police Service	17	17	10	58.8	58.8	3	17.6
West Grey Police Service	17	17	17	100	100	0	0
North Bay Police Service	15	15	12	80	80	0	0
Brockville Police Service	14	14	14	100	100	0	0
Gananoque Police Services Board	14	14	14	100	100	0	0
Deep River Police Services Board	12	12	11	91.7	91.7	0	0
Kingston Police Services Board	11	11	8	72.7	72.7	1	9.1
Saugeen Shores Police Services	10	10	3	30	30	0	0
Sault Ste. Marie Police Service	10	9	9	100	100	0	0
Aylmer Police	8	8	8	100	100	0	0
Total	21,689	22,944	17,615	76.8	80.9	1941	8.5

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

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
City of Toronto	2,789	2,723	1,840	67.6	75.4	43	1.6
Town of Oakville	870	860	846	98.4	98.7	3	0.3
City of Mississauga	856	859	815	94.9	95.2	0	0
City of Ottawa	869	828	546	65.9	77.4	31	3.7
City of Kitchener	822	822	819	99.6	100	0	0
City of Cambridge	555	555	554	99.8	100	0	0
Region of Peel	320	303	295	97.4	100	0	0
City of Vaughan	256	261	242	92.7	100	0	0
Corporation City of London	256	244	231	94.7	100	0	0
City of Oshawa	198	222	170	76.6	83.3	9	4.1
York Region	223	211	202	95.7	99.1	1	0.5
City of Greater Sudbury	183	185	178	96.2	98.9	0	0
City of Hamilton	261	185	138	74.6	74.6	16	8.6
Regional Municipality of Durham	168	176	174	98.9	100	0	0
City of Markham	160	172	100	58.1	59.9	19	11
The Corporation of the City of Windsor	178	172	127	73.8	83.1	2	1.2
The Corporation of the City of Brampton	145	144	117	81.3	84	2	1.4
City of Peterborough	137	130	123	94.6	100	0	0
The Corporation of the City of Waterloo	127	128	127	99.2	100	0	0
City of Burlington	114	109	100	91.7	100	1	0.9
City of Guelph	108	109	106	97.2	100	0	0
City of Richmond Hill	105	104	102	98.1	100	0	0
Niagara Region	112	102	100	98	100	0	0
Norfolk County	112	101	88	87.1	98	7	6.9
The Corporation of The City of Brantford	101	98	86	87.8	100	0	0
The Corporation of The City of Niagara Falls	92	92	67	72.8	72.8	3	3.3

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
City of Sault Ste. Marie	92	91	81	89	100	3	3.3
The Corporation of the City of North Bay	89	89	45	50.6	100	0	0
The Corporation of the City of Barrie	83	88	79	89.8	95.5	0	0
City of Thunder Bay	84	83	63	75.9	96.4	10	12
Municipality of Chatham-Kent	82	83	78	94	100	1	1.2
City of Kingston	77	74	73	98.6	98.6	0	0
Town of Caledon	69	72	65	90.3	94.4	0	0
Town of Innisfil	66	72	62	86.1	86.1	0	0
City of St. Catharines	72	71	63	88.7	85.9	0	0
Town of East Gwillimbury	66	66	66	100	100	0	0
Town of New Tecumseth	71	65	63	96.9	98.5	0	0
Town of Whitby	65	62	60	96.8	100	0	0
The Regional Municipality of Halton	63	60	49	81.7	88.3	4	6.7
The Corporation of the City of Cornwall	57	57	55	96.5	98.2	0	0
City of Kawartha Lakes	57	55	54	98.2	100	0	0
The Township of North Dumfries	55	55	55	100	100	0	0
The Corporation of the City of Welland	51	51	51	100	100	0	0
City of Clarence-Rockland	51	48	43	89.6	89.6	0	0
Corporation of the County of Brant	43	43	42	97.7	97.7	0	0
The Corporation of Haldimand County	43	43	37	86	95.3	0	0
Corporation of the Town of Ajax	42	40	40	100	100	0	0
Town of Bradford West Gwillimbury	40	40	39	97.5	100	1	2.5
The Corporation of the Town of Aurora	43	39	33	84.6	100	1	2.6
Town of Newmarket	41	39	35	89.7	94.9	0	0
Town of Whitchurch-Stouffville	31	37	29	78.4	81.1	1	2.7
Township of Centre Wellington	39	37	34	91.9	94.6	0	0

ACCESS

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
The Corporation of the County of Lambton	34	34	33	97.1	97.1	0	0
The Corporation of the Town of Niagara-on-the-Lake	35	34	26	76.5	97.1	0	0
Town of Lakeshore	35	34	32	94.1	94.1	0	0
County of Simcoe	38	33	32	97	100	0	0
Township of King	34	33	32	97	100	0	0
Corporation of the County of Grey	32	32	29	90.6	100	0	0
The Corporation of the County of Prince Edward	35	32	20	62.5	71.9	2	6.3
Township of Essa	32	32	32	100	100	0	0
City of Pickering	30	31	28	90.3	100	0	0
City of Stratford	31	30	24	80	90	0	0
Town of Halton Hills	24	30	24	80	90	0	0
Township of Oro-Medonte	31	30	26	86.7	100	0	0
County of Dufferin	30	28	27	96.4	100	0	0
County of Oxford	29	27	27	100	100	0	0
The Corporation of the Township of Seguin	29	26	26	100	100	0	0
Municipality of Clarington	28	25	14	56	72	1	4
The Corporation of the City of Quinte West	25	25	25	100	100	0	0
Municipality of Leamington	27	22	18	81.8	86.4	0	0
City of Thorold	21	21	18	85.7	100	0	0
Corporation of the City of Orillia	21	21	21	100	100	0	0
Township of Uxbridge	21	21	21	100	100	0	0
The Corporation of the Town of Cobourg	22	20	14	70	100	0	0
Town of Amherstburg	22	20	18	90	100	1	5
Town of Wasaga Beach	28	20	18	90	100	0	0
Town of Milton	21	19	19	100	100	0	0
Town of South Bruce Peninsula	22	19	7	36.8	73.7	4	21.1

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
City of Timmins	18	18	13	72.2	72.2	0	0
The Corporation of the City of Owen Sound	16	18	12	66.7	94.4	4	22.2
Corporation of the City of Pembroke	18	17	12	70.6	70.6	5	29.4
United Counties of Leeds and Grenville	18	17	14	82.4	94.1	0	0
Corporation of the Town of Hawkesbury	16	16	13	81.3	81.3	0	0
The District Municipality of Muskoka	18	16	15	93.8	93.8	0	0
Town of Huntsville	12	16	7	43.8	62.5	4	25
The Corporation of the County of Wellington	15	15	15	100	100	0	0
Town of Collingwood	15	15	13	86.7	100	0	0
The Corporation of the Town of Midland	14	14	8	57.1	64.3	2	14.3
Township of Springwater	14	14	11	78.6	100	0	0
Town of Espanola	15	13	9	69.2	69.2	0	0
City of Port Colborne	12	12	8	66.7	100	0	0
Corporation of the Town of Gravenhurst	12	12	7	58.3	100	0	0
Corporation of the Town of Ingersoll	12	12	12	100	100	0	0
The Corporation of the Municipality of West Nipissing	14	12	11	91.7	91.7	0	0
Town of The Blue Mountains	10	12	4	33.3	41.7	3	25
Corporation of the Municipality of Port Hope	11	11	11	100	100	0	0
The Corporation of the City of Brockville	10	11	5	45.5	81.8	3	27.3
The Corporation of the City of Kenora	11	11	10	90.9	100	0	0
The Corporation of the Township of Clearview	17	11	8	72.7	100	0	0
Town of Erin	11	11	8	72.7	100	0	0
Town of Fort Erie	12	11	7	63.6	100	0	0
Town of Shelburne	11	11	11	100	100	0	0

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Town of Smiths Falls	11	11	11	100	100	0	0
Township of Russell	17	11	8	72.7	100	0	0
Township of Scugog	11	11	11	100	100	0	0
Township of Woolwich	11	11	8	72.7	72.7	1	9.1
City of Woodstock	16	10	9	90	90	0	0
Municipality of Mississippi Mills	12	10	9	90	100	0	0
Township of Asphodel-Norwood	10	10	10	100	100	0	0
Township of South Glengarry	10	10	6	60	100	0	0
Corporation of the County of Essex	9	9	8	88.9	88.9	0	0
Municipality of Northern Bruce Peninsula	9	9	9	100	100	0	0
Municipality of Oliver Paipoonge	9	9	9	100	100	0	0
The Corporation of the Town of Bracebridge	11	9	7	77.8	100	0	0
The Nation Municipality	10	9	8	88.9	100	0	0
Town of Mattawa	9	9	9	100	100	0	0
Township of Muskoka Lakes	9	9	8	88.9	88.9	0	0
Township of Ramara	9	9	8	88.9	100	0	0
Township of Wainfleet	9	9	9	100	100	0	0
Township of West Lincoln	10	9	6	66.7	100	0	0
County of Hastings	8	8	6	75	100	1	12.5
County of Northumberland	10	8	8	100	100	0	0
Municipality of Brighton	8	8	7	87.5	100	0	0
Municipality of Callander	8	8	3	37.5	50	4	50
Municipality of South Dundas	8	8	7	87.5	100	0	0
Township of Wollaston	8	8	8	100	100	0	0
United Counties of Prescott and Russell	8	8	7	87.5	100	0	0
Corporation of the Township of Brock	7	7	5	71.4	100	0	0
County of Bruce	19	7	7	100	100	0	0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	8	7	1	14.3	14.3	1	14.3

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Municipality of Lambton Shores	7	7	4	57.1	85.7	0	0
Municipality of Strathroy-Caradoc	7	7	7	100	100	0	0
Municipality of Thames Centre	7	7	7	100	100	0	0
The Corporation of the Municipality of Arran-Elderslie	7	7	7	100	100	0	0
The Corporation of the Township of Guelph/Eramosa	6	7	5	71.4	100	0	0
Town of Arnprior	8	7	7	100	100	0	0
Town of Carleton Place	8	7	4	57.1	57.1	0	0
Town of LaSalle	6	7	2	28.6	100	1	14.3
Town of Tillsonburg	6	7	5	71.4	85.7	1	14.3
Township of Alnwick/Haldimand	7	7	7	100	100	0	0
Township of Minden Hills	7	7	7	100	100	0	0
Corporation of the County of Haliburton	6	6	5	83.3	83.3	0	0
Corporation of the Town of Essex	6	6	5	83.3	100	0	0
Corporation of the Township of Algonquin Highlands	7	6	5	83.3	83.3	0	0
County of Middlesex	6	6	6	100	100	0	0
County of Perth	6	6	5	83.3	83.3	0	0
The Corporation of the Town of Grimsby	6	6	4	66.7	100	0	0
Township of Huron-Kinloss	6	6	5	83.3	100	0	0
Township of Perth East	6	6	6	100	100	0	0
Township of Tay	6	6	6	100	100	0	0
Township of Whitewater Region	6	6	6	100	100	0	0
Corporation of the Township of Amaranth	5	5	5	100	100	0	0
Corporation of the Township of Lake of Bays	5	5	3	60	100	1	20
Municipality of Central Elgin	5	5	5	100	100	0	0
Municipality of Temagami	5	5	1	20	100	2	40
Municipality of Trent Lakes	5	5	5	100	100	0	0

