

Transportation Safety Board  
of Canada



Bureau de la sécurité des transports  
du Canada



**ANNUAL REPORT TO PARLIAMENT  
ON THE APPLICATION OF  
THE *ACCESS TO INFORMATION ACT***

**01 APRIL 2011 TO 31 MARCH 2012**

**Canada**



Transportation Safety Board  
of Canada



Bureau de la sécurité des transports  
du Canada

Chair

Présidente

Place du Centre  
200 Promenade du Portage  
4th Floor  
Gatineau, Quebec  
K1A 1K8

The Honourable Peter Penashue, P.C., M.P.  
President of the Queen's Privy Council for Canada  
House of Commons  
Ottawa, Ontario  
K1A 0A6

Honourable Minister:

In accordance with section 72 of the *Access to Information Act*, the Transportation Safety Board of Canada is pleased to submit to Parliament this report on its activities relating to the application of the Act for the period 01 April 2011 to 31 March 2012.

Sincerely,

Wendy A. Tadros

Canada

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## 1.0 Introduction

Pursuant to section 72 of the *Access to Information Act*, the Transportation Safety Board of Canada (TSB) is pleased to table in Parliament this report on its activities relating to the application of the Act. The report covers the period from 01 April 2011 to 31 March 2012.

The purpose of the [Access to Information Act](#) is to provide a right of access to information in records under the control of government institutions such as the TSB.

The [Canadian Transportation Accident Investigation and Safety Board Act](#) provides the legal framework that governs TSB activities. Our mandate is to advance transportation safety in the marine, pipeline, rail and air modes of transportation by:

- conducting independent investigations, including public inquiries when necessary, into selected transportation occurrences in order to make findings as to their causes and contributing factors;
- identifying safety deficiencies, as evidenced by transportation occurrences;
- making recommendations designed to eliminate or reduce any such safety deficiencies; and
- reporting publicly on our investigations and on the findings in relation thereto.

More information on the TSB is available at [www.bst-tsb.gc.ca](http://www.bst-tsb.gc.ca).

The TSB's administration of its Access to Information and Privacy (ATIP) activities is in accordance with the government's stated principles that government information should be available to the public with only specific and limited exceptions. Furthermore, the TSB treats personal information in compliance with the code of fair information practices expressed in the [Privacy Act](#).

## 2.0 ATIP Office Organization

The ATIP Office operates within the Information Management (IM) Division of Corporate Services. This ensures effective integration of ATIP requirements into IM planning, policy development, records management systems and practices, and training and awareness activities. The office consists of four full-time permanent employees: the coordinator, who is also responsible for the information management function and dedicates approximately half of his time to ATIP, two analysts, and one administrative assistant to support the program.

The ATIP Office administers both formal requests made pursuant to the Act and informal requests, and provides functional advice and guidance to managers and employees concerning the release of information and protection of privacy. In addition, ATIP analysts are required to exhibit strong consultative and negotiating skills when meeting with requesters, TSB personnel and representatives of the Office of the Information Commissioner.

The majority of access to information requests made to the TSB pertain to transportation occurrences. Such requests present many challenges to the TSB ATIP Office. In many cases, for

example, requests are for a copy of the complete investigation file. Depending on the nature and scope of the investigation, there may be many thousands of often complex records in a variety of media. In addition, the status of the investigation itself may affect the availability of records – for example, early on in the investigation when investigators are still in the field collecting information. As well, the status of the investigation can also affect when certain information may be released under the Act. As considerable expertise is required in the processing of requests, the TSB ATIP function is organized so that ATIP analysts are responsible for centrally reviewing and severing all records. This requires that the analysts establish and maintain good working relationships with the offices of primary interest (OPI) for each request and to remain current with the operations of the various Investigative Modes and their particular activities.

### **3.0 Delegation of Authority**

As required by the legislation, a delegation of authority is in place. For the purposes of the *Access to Information Act*, the “head of the institution” as defined in section 3 of the Act is the Chair. The Chief Operating Officer, the Director General Corporate Services and the Manager, Information Management Division have been delegated powers by the Chair deemed appropriate for the effective administration of the Act and to ensure that the TSB meets all its obligations fairly and consistently.

A copy of the Delegation Order is attached as Appendix A.

## **4.0 Disposition of Requests**

### **4.1 Formal Requests**

Sixty-four (64) new requests were received under the *Access to Information Act* in 2011-12 and twenty-eight (28) requests were brought forward from the previous fiscal year, for a total of ninety-two (92) active requests. Of these, fifty-five (55) requests were completed during the current reporting period, and thirty-seven (37) were carried forward to the next fiscal year.

