



AN UPDATE FROM CBC/RADIO-CANADA

CBC/Radio-Canada's *Transparency and Accountability Bulletin* provides Canadians with the most up-to-date information on the Corporation's performance under the *Access to Information Act* (the "Act") and on its continued efforts to achieve the highest possible standards in accessibility, transparency and accountability. For a comprehensive look at CBC/Radio-Canada's range of reporting and activities on transparency and accountability, please visit the Corporation's [website](#).

1. HIGHLIGHTS FROM OIC'S 2012–2013 ANNUAL REPORT

In her 2012–2013 Annual Report, the Information Commissioner recognized how CBC/Radio-Canada has improved its performance since becoming subject to the Act.

"In just two years, senior management at the CBC had transformed that organization into one committed to meeting its obligations under the Access to Information Act."¹

As part of continuing efforts to enhance transparency and accountability to Canadians, CBC/Radio-Canada has been working hard with the Office of the Information Commissioner (OIC) to decrease its backlog of complaint cases. Some cases date back to 2007 and could not be resolved until the Federal Court of Appeal clarified the OIC's jurisdiction over section 68.1 of the Act². Since the Court's decision in November 2011, the Corporation and the OIC have made significant progress in dealing with the backlog.

It is important to note that all complaints, even those that date back to 2007, are analysed through the [guidelines](#) adopted by CBC/Radio-Canada in 2010. Under the Corporation's new approach, a significant number of complaints have been resolved by the release of more information to requesters.

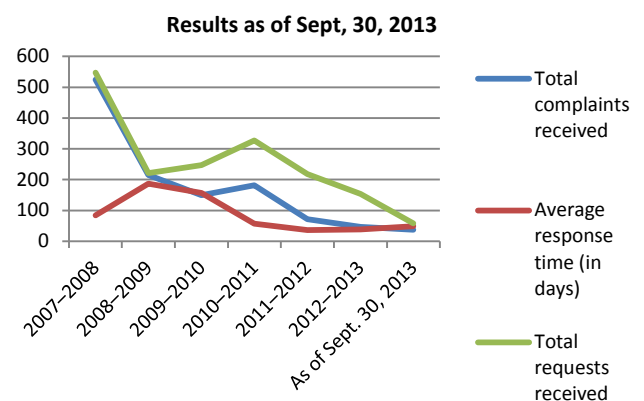
Since becoming subject to the Act in 2007, the Corporation has received a total of 1,226 complaints. Presently, some 195 cases are still being processed with the OIC. CBC/Radio-Canada is pleased with the progress it is making with the OIC and is committed to closing the remaining cases as quickly as possible.

2. QUARTERLY STATISTICS

The Corporation has received a total of 1,782 requests and released 118,254 pages of information³ since 2007. A good number of that material, as well as documents from the Board of Directors' Meetings, and Business Travel and Hospitality Expenses, have been made available to the public on its [website](#).

Highlights

The following table highlights CBC/Radio-Canada's performance under the Act:



¹http://www.oic-ci.gc.ca/eng/annual-reports-rapports-annuel_2012-2013.aspx, p.26

²<http://decisions.fca-caf.gc.ca/en/2011/2011fca326/2011fca326.html>

³ As of September 30, 2013



Response Time

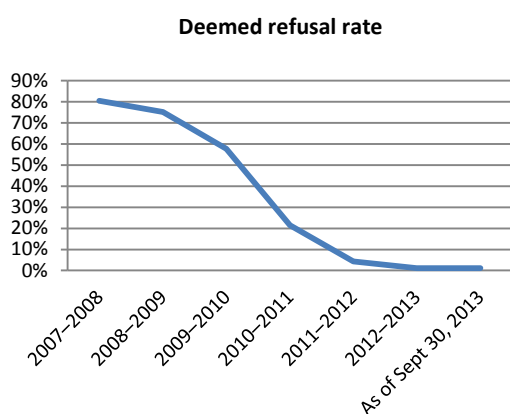
The Act specifies that requests for information should normally be responded to within 30 days unless organisations give notice to the requester that additional time is required.⁴

In comparing the Corporation's results with those for the same period in 2012–2013:

- The average response for the first two quarters in 2013–2014 was 49 days, up from 36 days. In 27 of the 73 closed cases, the Corporation took extensions to resolve large and complex files or to consult with third parties. For example, in one case, the review of 11,000 pages required 180 days to respond. In other cases, the Corporation was required to consult with more than eight different third parties before releasing the information to the requesters.
- The number of complaints filed with the OIC was 37, up from 23.
- The total number of requests received was 58, down from 72.

Deemed Refusal Rate

As per the Act, requests for information not responded to within statutory time limits are deemed to have been refused. CBC/Radio-Canada maintained its deemed refusal rate at 1.1% for the first two quarters in 2013–2014, an improvement from last year's 2%.



3. REPORTING TO CANADIANS

On October 23, 2013, CBC/Radio-Canada's held its Annual Public Meeting during which the President and CEO, senior executives and members of the Board of Directors shared with Canadians the Corporation's performance and plans. The event was held at the Toronto Broadcast Centre and broadcast live on the web. The webcast of the Annual Public Meeting can be viewed from the Corporation's [website](#).

Recently Published Documents

- CBC/Radio-Canada's [2012–2013 Annual Report](#)
- Strategy 2015: [Our Progress Report](#)
- [First Quarter Financial Report](#) for 2013–2014
- 2012–2013 Report on the [Administration of the Access to Information Act](#)
- 2012–2013 Report on the [Administration of the Privacy Act](#)
- 2012–2013 [Review on the implementation Section 41 of the Official Languages Act](#)
- 2012–2013 [Environmental Performance Report](#)
- [SYNC](#) Issue 4

⁴ <http://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>