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
The Corporation of the Township of North Frontenac	5	5	5	100	100	0	0
The Corporation of the Township of Rideau Lakes	5	5	4	80	100	0	0
Town of Tecumseh	5	5	5	100	100	0	0
Township of Adjala-Tosorontio	5	5	2	40	100	2	40
Township of Alfred and Plantagenet	5	5	5	100	100	0	0
Township of Bonfield	5	5	5	100	100	0	0
Township of Hornepayne	6	5	4	80	100	0	0
Corporation of the Municipality of Tweed	4	4	2	50	50	1	25
Corporation of the Township of Douro-Dummer	4	4	4	100	100	0	0
Municipality of Middlesex Centre	4	4	3	75	100	0	0
Municipality of Trent Hills	4	4	3	75	100	0	0
Municipality of West Elgin	4	4	3	75	75	0	0
Tay Valley Township	1	4	0	0	100	1	25
The Corporation of the Municipality of Bluewater	4	4	4	100	100	0	0
The Corporation of the Town of Kingsville	4	4	4	100	100	0	0
The Corporation of the Town of Petrolia	4	4	4	100	100	0	0
The Corporation of the Township of Champlain	4	4	3	75	100	0	0
The Corporation of the Township of Severn	4	4	4	100	100	0	0
The Corporation of the Township of Tiny	5	4	3	75	100	0	0
Town of Cochrane	4	4	4	100	100	0	0
Town of Greater Napanee	4	4	3	75	100	0	0
Town of Parry Sound	4	4	0	0	0	2	50
Township of Blandford-Blenheim	4	4	4	100	100	0	0
Township of North Kawartha	4	4	3	75	100	0	0
City of St. Thomas	4	3	2	66.7	100	0	0
Corporation of The Town of Aylmer	3	3	2	66.7	66.7	1	33.3

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Corporation of The Town of St. Marys	3	3	3	100	100	0	0
Corporation of the City of Dryden	3	3	1	33.3	33.3	0	0
Corporation of the Municipality of Meaford	3	3	3	100	100	0	0
County of Frontenac	3	3	3	100	100	0	0
Municipality of North Middlesex	3	3	3	100	100	0	0
Municipality of South Bruce	3	3	3	100	100	0	0
Municipality of South Huron	3	3	2	66.7	100	0	0
Municipality of Southwest Middlesex	3	3	3	100	100	0	0
The Corporation of the Town of Kearney	3	3	3	100	100	0	0
The Corporation of the Township of Carlow/Mayo	3	3	3	100	100	0	0
Town of Kapuskasing	3	3	3	100	100	0	0
Town of Pelham	4	3	1	33.3	100	1	33.3
Town of Penetanguishene	3	3	3	100	100	0	0
Township of Adelaide Metcalfe	3	3	3	100	100	0	0
Township of Cavan Monaghan	3	3	3	100	100	0	0
Township of Edwardsburgh/Cardinal	3	3	3	100	100	0	0
Township of Georgian Bluffs	3	3	3	100	100	0	0
Township of Puslinch	5	3	3	100	100	0	0
Township of South Stormont	3	3	1	33.3	33.3	0	0
Township of Southgate	3	3	3	100	100	0	0
Township of Wellesley	3	3	3	100	100	0	0
Township of Wilmot	5	3	3	100	100	0	0
Corporation of the Town of Grand Valley	2	2	2	100	100	0	0
Corporation of the Township of Bonnechere Valley	2	2	0	0	0	2	100
Corporation of the Township of Sables-Spanish Rivers	1	2	0	0	100	0	0
County of Huron	2	2	2	100	100	0	0
Municipality of Bayham	2	2	2	100	100	0	0
Municipality of Dysart et al	2	2	2	100	100	0	0

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Municipality of Grey Highlands	2	2	2	100	100	0	0
Municipality of Highlands East	2	2	2	100	100	0	0
Municipality of North Perth	1	2	2	100	100	0	0
Municipality of Sioux Lookout	2	2	1	50	100	0	0
The Corporation of the Municipality of Brockton	3	2	2	100	100	0	0
The Corporation of the Municipality of Kincardine	2	2	2	100	100	0	0
The Corporation of the Municipality of West Perth	2	2	2	100	100	0	0
The Corporation of the Township of Lanark Highlands	2	2	2	100	100	0	0
The Municipality of Huron Shores	2	2	2	100	100	0	0
The Town of Plympton-Wyoming	2	2	2	100	100	0	0
The Township of St. Joseph	2	2	2	100	100	0	0
Town of Hearst	2	2	2	100	100	0	0
Township of Admaston/Bromley	2	2	2	100	100	0	0
Township of Billings	2	2	2	100	0	0	0
Township of Chatsworth	2	2	2	100	100	0	0
Township of Malahide	2	2	2	100	100	0	0
Township of North Glengarry	2	2	2	100	100	0	0
Township of Otonabee-South Monaghan	3	2	2	100	100	0	0
Township of Perry	2	2	2	100	100	0	0
Village of Burk's Falls	2	2	2	100	100	0	0
Corporation of the Municipality of French River	1	1	1	100	100	0	0
Corporation of the Municipality of Greenstone	1	1	1	100	100	0	0
Corporation of the Town of Englehart	1	1	1	100	100	0	0
Corporation of the Town of Fort Frances	1	1	1	100	100	0	0

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Corporation of the Town of Northeastern Manitoulin and the Islands	1	1	1	100	100	0	
Corporation of the Township of Montague	1	1	1	100	100	0	0
County of Elgin	1	1	0	0	100	0	0
County of Lennox & Addington	1	1	1	100	100	0	0
InnServices Utilities Inc.	1	1	0	0	0	0	0
Municipalite - East Ferris - Municipality	1	1	1	100	100	0	0
Municipality of Huron East	1	1	1	100	100	0	0
Municipality of McDougall	1	1	1	100	100	0	0
Municipality of St.-Charles	1	1	1	100	100	0	0
Municipality of Wawa	2	1	1	100	100	0	0
Municipalité de Casselman	1	1	1	100	100	0	0
The Corporation of Loyalist Township	1	1	1	100	100	0	0
The Corporation of Town of Minto	1	1	1	100	100	0	0
The Corporation of the Municipality of Killarney	1	1	0	0	100	0	0
The Corporation of the Municipality of Shuniah	1	1	0	0	0	0	0
The Corporation of the Township of Cramahe	1	1	0	0	0	0	0
The Corporation of the Township of Nairn and Hyman	1	1	1	100	100	0	0
The Township of Drummond/ North Elmsley	1	1	1	100	100	0	0
Town of Gananoque	1	1	1	100	100	0	0
Town of Laurentian Hills	1	1	1	100	100	0	0
Town of Mono	3	1	0	0	100	0	0
Town of Prescott	1	1	1	100	100	0	0
Township of Armour	1	1	1	100	100	0	0
Township of Augusta	1	1	1	100	100	0	0
Township of Beckwith	1	1	1	100	100	0	0
Township of Faraday	1	1	1	100	100		00

ACCESS

RESPONSE RATE COMPLIANCE (MUNICIPAL CORPORATIONS) - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 90 Days	%
Township of Ignace	1	1	0	0	100	0	0
Township of Joly	1	1	1	100	100	0	0
Township of Leeds and the Thousand Islands	2	1	1	100	100	0	0
Township of Lucan Biddulph	1	1	1	100	100	0	0
Township of Mapleton	1	1	1	100	100	0	0
Township of McKellar	1	1	1	100	100	0	0
Township of McMurrich/Monteith	1	1	0	0	100	0	0
Township of Melancthon	1	1	1	100	100	0	0
Township of North Shore	1	1	1	100	100	0	0
Township of Norwich	1	1	1	100	100	0	0
Township of Ryerson	1	1	1	100	100	0	0
Township of Sioux Narrows-Nestor Falls	1	1	0	0	100	0	0
Township of Southwold	1	1	1	100	100	0	0
Township of St. Clair	1	1	1	100	100	0	0
Township of Stirling-Rawdon	1	1	1	100	100	0	0
Township of The Archipelago	1	1	1	100	100	0	0
Township of Tudor and Cashel	1	1	1	100	100	0	0
Township of Tyendinaga	1	1	1	100	100	0	0
Township of Zorra	1	1	1	100	100	0	0
Village of Merrickville-Wolford	2	1	0	0	100	0	0
Total	13,491	13,170	11,119	84.4	90	209	1.6

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

MUNICIPAL COMPLIANCE OTHER

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance	%	Over 90 Days	%
District of Sault Ste. Marie Social Services Administration Board	254	253	253	100	253	100		
Toronto Transit Commission	204	202	173	85.6	189	93.6	4	2

MUNICIPAL COMPLIANCE OTHER – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance	%	Over 90 Days	%
Toronto Community Housing Corporation	204	190	185	97.4	190	100	3	1.6
District of Nipissing Social Services Administration Board	152	152	150	98.7	150	98.7		
Ottawa Community Housing	143	137	128	93.4	128	93.4		
Middlesex – London Paramedic Service	91	91	91	100	91	100		
Toronto and Region Conservation Authority	48	53	32	60.4	52	98.1	1	1.9
The District of Thunder Bay Social Services Administration Board (TBDSSAB)	41	41	41	100	41	100		
Municipal Property Assessment Corporation	41	38	35	92.1	37	97.4		
Kenora District Services Board	26	26	25	96.2	26	100	1	3.8
Lake Simcoe Region Conservation Authority	25	25	25	100	25	100		
Lower Trent Region Conservation Authority	19	19	19	100	19	100		
London & Middlesex Community Housing	18	18	18	100	18	100		
Essex Region Conservation Authority	10	10	10	100	10	100		
Oakville Hydro Electricity Distribution System Inc.	9	9	8	88.9	9	100		
Credit Valley Conservation Authority	8	8	5	62.5	5	62.5	2	25
Grand River Conservation Authority	8	8	7	87.5	7	87.5		
Conservation Halton	6	6	1	16.7	6	100		
Durham Region Transit	7	6	6	100	6	100		
Kawartha Region Conservation Authority	6	6	5	83.3	6	100		
Niagara Peninsula Conservation Authority	12	6	3	50	6	100		
Ausable Bayfield Conservation Authority	5	5	5	100	5	100		