Of the fifty-five (55) requests completed during the current reporting period, records were fully disclosed to eight (8) applicants. Records pertaining to thirty-two (32) requests were released with some portions exempted under sections 13(1)(a), 16(1)(c) and 19(1); Sections 20(1)(a), (b), (c) and (d), Section 21(1)(a) and (b), and Section 24 of the Act. Records were all exempted in the case of four (4) requests. Records did not exist for three (3) requests, while eight (8) requests were abandoned by their requester. No request was transferred to another federal government institution.

### **4.2 Clients**

The majority of new requests, thirty-three (33) came from business/legal firms representing clients affected by or involved in transportation occurrences. Twelve (12) requests were

received from media sources. Seventeen (17) requests were received from members of the public and two (2) from other organizations.

### **4.3 Processing of Requests**

The number of new requests received by the ATIP Office in 2011-12 decreased by eight (8) or 11% compared with the number received in 2010-2011. The number of completed requests in 2011-12 decreased by nine (9) or 14% compared with 2010-11.

The ATIP Office makes every possible effort to process requests within the 30-day time limit as required by the legislation. However, many of the requests received by the TSB involve a large volume of records and also pertain to third-party information, which requires consultation with the third parties before the information can be released. In addition, the ATIP office has faced organizational challenges during the past two years due to staff turnover. During 2011-12, the TSB engaged temporary staff to reduce the backlog of requests carried forward from 2010-11. A considerable amount of training and oversight was required during 2011-12 in order to ensure that requests were handled appropriately and consistently by the temporary staff as well as a new ATIP analyst. These measures significantly reduced the productivity in the ATIP Office given the learning curve relevant to TSB operations.

Of the fifty-five (55) requests processed during the reporting period, seventeen (17) were completed within the 30-day limit, six (6) were completed within 31 to 60 days, nine (9) were completed within 61 to 120 days, six (6) were completed within 121 to 180 days, five (5) were completed within 181 to 365 days and twelve (12) were completed in over 365 days. The average time taken to process a request during the 2011-12 reporting period was 164.8 calendar days, compared with last year's average of 86.8 calendar days. This processing time is primarily explained by the relatively high number of complex requests, twenty-eight (28), from previous years that were completed in 2011-12.

During this period, the ATIP Office was involved in the search, preparation and review of 61,483 pages of information and the reproduction and release of 23,902 pages of information, including reprints of photographs, videotapes and CD-ROM disks containing photographs. Last year, 73,830 pages were reviewed and 56,064 pages were released.

### **4.4 Fees and Costs**

In accordance with the TSB ATIP fee policy implemented on January 1, 2001, the TSB collected \$280.00 in fees during 2011-12. The TSB maintains the right to waive fees, and the decision to reduce or waive fees is made on a case-by-case basis according to the criteria outlined in its ATIP fees policy. Like most departments, the TSB waives the requirement to pay fees, other than the application fee, if the amount payable is less than \$25.00.

During 2011-12, the ATIP Office incurred an estimated \$388,485 in costs to administer the *Access to Information Act*. These costs include salaries, overtime, goods and services, and professional services contracts for temporary help staff but do not include the resources expended by other areas of the TSB to meet the requirements of the Act.

## **4.5 Other Requests**

The ATIP Office received sixteen (16) consultation requests from other departments involving TSB records in 2011-12 compared with twenty-six (26) in 2010-11.

One hundred and four (104) informal requests were received during the reporting period, compared with one hundred and twenty-nine (129) last year. The ATIP Office reviewed 13,747 pages of information and released 12,441 pages to requesters, compared with 11,910 pages reviewed and 11,826 pages released last year. These figures do not include other information requests responded to directly by the Communications Branch, the Macro-Analysis group in the Operational Services Branch, and other areas of the TSB at Head Office and in the regional offices.

In addition, many publications – such as investigation reports, safety studies, statistical reports, communiqués, investigation updates, and annual reports, including ATIP reports to Parliament – are available on the TSB website.

## **5.0 Training and Education**

Given the responsibilities and knowledge requirements of the TSB ATIP Office, there is a long learning curve for its staff. Continuous on-the-job training is provided to ATIP staff to ensure sound and current knowledge of ATIP requirements and procedures, as well as TSB operations.

