



AN UPDATE FROM CBC/RADIO-CANADA

May 2012, Issue 4

CBC/Radio-Canada's *Transparency and Accountability Bulletin* provides Canadians with the most recent information on our performance under the *Access to Information Act* as well as up-to-date information related to our on-going efforts to achieve the highest possible standards in accessibility, transparency and accountability.

1. Access to Information

Since becoming subject to the *Access to Information Act* (the Act) in 2007, CBC/Radio-Canada has received a total of 1,570 requests¹ and has implemented several key initiatives. To date, more than 98,686 pages of information have been released. Approximately one third of these pages, including a recently added category: *Board of Directors' Meetings*, can be accessed on our [website](#).

CBC/Radio-Canada's yearly performance in handling and responding to access to information requests continues to improve.

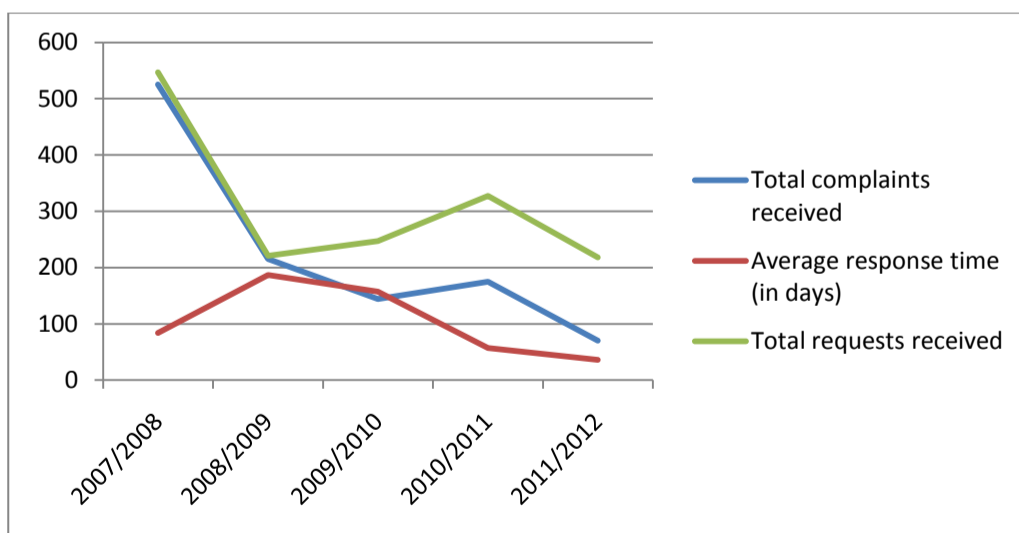
2. 2011-2012: Year End Statistics

Response time

The Act specifies that requests for information should normally be responded to within 30 days unless organisations give notice to the requester that it requires additional time to provide a response².

- Our average response time has gone from a high of 187 days in 2008-2009 to 36 days in 2011-2012.
- The number of complaints filed with the Office of the Information Commissioner (OIC) about access to information has dropped from a high of 525 in 2007-2008 to 70 complaints in 2011-2012.

Year End Highlights of 2011-2012



¹ As of March 31, 2012

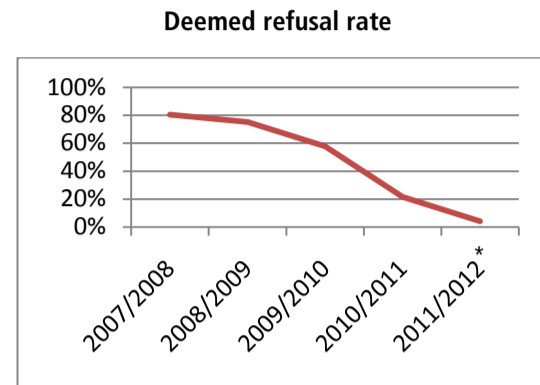
² <http://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>



Deemed refusal rate

Requests for information not responded within statutory time limits are considered “deemed refusal”.

- The Corporation’s deemed refusal rate has dropped from a high of 80.47% in 2007-2008 to 4.24% in 2011-2012.
- It is worth noting that CBC/Radio-Canada has surpassed its 2013 established target of 5% of deemed refusal one year ahead of schedule.



*As of March 31, 2012

3. On-going Activities

Federal Court of Appeal

On November 23, 2011, the Federal Court of Appeal clarified the Information Commissioner’s jurisdiction over section 68.1 of the *Act*. CBC/Radio-Canada has fully implemented the Court’s decision and has submitted all of the relevant information, including documents relating to the 196 complaints that were suspended during the court case, to the OIC. Now, at the Commissioner’s request, CBC/Radio-Canada discloses all documents covered by access to information requests, including those subject to section 68.1 (but excluding journalistic sources) for her review.

Greater transparency

CBC/Radio-Canada has recently redesigned its corporate website to provide Canadians with easier and expanded access to the wide range of existing information related to our operations and programming activities. We invite you to visit our improved [website](#) and welcome your feedback!

Useful links to recently tabled reports

- [Annual Report](#) submitted to the CRTC (for the broadcast year ending August 31, 2011)
- [Third Quarter Financial Report](#)

For a comprehensive treatment of CBC/Radio-Canada’s range of reporting on transparency and accountability tools and activities, please visit the [Transparency and Accountability](#) section of our website.