ACCESS

MUNICIPAL COMPLIANCE OTHER – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance	%	Over 90 Days	%
Cataraqui Region Conservation Authority	5	5	4	80	4	80		
Cochrane DSSAB	5	5	5	100	5	100		
Algoma District Services Administration Board	4	4	4	100	4	100		
Niagara Falls Public Library	4	4	4	100	4	100		
Nottawasaga Valley Conservation Authority	4	4	4	100	4	100		
PUC Services Inc.	4	4	3	75	4	100	1	25
Saugeen Valley Conservation Authority	6	4	4	100	4	100		
Toronto Parking Authority	3	4			4	100	3	75
Board of Governors of Exhibition Place	3	3	3	100	3	100		
Chatham-Kent Public Utilities Commission	3	3	3	100	3	100		
Crowe Valley Conservation Authority	3	3	1	33.3	3	100	1	33.3
InnPower Corporation	3	3	3	100	3	100		
Otonabee Region Conservation Authority	3	3	3	100	3	100		
Rideau Valley Conservation Authority	4	3					2	66.7
St. Catharines Public Library	3	3	3	100	3	100		
Toronto Hydro Energy Services Inc.	3	3	2	66.7	3	100		
Toronto Hydro-Electric System Limited	3	3	3	100	3	100		
Upper Thames River Conservation Authority	4	3	2	66.7	3	100		
Brockville Public Library Board	2	2	2	100	2	100		
Central Lake Ontario Conservation Authority	2	2					2	100
Enwin Utilities Limited (includes Windsor Utilities)	0	2			2	100	2	100
Fort Frances Public Library	2	2	2	100	2	100		

MUNICIPAL COMPLIANCE OTHER – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance	%	Over 90 Days	%
Hamilton Region Conservation Authority	2	2			1	50		
Hydro Ottawa Limited	2	2			2	100		
North Bay-Mattawa Conservation Authority	2	2	1	50	2	100		
Quinte Conservation Authority	2	2	2	100	2	100		
Rainy River District Social Services Administration Board	2	2	2	100	2	100		
Synergy North Corporation	2	2	2	100	2	100		
Alectra Utilities Corporation	1	1	1	100	1	100		
Burlington Public Library	1	1	1	100	1	100		
Chapleau Public Utilities Corporation	1	1	1	100	1	100		
CityHousing Hamilton Corporation	4	1	1	100	1	100		
Clarington Public Library	1	1			1	100		
District of Timiskaming Social Services Administration Board	1	1	1	100	1	100		
Ganaraska Region Conservation Authority	1	1	1	100	1	100		
Kettle Creek Conservation Authority	1	1	1	100	1	100		
Kingston Frontenac Public Library	1	1	1	100	1	100		
London Transit Commission	1	1	1	100	1	100		
Maitland Valley Conservation Authority	1	1	1	100	1	100		
Mississauga Library System	1	1	1	100	1	100		
Mississippi Valley Conservation Authority	1	1	1	100	1	100		
Nickel District Conservation Authority	1	1						
Orangeville Hydro	1	1	1	100	1	100		
Ottawa Public Library	1	1	1	100	1	100		
Sault Ste. Marie Region Conservation Authority	1	1	1	100	1	100		
South Nation River Conservation Authority	1	1						

ACCESS

MUNICIPAL COMPLIANCE OTHER – CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance	%	Over 90 Days	%
Toronto Public Library	10	1	1	100	1	100		
Vaughan Public Library	1	1	1	100	1	100		
Wellington North Power Inc.	1	1	1	100	1	100		
Windsor Essex Community Housing Corporation	1	1	1	100	1	100		
Total	1456	1415	1306	92.3	1376	97.2	22	1.6

Summary of Appeals

2018 VS. 2019

	Provincial	%	Municipal	%	Total	%
Opened 2019	568	39.9	853	60.1	1,421	100
Opened 2018	628	43.5	814	56.5	1,442	100

	Provincial	%	Municipal	%	Total	%
Closed 2019	580	43.2	762	56.8	1,342	100
Closed 2018	641	44.8	790	55.2	1,431	100

APPEALS OPENED 2015 - 2019

	Provincial	Municipal	Total
2015	715	688	1,403
2016	736	687	1,423
2017	604	788	1,392
2018	628	814	1,442
2019	568	853	1,421

ISSUES IN APPEALS OPENED

	Provincial	%	Municipal	%	Total	%
Exemptions only	237	41.73	367	43.02	604	42.51
Third party	82	14.44	68	7.97	150	10.56
Reasonable search	39	6.87	92	10.79	131	9.22
Deemed refusal	52	9.15	76	8.91	128	9.01
Exemptions with other issues	28	4.93	92	10.79	120	8.44
Act does not apply	38	6.69	50	5.86	88	6.19
Other	16	2.82	33	3.87	49	3.45
Interim decision	26	4.58	19	2.23	45	3.17
Time extension	17	2.99	12	1.41	29	2.04
Frivolous or vexatious	9	1.58	14	1.64	23	1.62
Fee	10	1.76	8	0.94	18	1.27
Correction	5	0.88	7	0.82	12	0.84
Fee and fee waiver	3	0.53	8	0.94	11	0.77
Failure to disclose	2	0.35	4	0.47	6	0.42

ISSUES IN APPEALS OPENED – CONTINUED

	Provincial	%	Municipal	%	Total	%
Custody or control	3	0.53	1	0.12	4	0.28
Inadequate decision	1	0.18	2	0.23	3	0.21
Total	568	100	853	100	1,421	100

NUMBER OF APPEALS CLOSED 2015 - 2019

	Provincial	Municipal	Total
2015	692	637	1,329
2016	677	723	1,400
2017	685	729	1,414
2018	641	790	1,431
2019	580	762	1,342

APPEALS RESOLVED AT INTAKE, MEDIATION AND ADJUDICATION

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in full	135	36.3	628	98.3	10	3.0	773	57.6
Order/decision issued	0	0.0	0	0.0	249	75.2	249	18.6
Withdrawn	103	27.7	4	0.6	43	13	150	11.2
Screened out	107	28.8	0	0.0	0	0.0	107	7.9
Abandoned	27	7.3	7	1.1	24	7.3	58	4.3
Dismissed without order/decision	0	0.0	0	0.0	4	1.0	4	0.3
Dismissed without inquiry/review	0	0.0	0	0.0	1	0.3	1	0.0
Total	372	100	639	100	331	100	1,342	100

OUTCOME OF APPEALS CLOSED BY ORDER 2019

	Provincial	%	Municipal	%	Total	%
Head's decision upheld	60	62.5	96	62.8	156	62.7
Head's decision partially upheld	23	24.0	35	22.9	58	23.3
Head's decision not upheld	11	11.5	21	13.7	32	12.9
Dismissal after representations	2	2.1	1	0.7	3	1.2
Total	96	100	153	100	249	100

SUMMARY OF APPEALS CLOSED OTHER THAN BY ORDER 2019

	Provincial	%	Municipal	%	Total	%
Mediated in full	349	72.1	424	69.6	773	70.7
Withdrawn	68	14.1	82	13.5	150	13.7
Screened out	41	8.5	66	10.8	107	9.8
Abandoned	25	5.2	33	5.4	58	5.3
Dismissed without order/decision	1	0.2	3	0.5	4	0.4
Dismissed without inquiry/review	0	0.0	1	0.2	1	0.1
Total	484	100	609	100	1,093	100

PROVINCIAL MINISTRY APPEALS OPENED BY MINISTRY NAME

		%
Ministry of the Solicitor General	153	44.7
Ministry of the Attorney General	23	6.7
Ministry of the Environment, Conservation and Parks	23	6.7
Ministry of Health	22	6.4
Ministry of Children, Community and Social Services	21	6.1
Ministry of Natural Resources and Forestry	17	5.0
Ministry of Labour, Training and Skills Development	11	3.2
Ministry of Transportation	10	2.9
Ministry of Agriculture, Food and Rural Affairs	9	2.6
Ministry of Education	9	2.6
Ministry of Health and Long-Term Care	9	2.6
Ministry of Finance	7	2.1
Ministry of Government and Consumer Services	7	2.1
Ministry of Economic Development, Job Creation and Trade	4	1.2
Other*	17	5.0
Total	342	100.0

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

PROVINCIAL AGENCY APPEALS OPENED BY AGENCY NAME

		%
Ontario Power Generation	16	11.7
Liquor Control Board of Ontario	14	10.2
Metrolinx	14	10.2
Human Rights Tribunal of Ontario	12	8.8
Workplace Safety and Insurance Board	12	8.8
Ontario Securities Commission	10	7.3
Cabinet Office	8	5.8
Ontario Lottery and Gaming Corporation	7	5.1
Archives of Ontario	7	5.1
Independent Electricity System Operator	6	4.4
Infrastructure Ontario	6	4.4
Social Benefits Tribunal	4	2.9
Alcohol and Gaming Commission of Ontario	2	1.5
Ontario Cannabis Retail Corporation	2	1.5
Other*	17	12.4

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

PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME

		%
York University	7	12.5
Ryerson University	6	10.7
McMaster University	6	10.7
Laurentian University	5	8.9
University of Toronto	3	5.4
Northern College of Applied Arts and Technology	3	5.4
University of Waterloo	2	3.6
University of Ottawa	2	3.6
University of Ontario Institute of Technology	2	3.6
Brock University	2	3.6
Humber College Institute of Technology and Advanced Learning	2	3.6
Algonquin College of Applied Arts and Technology	2	3.6

PROVINCIAL COLLEGE AND UNIVERSITY APPEALS OPENED BY COLLEGE OR UNIVERSITY NAME - CONTINUED

		%
University of Windsor	2	3.6
Queen's University	2	3.6
Lambton College of Applied Arts and Technology	1	1.8
Canadore College of Applied Arts and Technology	1	1.8
University of Western Ontario	1	1.8
University of Guelph	1	1.8
Humber Institute of Technology and Advanced Learning	1	1.8
Mohawk College of Applied Arts and Technology	1	1.8
Wilfrid Laurier University	1	1.8
Durham College of Applied Arts and Technology	1	1.8
La Cité Collégiale	1	1.8
Trent University	1	1.8
Total	56	100

PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME

		%
London Health Sciences Centre	6	20.0
Northumberland Hills Hospital	5	16.7
Unity Health Toronto	4	13.3
Hotel Dieu Grace Healthcare	1	3.3
Sunnybrook Health Sciences Centre	1	3.3
Humber River Hospital	1	3.3
Central West Local Health Integration Network	1	3.3
LHIN South East	1	3.3
South West Local Health Integration Network	1	3.3
Trillium Health Partners	1	3.3
Toronto Central Local Health Integration Network	1	3.3
Haliburton Highlands Health Services	1	3.3
William Osler Health Centre - Brampton Civic		3.3
University Health Network	1	3.3
Mackenzie Health	1	3.3
Windsor Regional Hospital	1	3.3

PROVINCIAL HOSPITAL APPEALS OPENED BY HOSPITAL NAME - CONTINUED

		%
North Bay Regional Health Centre	1	3.3
North East Local Health Integration Network	1	3.3
Total	30	100

MUNICIPAL POLICE SERVICES APPEALS OPENED BY POLICE SERVICE NAME

		%
Toronto Police Services Board	102	35.8
Peel Regional Police Services Board	24	8.4
Halton Regional Police Services Board	22	7.7
Ottawa Police Service	19	6.7
Hamilton Police Services Board	13	4.6
London Police Services Board	12	4.2
Durham Regional Police Services Board	11	3.9
York Regional Police Services Board	11	3.9
Niagara Regional Police Services Board	9	3.2
Waterloo Regional Police Services Board	9	3.2
Chatham-Kent Police Services Board	7	2.5
Windsor Police Services Board	7	2.5
St. Thomas Police Services Board	6	2.1
Thunder Bay Police Services Board	4	1.4
Owen Sound Police Services Board	4	1.4
Other*	25	8.8
Total	285	100

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

MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME

		%
Ottawa-Carleton District School Board	12	13.5
Durham District School Board	9	10.1
Upper Grand District School Board	6	6.7
Conseil Scolaire Viamonde	5	5.6

MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME - CONTINUED

		%
Toronto Catholic District School Board	4	4.5
Halton District School Board	4	4.5
District School Board of Niagara	3	3.4
Waterloo Region District School Board	3	3.4
Toronto District School Board	3	3.4
Conseil des écoles catholiques du Centre-Est	3	3.4
Peel District School Board	3	3.4
York Catholic District School Board	3	3.4
Dufferin-Peel Catholic District School Board	2	2.3
Rainbow District School Board	2	2.3
York Region District School Board	2	2.3
Hamilton-Wentworth District School Board	2	2.3
Ottawa Catholic School Board	2	2.3
MonAvenir Conseil Solaire Catholique	2	2.3
Kenora Catholic District School Board	1	1.1
Conseil scolaire de district catholique des Aurores boréales	1	1.1
Bluewater District School Board	1	1.1
Near North District School Board	1	1.1
Trillium Lakelands District School Board	1	1.1
Niagara Catholic District School Board	1	1.1
Lakehead Public Schools	1	1.1
Conseil scolaire catholique de district des Grandes Rivières	1	1.1
Thames Valley District School Board	1	1.1
Conseil scolaire catholique Franco-Nord	1	1.1
Brant Haldimand Norfolk Catholic District School Board	1	1.1
Conseil Scolaire Catholique Providence	1	1.1
Hastings and Prince Edward District School Board	1	1.1
Peterborough Victoria Northumberland and Clarington Catholic District School Board	1	1.1
Windsor-Essex Catholic District School Board	1	1.1
Greater Essex County District School Board	1	1.1

MUNICIPAL SCHOOL BOARD APPEALS OPENED BY BOARD NAME - CONTINUED

		%
Lambton Kent District School Board	1	1.1
Simcoe Muskoka Catholic District School Board	1	1.1
Superior-Greenstone District School Board	1	1.1
Total	89	100

MUNICIPAL CORPORATION APPEALS OPENED BY MUNICIPALITY NAME

		%
City of Toronto	55	12.9
City of Ottawa	37	8.7
The Corporation of the City of Oshawa	15	3.5
City of Hamilton	15	3.5
City of Vaughan	14	3.3
Region of Peel	11	2.6
The Corporation of the City of Kingston	10	2.4
The Corporation of the Town of Niagara-on-the-Lake	8	1.9
The Regional Municipality of Durham	8	1.9
City of Greater Sudbury	8	1.9
City of Mississauga	7	1.7
Township of Clearview	7	1.7
City of Peterborough	7	1.7
Town of Oakville	6	1.4
Town of Wasaga Beach	6	1.4
City of Burlington	6	1.4
Regional Municipality of Waterloo	6	1.4
Other*	199	47.2
Total	425	0

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

OTHER TYPES OF MUNICIPAL APPEALS OPENED BY INSTITUTION NAME

		%
Toronto Transit Commission	10	18.5
Toronto Community Housing Corporation	10	18.5
Essex County Library Board	5	9.3
Toronto Public Library Board	3	5.6
Niagara Peninsula Conservation Authority	3	5.6
Cochrane District Social Services Administration Board	2	3.7
Enwin Utilities Ltd.	2	3.7
North Bay Hydro Services Inc.	2	3.7
Wellington-Dufferin-Guelph Public Health Department	2	3.7
London Transit Commission	2	3.7
Public Health Sudbury & Districts	1	1.9
Lake Simcoe Region Conservation Authority	1	1.9
Goderich Hydro - West Coast Huron Energy Inc.	1	1.9
Algoma District Services Administration	1	1.9
Fort Erie Economic Development and Tourism Corporation	1	1.9
Municipal Property Assessment Corporation	1	1.9
Southwestern Public Health	1	1.9
Niagara District Airport Commission	1	1.9
Kenora District Services Board	1	1.9
Essex Region Conservation Authority	1	1.9
Crowe Valley Conservation Authority	1	1.9
North Bay Hydro Distribution Ltd.	1	1.9
Mississippi Valley Conservation Authority	1	1.9
Total	54	100

Summary of Privacy Complaints

PRIVACY COMPLAINTS OPENED 2015 - 2019

	Provincial	Municipal	Total
2015	108	166	274
2016	119	160	279
2017	110	158	268
2018	134	172	306
2019	164	196	360

PRIVACY COMPLAINTS CLOSED 2015 - 2019

	Provincial	Municipal	Total
2015	108	163	271
2016	103	153	256
2017	114	159	273
2018	109	148	257
2019	162	186	348

PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION

	Total	%
Resolved	171	49.1
Screened Out	127	36.5
Withdrawn	32	9.2
Abandoned	13	3.7
Report	5	1.4
Total	348	100

ISSUES IN PRIVACY COMPLAINTS CLOSED

	Total
Disclosure	119
General privacy issue	23
Security	9
Access	8
Collection	6
Other	4
Consent	1
Disposal	1
Use	1
Total	172

Requests by the Public under *PHIPA*

There were 114,644 requests for access to personal health information received in 2019.

OUTCOME OF REQUESTS COMPLETED*

	Number of Requests Completed*
Full access provided	110,737
Partial access provided: provisions applied to deny access	80
Partial access provided: no record exists or cannot be found	93
Partial access provided: record outside of <i>PHIPA</i>	10
No access provided: provisions applied to deny access	113
No access provided: no record exists or cannot be found	2,088
No access provided: record outside of <i>PHIPA</i>	314
Other completed requests, e.g. withdrawn or never accessed	2,659
TOTAL REQUESTS	116,094
Number of requests that were not accessed following a fee estimate	796
Number of requests denied access in whole or in part where a provision of <i>PHIPA</i> was applied	193

* Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus, the total of this table may be greater than the total number of requests completed.

TOTAL FEES COLLECTED AND WAIVED AND AVERAGE COST PER ACCESS REQUEST

Total fees collected	\$	1,890,964.86
Total fees waived	\$	654,260.39
Average cost per access request	\$	16.56

Compliance

OVERALL COMPLIANCE:

30-day: 96.5%

Extended: 96.9%

Over 30 days: 3.2%

RESPONSE RATE COMPLIANCE

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Ministry of Health	12,913	12,913	11,699	90.6	90.7	1,202	9.3
Queensway Carleton Hospital	9,846	9,846	9,845	100	100	0	0
Mackenzie Health - Richmond Hill Site	7,385	7,385	7,385	100	100	0	0
Southlake Regional Health Centre	6,808	6,808	6,808	100	100	0	0
The Hospital for Sick Children	4,096	4,096	4,077	99.5	99.9	1	0
The Ottawa Hospital	3,794	3,794	3,607	95.1	95.2	184	4.8
Halton Region Board of Health	3,653	3,653	3,653	100	100	0	0
London Health Sciences Centre	3,624	3,624	3,471	95.8	96.4	113	3.1
Unity Health Toronto	3,453	3,453	3,299	95.5	96	139	4
Grand River Hospital	3,039	3,039	3,039	100	100	0	0
Windsor Regional Hospital	2,530	2,530	2,526	99.8	99.9	1	0
Trillium Health Partners	2,522	2,522	2,517	99.8	100	0	0
Quinte Health Care	2,097	2,097	2,097	100	100	0	0
Markham Stouffville Hospital	2,064	2,064	1,360	65.9	65.9	704	34.1
William Osler Health Centre	2,055	2,055	2,055	100	100	0	0
Sunnybrook Health Sciences Centre	1,872	1,872	1,872	100	100	0	0
Lakeridge Health	1,749	1,749	1,687	96.5	96.5	61	3.5
St. Joseph's Healthcare Hamilton	1,740	1,740	1,244	71.5	72.2	478	27.5
St. Joseph's Health Care London	1,686	1,686	1,677	99.5	99.6	7	0.4
Hamilton Health Sciences	1,574	1,574	1,574	100	100	0	0
Sinai Health	1,547	1,522	1,130	74.2	74.2	392	25.8
Humber River Hospital	1,495	1,495	1,495	100	100	0	0

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Health Sciences North	1,428	1,428	1,428	100	100	0	0
Children's Hospital of Eastern Ontario	1,058	1,058	981	92.7	93.4	70	6.6
Halton Healthcare	1,054	1,054	1,054	100	100	0	0
Guelph General Hospital	971	971	971	100	100	0	0
Scarborough Health Network	922	922	922	100	100	0	0
Niagara Health System	860	860	853	99.2	99.4	5	0.6
Hopital General de Hawkesbury & District General Hospital	859	859	854	99.4	99.4	0	0
Centre for Addiction and Mental Health (CAMH)	762	762	762	100	100	0	0
Parkdale Queen West Community Health Centre	700	700	650	92.9	92.9	50	7.1
Toronto Paramedic Services	692	692	692	100	100	0	0
North Bay Regional Health Centre	661	661	661	100	100	0	0
The Region of Niagara - EMS/Ambulance Services	643	643	643	100	100	0	0
Hotel-Dieu Grace Healthcare	636	636	634	99.7	100	0	0
Central East LHIN	621	621	605	97.4	98.7	8	1.3
North York General Hospital	604	604	591	97.8	97.8	13	2.2
The Regional Municipality of Peel - Peel Regional Paramedic Services	586	586	586	100	100	0	0
St. Mary's General Hospital	579	579	579	100	100	0	0
The University Health Network	575	575	571	99.3	99.3	4	0.7
Cambridge Memorial Hospital	553	553	553	100	100	0	0
City of Ottawa - Paramedics	544	544	432	79.4	97.4	14	2.6
Kingston Health Sciences Centre	539	539	539	100	100	0	0
Grey Bruce Health Services	535	535	535	100	100	0	0
Hamilton Niagara Haldimand Brant LHIN	519	519	509	98.1	99	5	1
Toronto Public Health	502	502	502	100	100	0	0
Orillia Soldiers' Memorial	498	498	498	100	100	0	0
Royal Victoria Regional Health Centre	492	492	492	100	100	0	0