In terms of external training activities, ATIP staff attended the annual Canadian Access and Privacy Association workshop, as well as various workshops organized by the Treasury Board Secretariat throughout the fiscal year. These workshops provided ATIP staff with valuable information on trends and best practices within the ATIP community, updates on recent complaints and court cases, and tools to help improve service standards within the field.

In addition, the TSB has an orientation program in place for new employees. The ATIP Office prepared and delivered two (2) ATIP awareness sessions in 2011-12 to twenty-five (25) employees. The ATIP office also provides advice and guidance upon request to individuals and groups of employees on an informal basis.

## **6.0 Policies, Guidelines and Procedures**

There were no significant revisions to access to information policies or guidelines implemented by the TSB during the reporting period. However, in response to advice from the Information Commissioner, the TSB has documented and implemented a more systematic approach for the handling of witness statements sought under access to information requests.

## **7.0 *Complaints and Investigations***

Two complaints with the Office of the Information Commissioner (OIC) from years 2009-10 and 2010-11 are still outstanding.

The first complaint concerns the TSB's decision to withhold some records pursuant to Section 16(1) and Section 19(1) of the *Access to Information Act, (Act)* in response to a request for copies of the reports made and documents concerning an occurrence still under investigation. Following a meeting with the OIC, the TSB consulted with various witnesses pursuant to Section 19(2) of the Act in order to obtain their permission to release their statements. TSB has yet to receive responses to these consultations.

The second complaint relates to a list of requested documents concerning an occurrence in 1996. The requester alleges that certain documents should have been made available by the TSB. After meeting with the OIC investigator, an exhaustive search was conducted, wherein additional documents were identified which had been withheld pursuant to Section 19(1) of the Act. Subsequently it was advised by the OIC that pursuant to Section 19(2) of the Act, an effort should be made to obtain permission for the release of the witness statements. A response has been prepared by the TSB's Legal Services and forwarded to the OIC. TSB is waiting for comments from the OIC investigator in charge of this complaint.

One new complaint was received from the OIC in the 2011-12 fiscal year.

The complaint alleges that the Transportation Safety Board of Canada has improperly applied exemptions, so as to unjustifiably deny access to records, or portions thereof, requested under the Access to Information Act; and that the institution failed to provide all records responsive to the request. The OIC has not yet assigned an investigator nor requested any documentation related to this complaint. The TSB has contacted the OIC for further instruction and has been advised to await further action pending assessment by the OIC.

## **8.0 *Appeals to the Courts***

There were no appeals before the Courts in the current reporting period.

## **9.0 *Statistics Required by Treasury Board***

The statistics required by the Treasury Board Secretariat are found in Appendix B.

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## Appendix A - Delegation Order

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Transportation Safety Board  
of Canada



Bureau de la sécurité des transports  
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### DESIGNATION ORDERS

#### *Access to Information Act*

The Chair of the Transportation Safety Board of Canada, pursuant to Section 73 of the *Access to Information Act*, hereby designates the persons holding the positions of Chief Operating Officer, Director General, Corporate Services and Manager, Information Management Division, Corporate Services, or the persons occupying on an acting basis those positions, to exercise the powers and perform the duties and functions of the Chair as the head of a government institution under the *Act*.

A handwritten signature in black ink that reads "Wendy A. Tadros".

Wendy A. Tadros  
Chair

Date: JAN 25 2010

Canada

## Appendix B – Statistical Report



Government of Canada  
Gouvernement du Canada

### Statistical Report on the *Access to Information Act*

Name of institution: Transportation Safety Board of Canada

Reporting period: 2011-04-01 to 2012-03-31

#### PART 1 – Requests under the *Access to Information Act*

##### 1.1 Number of Requests

	Number of Requests
Received during reporting period	64
Outstanding from previous reporting period	28
<b>Total</b>	<b>92</b>
Closed during reporting period	55
Carried over to next reporting period	37

##### 1.2 Sources of requests

Source	Number of Requests
Media	12
Academia	0
Business (Private Sector)	33
Organization	2
Public	17
<b>Total</b>	<b>64</b>

#### PART 2 – Requests closed during the reporting period

##### 2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	1	3	2	0	1	0	1	8
Disclosed in part	2	1	3	8	5	2	11	32
All exempted	2	1	0	0	0	1	0	4
All excluded	0	0	0	0	0	0	0	0
No records exist	2	0	1	0	0	0	0	3
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	4	1	0	1	0	2	0	8
Treated informally	0	0	0	0	0	0	0	0
<b>Total</b>	<b>11</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>55</b>

