



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](#).

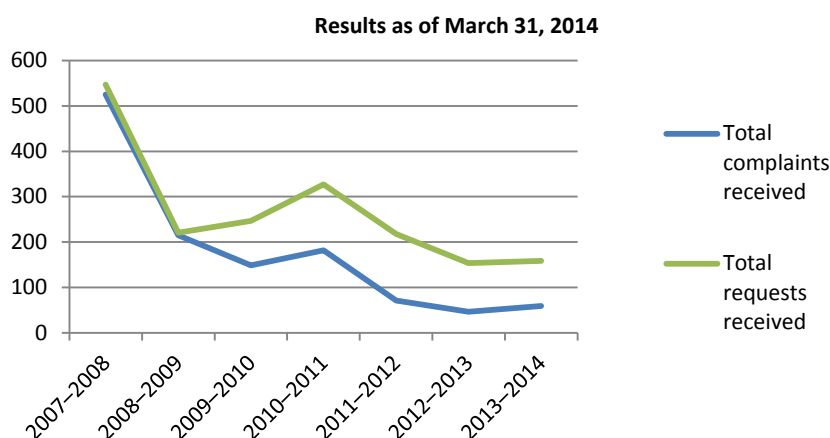
1. PROACTIVE DISCLOSURE FOR PAID AND UNPAID APPEARANCES OF ON-AIR TALENT

CBC News has recently announced changes to its procedures around paid and unpaid speeches by its on-air talent and freelancers to address perceived conflicts of interest. Speaking engagement requests from companies, political parties or groups which make a significant effort to lobby or otherwise influence public policy, even if the speech or event seems innocuous, will be rejected.

A new centralized tracking system has been set up to ensure that rules and policies are applied thoroughly and consistently for all speeches. A list of appearances by reporters and hosts – both paid and unpaid – will be proactively disclosed [on-line](#). The CBC has also committed to disclosing paid appearances by freelance hosts when the appearance could be seen as intersecting with content they may be assigned to cover. Similarly and in accordance with its collective agreements, Radio-Canada is updating its procedures around speeches delivered by its on-air talent.

2. YEAR-END STATISTICS

Since becoming subject to the Act in 2007, the Corporation has received a total of 1,883 requests and released 131,286 pages of information.¹ In 2013–2014, the Corporation reviewed over 47,000 pages in comparison to the 21,000 pages reviewed last fiscal. 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](#). The following table highlights CBC/Radio-Canada's performance under the Act since 2007:



- The total number of requests received in 2013–2014 was 159, up from 154 requests received in 2012–2013.

¹ As of March 31, 2014



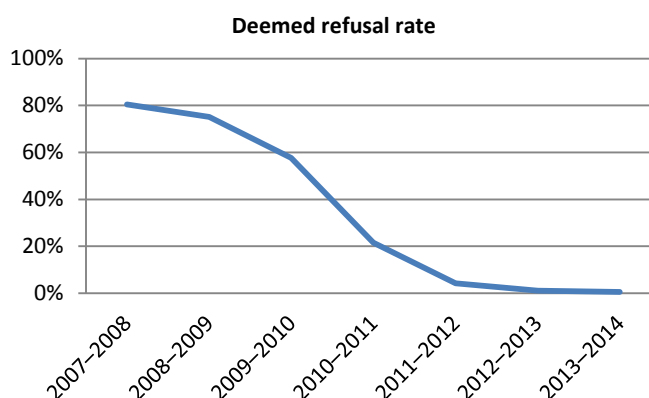
- The total number of complaints filed with the Office of the Information Commissioner in 2013–2014, was 59, up from the 47 complaints filed last fiscal.

Deemed Refusal Rate

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; all requests not responded to within statutory time limits are deemed to have been refused.²

In 2013–2014, the Corporation processed 189 requests, of which 159 were new cases received and 30 were requests carried over from the previous fiscal year. As of March 31, 2014, the number of total requests closed was 154 and the Corporation carried over 35 cases to 2014–2015.

Of the 154 closed requests, all were answered on time except for one which was answered three days late. In 2013–2014, CBC/Radio-Canada reduced its deemed refusal rate from 1.1% to **0.005%**, the lowest it has been since becoming subject to the Act.



Backlog of complaint cases

With the Federal Court of Appeal clarifying the Office of the Information Commissioner’s (OIC) jurisdiction over section 68.1 of the Act in November 2011,³ CBC/Radio-Canada has been working diligently with the OIC to decrease the backlog of complaint cases.

All access to information complaint cases against the Corporation, even those dating back to 2007, are analysed through the [guidelines](#) adopted by the Corporation 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 1,247 complaints. As of March 31, 2014, CBC/Radio-Canada and the OIC have reduced the backlog of 246 pre-2013 complaints by more than 30%. CBC/Radio-Canada continues to work diligently with the OIC to resolve the remaining outstanding complaints as quickly as possible.

3. RECENTLY PUBLISHED DOCUMENTS

- [Third Quarter Financial Report](#) for 2013–2014
- [Corporate Plan Summary](#) 2013–2014 to 2017–2018
- [SYNC](#) Issue 6

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

³<http://decisions.fca-caf.gc.ca/en/2011/2011fca326/2011fca326.html>