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Peterborough Regional Health Centre	491	491	458	93.3	100	0	0
Homewood Health Centre Inc.	463	463	462	99.8	100	0	0
Royal Ottawa Health Care Group	456	456	439	96.3	98.5	2	0.4
Women's College Hospital	452	452	450	99.6	100	0	0
Erie St. Clair LHIN	437	437	435	99.5	99.5	2	0.5
York Region - Ambulance Services	435	435	434	99.8	99.8	1	0.2
Chatham-Kent Health Alliance	400	400	400	100	100	0	0
Central LHIN	354	354	354	100	100	0	0
Joseph Brant Hospital	331	331	304	91.8	91.8	27	8.2
Bluewater Health	322	322	302	93.8	93.8	20	6.2
Michael Garron Hospital	317	317	296	93.4	93.4	19	6
Brant Community Healthcare System	308	308	308	100	100	0	0
Hôpital Montfort	306	306	305	99.7	100	0	0
Pembroke Regional Hospital	276	276	259	93.8	99.3	2	0.7
Durham Region Health Department	266	266	266	100	100	0	0
Champlain LHIN	252	252	244	96.8	99.6	1	0.4
Muskoka Algonquin Healthcare	220	220	220	100	100	0	0
Mississauga Halton Local Health Integrated Network	211	211	204	96.7	99.1	2	0.9
Toronto Central LHIN	201	201	198	98.5	98.5	3	1.5
South East LHIN	198	198	197	99.5	99.5	1	0.5
Woodstock Hospital	186	186	185	99.5	99.5	1	0.5
Timmins & District Hospital	185	185	185	100	100	0	0
McMaster University	177	177	175	98.9	98.9	2	1.1
Perth and Smiths Falls District Hospital	175	175	175	100	100	0	0
St. Joseph's Care Group	171	171	162	94.7	94.7	9	5.3
Stratford General Hospital Site	167	167	167	100	100	0	0
Ross Memorial Hospital	163	163	163	100	100	0	0
Central West LHIN	155	155	152	98.1	100	0	0

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
North Simcoe Muskoka LHIN	154	154	152	98.7	98.7	2	1.3
Waterloo Wellington LHIN	149	149	143	96	97.3	4	2.7
Middlesex Hospital Alliance	144	144	144	100	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	138	138	138	100	100	0	0
Headwaters Health Care Centre	129	129	128	99.2	99.2	1	0.8
Stevenson Memorial Hospital	125	125	125	100	100	0	0
Collingwood General and Marine Hospital	122	122	122	100	100	0	0
Providence Care - Hospital	121	121	121	100	100	0	0
County of Simcoe	120	120	120	100	100	0	0
St. Thomas Elgin General Hospital	118	118	118	100	100	0	0
Waypoint Centre for Mental Health Care	115	115	100	87	87	15	13
Halton Region Paramedic Services	110	110	110	100	100	0	0
Ornge	107	107	107	100	100	0	0
South West LHIN	107	107	105	98.1	100	0	0
Geraldton District Hospital	103	103	103	100	100	0	0
Trent University	102	102	102	100	100	0	0
Lake of the Woods District Hospital	97	97	97	100	100	0	0
North Shore Health Network	95	95	95	100	100	0	0
Bruyere Continuing Care	92	92	92	100	100	0	0
Kemptville District Hospital	92	92	92	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	92	92	92	100	100	0	0
Middlesex – London Paramedic Service	91	91	91	100	100	0	0
Bellwood Health Services	90	90	90	100	100	0	0
Riverside Health Care Facilities	89	89	89	100	100	0	0
Shouldice Hospital	88	88	88	100	100	0	0
City of Toronto – Long-Term Care Homes & Services	84	84	64	76.2	97.6	1	1.2
Durham College	84	84	74	88.1	195.2	2	2.4

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Lennox & Addington County General Hospital	83	83	83	100	100	0	0
Erie Shores HealthCare	81	81	81	100	100	0	0
North East LHIN	80	80	79	98.8	100	0	0
Norfolk General Hospital	79	79	79	100	100	0	0
South Bruce Grey Health Centre	79	79	79	100	100	0	0
Weeneebayko Area Health Authority	72	72	69	95.8	95.8	2	2.8
Winchester District Memorial Hospital	71	71	71	100	100	0	0
Runnymede Healthcare Centre	70	70	70	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	70	70	70	100	100	0	0
Brockville General Hospital	66	66	66	100	100	0	0
Hanover & District Hospital	61	61	61	100	100	0	0
County of Brant - Ambulance Service	60	60	56	93.3	93.3	4	6.7
Kirkland and District Hospital	60	60	60	100	100	0	0
Atikokan General Hospital	57	57	57	100	100	0	0
Sioux Lookout First Nation Health Authority	55	15	10	66.7	66.7	3	20
St. Joseph's General Hospital Elliot Lake	53	53	53	100	100	0	0
Choice In Health Clinic	50	50	50	100	100	0	0
City of Greater Sudbury - Paramedic Services	50	50	50	100	100	0	0
Hopital Glengarry Memorial Hospital	50	50	50	100	100	0	0
West Park Healthcare Centre	50	50	50	100	100	0	0
Nipigon District Memorial Hospital	48	48	48	100	100	0	0
St. Joseph's Health Centre Guelph	48	48	48	100	100	0	0
Peterborough County/City Paramedics	47	41	41	100	114.6	0	0
Upper Canada District School Board	47	47	47	100	100	0	0
Wilfrid Laurier University	45	45	44	97.8	97.8	1	2.2
North West LHIN	44	44	41	93.2	95.5	2	4.5

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Deep River and District Hospital	43	43	43	100	100	0	0
Dryden Regional Health Centre	42	42	42	100	100	0	0
Georgian Bay General Hospital	42	42	41	97.6	100	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	42	42	41	97.6	100	0	0
Thunder Bay Regional Health Sciences Centre	42	42	42	100	100	0	0
North of Superior Healthcare Group	41	41	41	100	100	0	0
Renfrew Victoria Hospital	41	41	41	100	100	0	0
Sensenbrenner Hospital	41	41	41	100	100	0	0
Algoma Public Health	39	39	31	79.5	79.5	8	20.5
West Nipissing General Hospital	39	39	39	100	100	0	0
Anson General Hospital	38	38	38	100	100	0	0
Brant County Health Unit	37	37	37	100	100	0	0
Lady Minto Hospital	37	37	37	100	100	0	0
Tillsonburg District Memorial Hospital	37	37	37	100	100	0	0
Baycrest	36	36	34	94.4	94.4	2	5.6
Carleton Place & District Memorial Hospital	36	36	36	100	100	0	0
County of Oxford - EMS	34	34	33	97.1	97.1	1	2.9
University of Waterloo - Counselling Services	31	31	31	100	100	0	0
Corporation of the County of Essex	29	29	29	100	100	0	0
Wingham and District Hospital	29	29	29	100	100	0	0
Hôpital Notre-Dame Hospital Hearst	28	28	28	100	100	0	0
Temiskaming Hospital	28	28	25	89.3	89.3	3	10.7
Emergency Services/United Counties of Prescott and Russell	27	27	27	100	100	0	0
Hopital Smooth Rock Falls Hospital	27	27	27	100	100	0	0
Seneca College	27	27	25	92.6	96.3	0	0
Cornwall Community Hospital	25	25	25	100	100	0	0
Manitoulin Health Centre	25	25	25	100	100	0	0
Chapleau Health Services	24	24	24	100	100	0	0

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Toronto Grace Health Centre	24	24	24	100	100	0	0
Arnprior & District Memorial Hospital	23	23	23	100	100	0	0
County of Frontenac	23	23	23	100	100	0	0
Northumberland Paramedics	22	22	22	100	100	0	0
Almonte General Hospital /Fairview Manor	21	21	21	100	100	0	0
South Huron Hospital Association	21	21	21	100	100	0	0
St. Francis Memorial Hospital	21	21	21	100	100	0	0
St. Joseph's Villa	19	19	19	100	100	0	0
United Counties of Leeds and Grenville - Paramedic Services	19	19	19	100	100	0	0
University of Waterloo - Optometry	19	19	19	100	100	0	0
Sante Manitouwadge Health	18	18	18	100	100	0	0
West Haldimand General Hospital	18	18	18	100	100	0	0
City of Kawartha Lakes	16	16	16	100	100	0	0
York Region - Long-Term Care	16	16	16	100	100	0	0
City of Ottawa Long Term Care Homes	15	15	15	100	100	0	0
Villa St Gabriel Villa	15	15	15	100	100	0	0
City of Ottawa	14	14	11	78.6	78.6	3	21.4
University of Ottawa Heart Institute	14	14	14	100	100	0	0
Algoma District Services Administration Board	13	13	13	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	13	13	13	100	100	0	0
St. Mary's Memorial Hospital Site	13	13	13	100	100	0	0
Niagara Region	12	12	12	100	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	12	12	12	100	100	0	0
The Region of Niagara - Long Term Care Homes	12	12	12	100	100	0	0
Bingham Memorial Hospital	11	11	11	100	100	0	0
Hopital de Mattawa Hospital	11	11	11	100	100	0	0