**2.2 Exemptions**

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	3	16(2)(a)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(b)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(c)	0	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	0	21(1)(a)	3
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	3
14(a)	0	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	0
15(1) - I.A.*	0	16.1(1)(d)	0	18.1(1)(d)	0	22	0
15(1) - Def.*	0	16.2(1)	0	19(1)	34	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	4	23	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(b)	13	24(1)	7
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	9		
16(1)(b)	0	17	0	20(1)(d)	3		
16(1)(c)	26						
16(1)(d)	0						

\* I.A. International Affairs    Def. Defence of Canada    S.A. Subversive Activities

**2.3 Exclusions**

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	0	69(1)(a)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	0
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

**2.4 Format of information released**

Disposition	Paper	Electronic	Other formats
All disclosed	4	4	0
Disclosed in part	8	24	0
<b>Total</b>	<b>12</b>	<b>28</b>	<b>0</b>

**2.5 Complexity**

**2.5.1 Relevant pages processed and disclosed**

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	830	830	8
Disclosed in part	48412	23072	32
All exempted	14	0	4
All excluded	0	0	0
Request abandoned	12227	0	8

**2.5.2 Relevant pages processed and disclosed by size of requests**

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	6	51	1	144	1	635	0	0	0	0
Disclosed in part	7	133	7	2104	3	1759	14	19008	1	68
All exempted	4	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	6	0	0	0	0	0	1	0	1	0
<b>Total</b>	<b>23</b>	<b>184</b>	<b>8</b>	<b>2248</b>	<b>4</b>	<b>2394</b>	<b>15</b>	<b>19008</b>	<b>2</b>	<b>68</b>

**2.5.3 Other complexities**

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	3	0	0	0	3
Disclosed in part	16	0	0	0	16
All exempted	1	0	0	0	1
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>

**2.6 Deemed refusals**

**2.6.1 Reasons for not meeting statutory deadline**

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
24	23	1	0	0

**2.6.2 Number of days past deadline**

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	1	0	1
16 to 30 days	2	0	2
31 to 60 days	3	1	4
61 to 120 days	3	3	6
121 to 180 days	3	2	5
181 to 365 days	2	1	3
More than 365 days	3	0	3
<b>Total</b>	<b>17</b>	<b>7</b>	<b>24</b>

**2.7 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

**PART 3 – Extensions**

**3.1 Reasons for extensions and disposition of requests**

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	1	0	1	0
Disclosed in part	14	0	6	1
All exempted	0	0	1	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	1	0	0	1
<b>Total</b>	<b>16</b>	<b>0</b>	<b>8</b>	<b>2</b>

**3.2 Length of extensions**

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	1	0	3	1
31 to 60 days	0	0	5	1
61 to 120 days	6	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	9	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	<b>16</b>	<b>0</b>	<b>8</b>	<b>2</b>

**PART 4 – Fees**

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	56	\$280	0	\$0
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	56	\$280	0	\$0

**PART 5 – Consultations received from other institutions and organizations**

**5.1 Consultations received from other government institutions and organizations**

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	16	295	0	0
Outstanding from the previous reporting period	1	15	0	0
<b>Total</b>	17	310	0	0
Closed during the reporting period	16	285	0	0
Pending at the end of the reporting period	1	25	0	0

**5.2 Recommendations and completion time for consultations received from other government institutions**

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	
Disclose entirely	5	7	0	0	0	0	0	12
Disclose in part	2	2	0	0	0	0	0	4
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	7	9	0	0	0	0	0	16

**5.3 Recommendations and completion time for consultations received from other organizations**

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**PART 6 – Completion time of consultations on Cabinet confidences**

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**PART 7 – Resources related to the Access to Information Act**

**7.1 Costs**

Expenditures		Amount
Salaries		\$202 028
Overtime		\$0
Goods and Services		\$186 457
• Professional services contracts	\$169 834	
• Other	\$16 623	
<b>Total</b>		<b>\$388 485</b>

**7.2 Human Resources**

<b>Resources</b>	<b>Dedicated full-time to ATI activities</b>	<b>Dedicated part-time to ATI activities</b>	<b>Total</b>
Full-time employees	0.00	2.53	2.53
Part-time and casual employees	0.00	0.00	0.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	1.17	1.17
Students	0.00	0.00	0.00
<b>Total</b>	0.00	3.70	3.70