



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. CBC/RADIO-CANADA: RECIPIENT OF 2013 AWARD OF EXCELLENCE FOR CORPORATE REPORTING

On December 4, 2013, the Chartered Professional Accountants of Canada awarded the [2013 Award of Excellence for Corporate Reporting](#)¹ to CBC/Radio-Canada for its [2011–2012 Annual Report](#). CBC/Radio-Canada is honoured to have received this recognition. Presented annually for more than 60 years, the Corporate Reporting Awards are prestigious and coveted national awards. The program recognizes the best reporting practices and honours Canadian companies and Crown organisations.

Entirely produced in-house, the 2011–2012 Annual Report provided Canadians with insight into how CBC/Radio-Canada's performance measured against its *2015 Strategy* and competing business environment. The Corporation also met all new reporting requirements established by the *International Financial Reporting Standards* and those set out by the Treasury Board Secretariat of Canada on management's discussion and analysis.

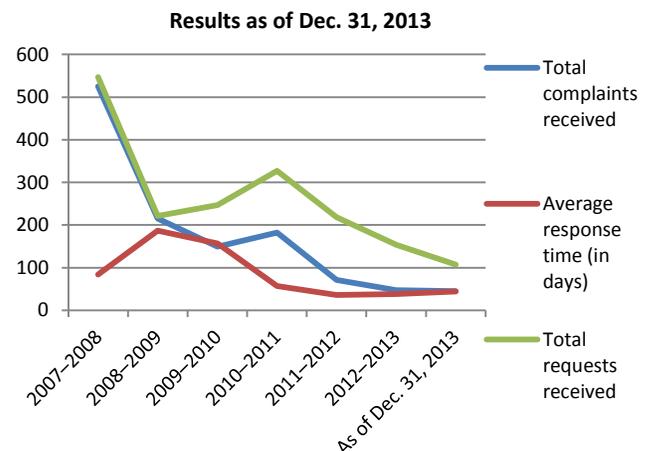
2. QUARTERLY STATISTICS

Since becoming subject to the Act in 2007, the Corporation has received a total of 1,816 requests and released 123,943 pages of information². Much of that material, as well as documents from the Board of Directors' Meetings, and Business Travel and Hospitality

Expenses, is available to the public on its [website](#).

Highlights

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



Response Time

The Act specifies that requests for information should be responded to within 30 days unless organisations give notice to the requester that additional time is required.³

During the third quarter of 2013–2014:

- The average response time was 44 days, slightly faster than the 49 days from the second quarter. In 7 of the 121 closed cases, extensions of more than 80 days were taken 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 three other cases, 23 consultations with

¹ Award of Excellence for Federal Crown Corporation - Large

² As of December 31, 2013

³ <http://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>

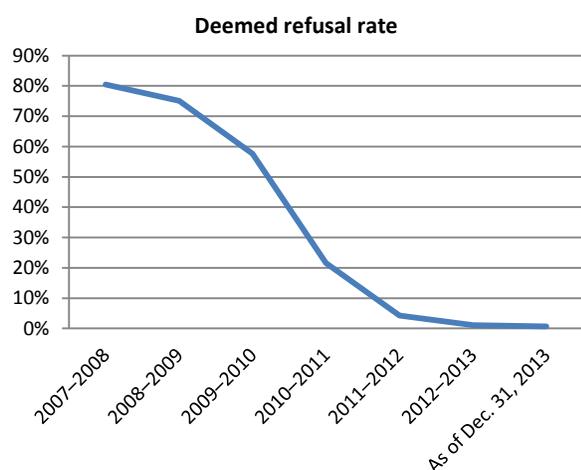


third parties were required. Without these 7 files, the average response time would be 37 days.

- So far, the Corporation has reviewed over 28,000 pages, already more than the 21,000 pages reviewed in total last fiscal.
- Eight new complaints were filed with the Office of the Information Commissioner (OIC), bringing the total number of complaints to 45.
- CBC/Radio-Canada received 49 new requests, bringing the total number to 107.

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 reduced its deemed refusal rate from 1.1% to 0.7% for the first three quarters in 2013–2014.



Backlog of complaint cases

With the Federal Court of Appeal clarifying the OIC's jurisdiction over section 68.1 of the Act in November 2011,⁴ CBC/Radio-Canada continues to work hard with the OIC to decrease its backlog of complaint cases.

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

Since 2007, the Corporation has received a total of 1,233 complaints. At present, some 174 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.

3. REPORTING TO CANADIANS

Recently Published Documents

- [Second Quarter Financial Report](#) for 2013–2014
- 2012–2013 Annual Report from the [Office of the Ombudsman English Services](#)
- 2012–2013 Annual Report from the [Office of the Ombudsman French Services](#)

⁴[http://decisions.fca-
caf.gc.ca/en/2011/2011fca326/2011fca326.html](http://decisions.fca-caf.gc.ca/en/2011/2011fca326/2011fca326.html)