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Lady Dunn Health Centre	10	10	10	100	100	0	0
Listowel Memorial Hospital	10	10	10	100	100	0	0
Middlesex-London Health Unit	9	9	9	100	100	0	0
County of Elgin - Homes	8	8	8	100	100	0	0
District of Timiskaming Social Services Administration Board	8	8	8	100	100	0	0
Grey Bruce Health Unit	8	8	8	100	100	0	0
Haldimand War Memorial Hospital	8	8	8	100	100	0	0
Ontario Agency for Health Protection and Promotion	8	8	8	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	8	8	8	100	100	0	0
The Regional Municipality of York - Public Health	8	8	6	75	87.5	1	12.5
Lakehead University (Student Health & Wellness)	7	7	7	100	100	0	0
WoodGreen Community Services	7	7	7	100	100	0	0
York Region - Early Intervention Services	7	7	6	85.7	85.7	1	14.3
York Support Services Network	7	7	7	100	100	0	0
Casey House	6	6	6	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	6	6	6	100	100	0	0
Ministry of Long-Term Care	6	6	5	83.3	83.3	0	0
Peterborough Public Health	6	6	6	100	100	0	0
Seaforth Community Hospital Site	6	6	6	100	100	0	0
Alexandra Hospital	5	5	5	100	100	0	0
Cochrane DSSAB	5	5	5	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	5	5	5	100	100	0	0
Providence Care - Providence Manor	5	5	5	100	100	0	0
Region of Waterloo Public Health and Emergency Services	5	5	5	100	100	0	0

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
Brock University	4	4	4	100	100	0	0
County of Elgin - Ambulance Service	4	4	4	100	100	0	0
County of Oxford - Woodingford Lodge	4	4	4	100	100	0	0
Halton Region - Allendale Village Home for the Aged	4	4	4	100	100	0	0
Huron County Health Unit	4	4	4	100	100	0	0
Jewish Family & Child Service of Greater Toronto	4	4	3	75	75	1	25
Lambton Public Health	4	4	4	100	100	0	0
Rainy River District Social Services Administration Board	4	4	4	100	100	0	0
Bruce County - Homes	3	2	1	50	150	0	0
Georgian College of Applied Arts and Technology	3	3	3	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	3	3	3	100	100	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	3	3	1	33.3	100	0	0
Porcupine Health Unit	3	3	3	100	100	0	0
The Regional Municipality of Peel - Public Health	3	3	3	100	100	0	0
Thunder Bay District Health Unit	3	3	3	100	100	0	0
Alexandra Marine and General Hospital	2	2	1	50	50	0	0
Clinton Public Hospital Site	2	2	2	100	100	0	0
Confederation College	2	2	2	100	100	0	0
County of Frontenac - Long Term Care	2	2	2	100	100	0	0
Englehart and District Hospital	2	2	2	100	100	0	0
Haldimand-Norfolk Health Unit	2	2	2	100	100	0	0
North Bay Parry Sound District Health Unit	2	2	2	100	100	0	0

HEALTH PRIVACY

RESPONSE RATE COMPLIANCE - CONTINUED

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance%*	Over 30 Days	%
The District Municipality of Muskoka (Ambulance)	2	30	24	80	100	0	0
The Regional Municipality of Peel - Long-Term Care	2	2	2	100	0	0	0
Wellington Dufferin Guelph Public Health	2	2	2	100	100	0	0
County of Dufferin	1	1	1	100	100	0	0
Eastern Ontario Health Unit	1	1	1	100	100	0	0
Fleming College	1	1	1	100	100	0	0
Halton Region - Post Inn Village Home for the Aged	1	1	1	100	100	0	0
Hastings Prince Edward Public Health	1	1	0	0	100	0	0
Humber College Institute of Technology and Advanced Learning	1	1	1	100	100	0	0
Huronlea Home for the Aged	1	1	1	100	100	0	0
Huronview Home for the Aged	1	1	1	100	100	0	0
Northwestern Health Unit	1	1	1	100	100	0	0
St. Joseph's Continuing Care Centre	1	1	1	100	100	0	0
The District Municipality of Muskoka (Long-term Care)	1	1	0	0	0	0	0
University of Western Ontario	1	1	1	100	100	0	0
Windsor-Essex County Health Unit	1	1	1	100	100	0	0
Total	114,200	114,156	110,173	96.5	96.9	3,600	3.2

EXPEDITED ACCESS

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Ministry of Health	12,913	12,913	0	0	0	0	0	0
Queensway Carleton Hospital	9,846	9,846	0	0	0	0	0	0
Mackenzie Health - Richmond Hill Site	7,385	7,385	47	0.6	0	0	47	0.6
Southlake Regional Health Centre	6,808	6,808	0	0	0	0	0	0
The Hospital for Sick Children	4,096	4,096	267	6.5	2	0	269	6.6
The Ottawa Hospital	3,794	3,794	132	3.5	0	0	132	3.5
Halton Region Board of Health	3,653	3,653	0	0	0	0	0	0
London Health Sciences Centre	3,624	3,624	8	0.2	0	0	8	0.2
Unity Health Toronto	3,453	3,453	1017	29.5	0	0	1017	29.5
Grand River Hospital	3,039	3,039	0	0	0	0	0	0
Windsor Regional Hospital	2,530	2,530	121	4.8	0	0	121	4.8
Trillium Health Partners	2,522	2,522	1	0	0	0	1	0
Quinte Health Care	2,097	2,097	0	0	0	0	0	0
Markham Stouffville Hospital	2,064	2,064	0	0	0	0	0	0
William Osler Health Centre	2,055	2,055	0	0	0	0	0	0
Sunnybrook Health Sciences Centre	1,872	1,872	6	0.3	0	0	6	0.3
Lakeridge Health	1,749	1,749	0	0	0	0	0	0
St. Joseph's Healthcare Hamilton	1,740	1,740	14	0.8	0	0	14	0.8
St. Joseph's Health Care London	1,686	1,686	0	0	0	0	0	0
Hamilton Health Sciences	1,574	1,574	583	37	0	0	583	37
Sinai Health	1,547	1,522	0	0	0	0	0	0
Humber River Hospital	1,495	1,495	0	0	0	0	0	0

HEALTH PRIVACY

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Health Sciences North	1,428	1,428	0	0	0	0	0	0
Children's Hospital of Eastern Ontario	1,058	1,058	59	5.6	1	0.1	60	5.7
Halton Healthcare	1,054	1,054	0	0	0	0	0	0
Guelph General Hospital	971	971	0	0	0	0	0	0
Scarborough Health Network	922	922	922	100	0	0	922	100
Niagara Health System	860	860	24	2.8	0	0	24	2.8
Hopital General de Hawkesbury & District General Hospital	859	859	0	0	0	0	0	0
Centre for Addiction and Mental Health (CAMH)	762	762	165	21.7	0	0	165	21.7
Parkdale Queen West Community Health Centre	700	700	0	0	0	0	0	0
Toronto Paramedic Services	692	692	0	0	0	0	0	0
North Bay Regional Health Centre	661	661	360	54.5	0	0	360	54.5
The Region of Niagara - EMS/Ambulance Services	643	643	0	0	0	0	0	0
Hotel-Dieu Grace Healthcare	636	636	26	4.1	0	0	26	4.1
Central East LHIN	621	621	8	1.3	0	0	8	1.3
North York General Hospital	604	604	0	0	0	0	0	0
The Regional Municipality of Peel - Peel Regional Paramedic Services	586	586	0	0	0	0	0	0
St. Mary's General Hospital	579	579	1	0.2	0	0	1	0.2
The University Health Network	575	575	0	0	0	0	0	0
Cambridge Memorial Hospital	553	553	0	0	0	0	0	0
City of Ottawa - Paramedics	544	544	0	0	0	0	0	0
Kingston Health Sciences Centre	539	539	12	2.2	0	0	12	2.2
Grey Bruce Health Services	535	535	0	0	0	0	0	0

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Hamilton Niagara Haldimand Brant LHIN	519	519	21	4	2	0.4	23	4.4
Toronto Public Health	502	502	0	0	0	0	0	0
Orillia Soldiers' Memorial	498	498	0	0	0	0	0	0
Royal Victoria Regional Health Centre	492	492	483	98.2	0	0	483	98.2
Peterborough Regional Health Centre	491	491	95	19.3	0	0	95	19.3
Homewood Health Centre Inc.	463	463	0	0	0	0	0	0
Royal Ottawa Health Care Group	456	456	0	0	0	0	0	0
Women's College Hospital	452	452	5	1.1	0	0	5	1.1
Erie St. Clair LHIN	437	437	3	0.7	0	0	3	0.7
York Region - Ambulance Services	435	435	0	0	0	0	0	0
Chatham-Kent Health Alliance	400	400	1	0.3	0	0	1	0.3
Central LHIN	354	354	1	0.3	0	0	1	0.3
Joseph Brant Hospital	331	331	177	53.5	0	0	177	53.5
Bluewater Health	322	322	0	0	0	0	0	0
Michael Garron Hospital	317	317	28	8.8	0	0	28	8.8
Brant Community Healthcare System	308	308	0	0	0	0	0	0
Hôpital Montfort	306	306	40	13.1	0	0	40	13.1
Pembroke Regional Hospital	276	276	82	29.7	0	0	82	29.7
Durham Region Health Department	266	266	0	0	0	0	0	0
Champlain LHIN	252	252	59	23.4	1	0.4	60	23.8
Muskoka Algonquin Healthcare	220	220	0	0	0	0	0	0
Mississauga Halton Local	211	211	0	0	0	0	0	0

HEALTH PRIVACY

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit		Expedited Access Requests Completed Exceeding Time Limit		Total Number of Expedited Access Requests		% of Total Requests Completed
				%		%			
Toronto Central LHIN	201	201	2	1	0	0	2	1	
South East LHIN	198	198	4	2	0	0	4	2	
Woodstock Hospital	186	186	0	0	0	0	0	0	
Timmins & District Hospital	185	185	0	0	0	0	0	0	
McMaster University	177	177	0	0	0	0	0	0	
Perth and Smiths Falls District Hospital	175	175	2	1.1	0	0	2	1.1	
St. Joseph's Care Group	171	171	0	0	0	0	0	0	
Stratford General Hospital Site	167	167	55	32.9	0	0	55	32.9	
Ross Memorial Hospital	163	163	0	0	0	0	0	0	
Central West LHIN	155	155	54	34.8	0	0	54	34.8	
North Simcoe Muskoka LHIN	154	154	16	10.4	0	0	16	10.4	
Waterloo Wellington LHIN	149	149	4	2.7	1	0.7	5	3.4	
Middlesex Hospital Alliance	144	144	0	0	0	0	0	0	
Holland Bloorview Kids Rehabilitation Hospital	138	138	8	5.8	0	0	8	5.8	
Headwaters Health Care Centre	129	129	3	2.3	0	0	3	2.3	
Stevenson Memorial Hospital	125	125	0	0	0	0	0	0	
Collingwood General and Marine Hospital	122	122	0	0	0	0	0	0	
Providence Care - Hospital	121	121	0	0	0	0	0	0	
County of Simcoe	120	120	0	0	0	0	0	0	
St. Thomas Elgin General Hospital	118	118	0	0	0	0	0		
Waypoint Centre for Mental Health Care	115	115	0	0	0	0	0	0	
Halton Region Paramedic Services	110	110	0	0	0	0	0	0	
Ornge	107	107	0	0	0	0	0	0	
South West LHIN	107	107	2	1.9	0	0	2	1.9	

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit		Expedited Access Requests Completed Exceeding Time Limit		Total Number of Expedited Access Requests		% of Total Requests Completed
Geraldton District Hospital	103	103	0	0	0	0	0	0	0
Trent University	102	102	0	0	0	0	0	0	0
Lake of the Woods District Hospital	97	97	0	0	0	0	0	0	0
North Shore Health Network	95	95	0	0	0	0	0	0	0
Bruyere Continuing Care	92	92	1	1.1	0	0	1	1.1	1.1
Kemptville District Hospital	92	92	0	0	0	0	0	0	0
Ontario Shores Centre for Mental Health Sciences	92	92	0	0	0	0	0	0	0
Middlesex – London Paramedic Service	91	91	33	36.3	0	0	33	36.3	36.3
Bellwood Health Services	90	90	15	16.7	0	0	15	16.7	16.7
Riverside Health Care Facilities	89	89	0	0	0	0	0	0	0
Shouldice Hospital	88	88	0	0	0	0	0	0	0
City of Toronto – Long-Term Care Homes & Services	84	84	0	0	0	0	0	0	0
Durham College	84	84	0	0	0	0	0	0	0
Lennox & Addington County General Hospital	83	83	0	0	0	0	0	0	0
Erie Shores HealthCare	81	81	10	12.3	0	0	10	12.3	12.3
North East LHIN	80	80	11	13.8	0	0	11	13.8	13.8
Norfolk General Hospital	79	79	0	0	0	0	0	0	0
South Bruce Grey Health Centre	79	79	0	0	0	0	0	0	0
Weeneebayko Area Health Authority	72	72	0	0	0	0	0	0	0
Winchester District Memorial Hospital	71	71	0	0	0	0	0	0	0
Runnymede Healthcare Centre	70	70	0	0	0	0	0	0	0
Sioux Lookout Meno Ya Win Health Centre	70	70	0	0	0	0	0	0	0

HEALTH PRIVACY

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Brockville General Hospital	66	66	0	0	0	0	0	0
Hanover & District Hospital	61	61	0	0	0	0	0	0
County of Brant - Ambulance Service	60	60	0	0	0	0	0	0
Kirkland and District Hospital	60	60	0	0	0	0	0	0
Atikokan General Hospital	57	57	0	0	0	0	0	0
Sioux Lookout First Nation Health Authority	55	15	0	0	0	0	0	0
St. Joseph's General Hospital Elliot Lake	53	53	0	0	0	0	0	0
Choice In Health Clinic	50	50	0	0	0	0	0	0
City of Greater Sudbury - Paramedic Services	50	50	0	0	0	0	0	0
Hopital Glengarry Memorial Hospital	50	50	0	0	0	0	0	0
West Park Healthcare Centre	50	50	0	0	0	0	0	0
Nipigon District Memorial Hospital	48	48	0	0	0	0	0	0
St. Joseph's Health Centre Guelph	48	48	0	0	0	0	0	0
Peterborough County/ City Paramedics	47	41	0	0	0	0	0	0
Upper Canada District School Board	47	47	0	0	0	0	0	0
Wilfrid Laurier University	45	45	0	0	0	0	0	0
North West LHIN	44	44	0	0	0	0	0	0
Deep River and District Hospital	43	43	0	0	0	0	0	0
Dryden Regional Health Centre	42	42	0	0	0	0	0	0
Georgian Bay General Hospital	42	42	0	0	0	0	0	0

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit		Expedited Access Requests Completed Exceeding Time Limit		Total Number of Expedited Access Requests	% of Total Requests Completed
Hotel Dieu Shaver Health and Rehabilitation Centre	42	42	0	0	0	0	0	0
Thunder Bay Regional Health Sciences Centre	42	42	0	0	0	0	0	0
North of Superior Healthcare Group	41	41	1	2.4	0	0	1	2.4
Renfrew Victoria Hospital	41	41	0	0	0	0	0	0
Sensenbrenner Hospital	41	41	0	0	0	0	0	0
Algoma Public Health	39	39	2	5.1	0	0	2	5.1
West Nipissing General Hospital	39	39	0	0	0	0	0	0
Anson General Hospital	38	38	0	0	0	0	0	0
Brant County Health Unit	37	37	0	0	0	0	0	0
Lady Minto Hospital	37	37	1	2.7	0	0	1	2.7
Tillsonburg District Memorial Hospital	37	37	0	0	0	0	0	0
Baycrest	36	36	14	38.9	0	0	14	38.9
Carleton Place & District Memorial Hospital	36	36	0	0	0	0	0	0
County of Oxford - EMS	34	34	0	0	0	0	0	0
University of Waterloo - Counselling Services	31	31	0	0	0	0	0	0
Corporation of the County of Essex	29	29	0	0	0	0	0	0
Wingham and District Hospital	29	29	0	0	0	0	0	0
Hôpital Notre-Dame Hospital Hearst	28	28	0	0	0	0	0	0
Temiskaming Hospital	28	28	0	0	0	0	0	0
Emergency Services/ United Counties of Prescott and Russell	27	27	0	0	0	0	0	0

HEALTH PRIVACY

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Hopital Smooth Rock Falls Hospital	27	27	0	0	0	0	0	0
Seneca College	27	27	0	0	0	0	0	0
Cornwall Community Hospital	25	25	0	0	0	0	0	0
Manitoulin Health Centre	25	25	0	0	0	0	0	0
Chapleau Health Services	24	24	0	0	0	0	0	0
Toronto Grace Health Centre	24	24	2	8.3	0	0	2	8.3
Arnprior & District Memorial Hospital	23	23	0	0	0	0	0	0
County of Frontenac	23	23	0	0	0	0	0	0
Northumberland Paramedics	22	22	0	0	0	0	0	0
Almonte General Hospital /Fairview Manor	21	21	0	0	0	0	0	0
South Huron Hospital Association	21	21	0	0	0	0	0	0
St. Francis Memorial Hospital	21	21	0	0	0	0	0	0
St. Joseph's Villa	19	19	0	0	0	0	0	0
United Counties of Leeds and Grenville - Paramedic Services	19	19	0	0	0	0	0	0
University of Waterloo - Optometry	19	19	0	0	0	0	0	0
Sante Manitouwadge Health	18	18	0	0	0	0	0	0
West Haldimand General Hospital	18	18	0	0	0	0	0	0
City of Kawartha Lakes	16	16	0	0	0	0	0	0
York Region - Long-Term Care	16	16	2	12.5	0	0	2	12.5
City of Ottawa Long Term Care Homes	15	15	0	0	0	0	0	0
Villa St Gabriel Villa	15	15	0	0	0	0	0	0
City of Ottawa	14	14	0	0	0	0	0	0

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
University of Ottawa Heart Institute	14	14	0	0	0	0	0	0
Algoma District Services Administration Board	13	13	0	0	0	0	0	0
Regional Municipality of Waterloo/Paramedic Services	13	13	0	0	0	0	0	0
St. Mary's Memorial Hospital Site	13	13	7	53.8	0	0	7	53.8
Niagara Region	12	12	0	0	0	0	0	0
Regional Municipality of Waterloo/Sunnyside Home	12	12	0	0	0	0	0	0
The Region of Niagara - Long Term Care Homes	12	12	0	0	0	0	0	0
Bingham Memorial Hospital	11	11	0	0	0	0	0	0
Hopital de Mattawa Hospital	11	11	0	0	0	0	0	0
Lady Dunn Health Centre	10	10	0	0	0	0	0	0
Listowel Memorial Hospital	10	10	0	0	0	0	0	0
Middlesex-London Health Unit	9	9	1	11.1	0	0	1	11.1
County of Elgin - Homes	8	8	0	0	0	0	0	0
District of Timiskaming Social Services Administration Board	8	8	0	0	0	0	0	0
Grey Bruce Health Unit	8	8	0	0	0	0	0	0
Haldimand War Memorial Hospital	8	8	0	0	0	0	0	0
Ontario Agency for Health Protection and Promotion	8	8	0	0	0	0	0	0
St. Joseph's Continuing Care Centre of Sudbury	8	8	0	0	0	0	0	
The Regional Municipality of York - Public Health	8	8	1	12.5	0	0	1	12.5
Lakehead University (Student Health & Wellness)	7	7	0	0	0	0	0	0

HEALTH PRIVACY

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
WoodGreen Community Services	7	7	0	0	0	0	0	0
York Region - Early Intervention Services	7	7	0	0	0	0	0	0
York Support Services Network	7	7	0	0	0	0	0	0
Casey House	6	6	0	0	0	0	0	0
Kingston, Frontenac, Lennox and Addington Public Health	6	6	0	0	0	0	0	0
Ministry of Long-Term Care	6	6	0	0	0	0	0	0
Peterborough Public Health	6	6	0	0	0	0	0	0
Seaforth Community Hospital Site	6	6	0	0	0	0	0	0
Alexandra Hospital	5	5	0	0	0	0	0	0
Cochrane DSSAB	5	5	0	0	0	0	0	0
Leeds, Grenville & Lanark District Health Unit	5	5	0	0	0	0	0	0
Providence Care - Providence Manor	5	5	0	0	0	0	0	0
Region of Waterloo Public Health and Emergency Services	5	5	0	0	0	0	0	0
Brock University	4	4	0	0	0	0	0	0
County of Elgin - Ambulance Service	4	4	0	0	0	0	0	0
County of Oxford - Woodingford Lodge	4	4	0	0	0	0	0	0
Halton Region - Allendale Village Home for the Aged	4	4	0	0	0	0	0	0
Huron County Health Unit	4	4	0	0	0	0	0	0
Jewish Family & Child Service of Greater Toronto	4	4	0	0	0	0	0	0
Lambton Public Health	4	4	0	0	0	0	0	0

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Rainy River District Social Services Administration Board	4	4	0	0	0	0	0	0
Bruce County - Homes	3	2	0	0	0	0	0	0
Georgian College of Applied Arts and Technology	3	3	0	0	0	0	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	3	3	0	0	0	0	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	3	3	0	0	0	0	0	0
Porcupine Health Unit	3	3	0	0	0	0	0	0
The Regional Municipality of Peel - Public Health	3	3	0	0	0	0	0	0
Thunder Bay District Health Unit	3	3	0	0	0	0	0	0
Alexandra Marine and General Hospital	2	2	0	0	0	0	0	0
Clinton Public Hospital Site	2	2	0	0	0	0	0	0
Confederation College	2	2	0	0	0	0	0	0
County of Frontenac - Long Term Care	2	2	0	0	0	0	0	0
Englehart and District Hospital	2	2	0	0	0	0	0	0
Haldimand-Norfolk Health Unit	2	2	0	0	0	0	0	0
North Bay Parry Sound District Health Unit	2	2	0	0	0	0	0	0
The District Municipality of Muskoka (Ambulance)	2	30	0	0	0	0	0	0
The Regional Municipality of Peel - Long-Term Care	2	2	0	0	0	0	0	0
Wellington Dufferin Guelph Public Health	2	2	0	0	0	0	0	0
County of Dufferin	1	1	0	0	0	0	0	0
Eastern Ontario Health Unit	1	1	0	0	0	0	0	0

HEALTH PRIVACY

EXPEDITED ACCESS - CONTINUED

	Total Number of Access Requests Received	Total Number of Access Requests Completed	Expedited Access Requests Completed Within Time Limit	%	Expedited Access Requests Completed Exceeding Time Limit	%	Total Number of Expedited Access Requests	% of Total Requests Completed
Fleming College	1	1	0	0	0	0	0	0
Halton Region - Post Inn Village Home for the Aged	1	1	0	0	0	0	0	0
Hastings Prince Edward Public Health	1	1	0	0	0	0	0	0
Humber College Institute of Technology and Advanced Learning	1	1	0	0	0	0	0	0
Huronlea Home for the Aged	1	1	0	0	0	0	0	0
Huronview Home for the Aged	1	1	0	0	0	0	0	0
Northwestern Health Unit	1	1	1	100	0	0	1	100
St. Joseph's Continuing Care Centre	1	1	0	0	0	0	0	0
The District Municipality of Muskoka (Long-term Care)	1	1	0	0	0	0	0	0
University of Western Ontario	1	1	0	0	0	0	0	0
Windsor-Essex County Health Unit	1	1	0	0	0	0	0	0
Total	114,200	114,156	5,020	4.4	7	0	5,027	4.4

CORRECTION REQUESTS

There were 975 completed requests for correction of personal health information in 2019.

	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
The University Health Network	547	0	0	1	548	0	0
Thunder Bay Regional Health Sciences Centre	60	2	0	1	63	1	0
Mackenzie Health - Richmond Hill Site	20	6	9	2	37	1	0
Trillium Health Partners	23	0	6	0	29	6	0

CORRECTION REQUESTS - CONTINUED

	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
Sunnybrook Health Sciences Centre	17	3	3	0	23	0	0
Unity Health Toronto	7	6	6	2	21	5	5
London Health Sciences Centre	8	4	4	4	20	0	12
The Ottawa Hospital	10	0	2	2	14	1	0
William Osler Health Centre	8	2	3	1	14	0	10
Royal Victoria Regional Health Centre	3	2	8	1	14	1	0
Sinai Health	3	4	4	2	13	0	1
Humber River Hospital	10	0	3	0	13	3	7
Grand River Hospital	7	1	1	3	12	0	3
Hamilton Health Sciences	10	1	1	0	12	0	8
St. Joseph's Healthcare Hamilton	5	0	6	0	11	0	5
Homewood Health Centre Inc.	8	0	2	0	10	2	9
Women's College Hospital	7	1	0	0	8	0	0
Halton Healthcare	2	5	0	0	7	5	7
Kingston Health Sciences Centre	5	0	1	0	6	0	6
Michael Garron Hospital	5	0	1	0	6	1	1
Niagara Health System	5	0	0	0	5	0	0
Centre for Addiction and Mental Health (CAMH)	3	1	0	1	5	0	4
Renfrew Victoria Hospital	4	0	1	0	5	0	0
University of Ottawa Heart Institute	5	0	0	0	5	0	0
Markham Stouffville Hospital	3	0	1	0	4	0	0
St. Joseph's Health Care London	3	0	1	0	4	0	0

HEALTH PRIVACY

CORRECTION REQUESTS - CONTINUED

	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
Southlake Regional Health Centre	2	0	1	0	3	1	
North Bay Regional Health Centre	3	0	0	0	3	0	0
North York General Hospital	1	0	2	0	3	2	3
Royal Ottawa Health Care Group	2	0	0	1	3	0	0
Woodstock Hospital	0	1	1	1	3	1	0
Holland Bloorview Kids Rehabilitation Hospital	3	0	0	0	3	0	3
Ministry of Health	2	0	0	0	2	0	0
Orillia Soldiers' Memorial	2	0	0	0	2	0	0
Joseph Brant Hospital	2	0	0	0	2	0	0
Hôpital Montfort	1	0	1	0	2	0	1
South East Local Health Integration Network	0	0	0	2	2	0	0
Perth and Smiths Falls District Hospital	1	0	1	0	2	1	1
Waypoint Centre for Mental Health Care	0	0	2	0	2	1	0
Ontario Shores Centre for Mental Health Sciences	1	0	1	0	2	0	0
Bellwood Health Services	0	0	1	1	2	1	0
Shouldice Hospital	2	0	0	0	2	0	0
Cornwall Community Hospital	0	0	2	0	2	2	2
The Hospital for Sick Children	1	0	0	0	1	0	2
Lakeridge Health	0	1	0	0	1	0	0
Health Sciences North	0	1	0	0	1	0	0
Children's Hospital of Eastern Ontario	0	1	0	0	1	1	1
Scarborough Health Network	0	0	1	0	1	1	1

CORRECTION REQUESTS - CONTINUED

	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Total	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements sent to third parties
Parkdale Queen West Community Health Centre	1	0	0	0	1	0	0
Toronto Paramedic Services	0	0	1	0	1	0	0
St. Mary's General Hospital	0	0	1	0	1	0	0
Sault Area Hospital	0	1	0	0	1	0	0
York Region - Ambulance Services	0	0	1	0	1	0	0
Chatham-Kent Health Alliance	0	0	1	0	1	0	0
Central Local Health Integration Network	0	1	0	0	1	1	0
Bluewater Health	0	0	1	0	1	1	0
Pembroke Regional Hospital	0	1	0	0	1	0	0
Champlain Local Health Integration Network	0	0	1	0	1	0	1
Toronto Central LHIN	0	1	0	0	1	1	0
Stratford General Hospital Site	1	0	0	0	1	0	0
Headwaters Health Care Centre	0	1	0	0	1	1	0
Collingwood General and Marine Hospital	1	0	0	0	1	0	0
City of Toronto – Long-Term Care Homes & Services	0	0	1	0	1	0	0
Winchester District Memorial Hospital	1	0	0	0	1	0	0
Wilfrid Laurier University	1	0	0	0	1	0	0
University of Waterloo - Counselling Services	1	0	0	0	1	0	0
Seaforth Community Hospital Site	0	0	1	0	1	0	1
Alexandra Hospital	0	0	1	0	1	0	0
Alexandra Marine and General Hospital	0	0	1	0	1	1	1
Total	817	47	86	25	975	42	96

Summary of *PHIPA* Complaints

HEALTH PRIVACY COMPLAINTS OPENED 2015 – 2019

2015	460
2016	537
2017	629
2018	870
2019	1,038

HEALTH PRIVACY COMPLAINTS CLOSED 2015 - 2019

2015	432
2016	454
2017	617
2018	727
2019	1,008

HEALTH PRIVACY COMPLAINTS RESOLVED AT INTAKE, MEDIATION AND ADJUDICATION

Intake	%	Investigation	%	Mediation	%	Adjudication	%	Total
898	89.09	9	0.89	77	7.64	24	2.38	1,008

OUTCOME OF *PHIPA* COMPLAINTS

	Total
Resolved	776
Screened Out	116
Withdrawn	65
Order/Decision Issued	28
Abandoned	21
Dismissed without Inquiry/Review	2
Total	1,008

Health Privacy Breaches

SELF-REPORTED HEALTH PRIVACY BREACHES BY CAUSE

Misdirected or Lost PHI	236	41.84%
General Unauthorized Correction, Use or Disclosure	119	21.10%
Snooping	104	18.44%
Stolen PHI	41	7.27%
Unsecured Records	20	3.55%
Lost or Stolen Mobile Devices	20	3.55%
Ransomware	11	1.95%
Cyberattack	10	1.77%
Other	3	0.53%
Total	564	100.00%

Health Privacy Breach Reports

THERE WERE 12,282 BREACHES OF PRIVACY TO PERSONAL HEALTH INFORMATION REPORTED IN 2019, A NINE PER CENT INCREASE COMPARED TO 2018 WHERE 11,278 BREACHES WERE REPORTED.

STOLEN PERSONAL HEALTH INFORMATION

	Number of breaches reported	%
Theft was by an internal party (e.g. employee, affiliated health practitioner or electronic service provider)	5	6.4
Theft was by a stranger	73	93.6
Total	78	100

	Number of breaches reported	%
Theft was the result of a ransomware attack	1	1.3
Theft was the result of another type of cyberattack	8	10.3
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	7	9
Paper records were stolen	49	62.8
Theft was a result of something else, by someone else or other items were stolen	13	16.7
Total	78	100

HEALTH PRIVACY

LOST PERSONAL HEALTH INFORMATION

	Number of breaches reported	%
Loss was the result of a ransomware attack	5	1.7
Loss was the result of another type of cyberattack	0	0
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was lost	24	8.3
Paper records were lost	230	79.3
Loss was a result of something else or other items were lost	31	10.7
Total	290	100

UNAUTHORIZED USE OF PERSONAL HEALTH INFORMATION

	Number of breaches reported	%
Unauthorized use was through electronic systems	546	75.7
Unauthorized use was through paper records	109	15.1
Unauthorized use through other means	66	9.2
Total	721	100

UNAUTHORIZED DISCLOSURE OF PERSONAL HEALTH INFORMATION

	Number of breaches reported	%
Unauthorized disclosure was through misdirected faxes	7,158	63.9
Unauthorized disclosure was through misdirected emails	524	31.4
Unauthorized disclosure was through other means	3,515	9.2
Total	11,197	100

NUMBER OF INDIVIDUALS AFFECTED BY BREACHES OF PERSONAL HEALTH INFORMATION

	Stolen Personal Health Information		Lost Personal Health Information		Used Without Authority		Disclosed Without Authority		Total	
		%		%		%		%		%
One individual	15	19.23	207	71.38	550	76.28	10,069	89.93	10,841	88.2
2 to 10 individuals	13	16.67	44	15.17	129	17.89	765	6.83	951	7.7
11 to 50 individuals	40	51.28	28	9.66	40	5.55	122	1.09	230	1.9
51 to 100 individuals	8	10.26	6	2.07	2	0.28	219	1.96	235	1.9
Over 100 individuals	21	26.92	10	2.92	8	1.32	16	0.16	55	0.49
Total	78	100	290	100	721	100	11,197	100	12,286	100

2019

STATISTICAL REPORT

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Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
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