



TRANSPARENCY AND ACCOUNTABILITY BULLETIN - AN UPDATE FROM CBC/RADIO-CANADA

November 2011, Issue 2

- *Welcome to our November issue of the Transparency and Accountability Bulletin (TAB). Published at regular intervals, TAB provides the most recent information on our performance under the Access to Information Act (ATIA).*
- *Find short features on recent initiatives related to our ongoing efforts to achieve the highest possible standards in transparency and accountability to Canadians, Parliament, the Government, and our employees.*
- *Included in this second issue of TAB are updates on year to date results on a key range of ATI statistics, highlights from our recent appearance at the House of Commons Standing Committee on Canadian Heritage and our Annual Public meeting held on November 2, 2011.*

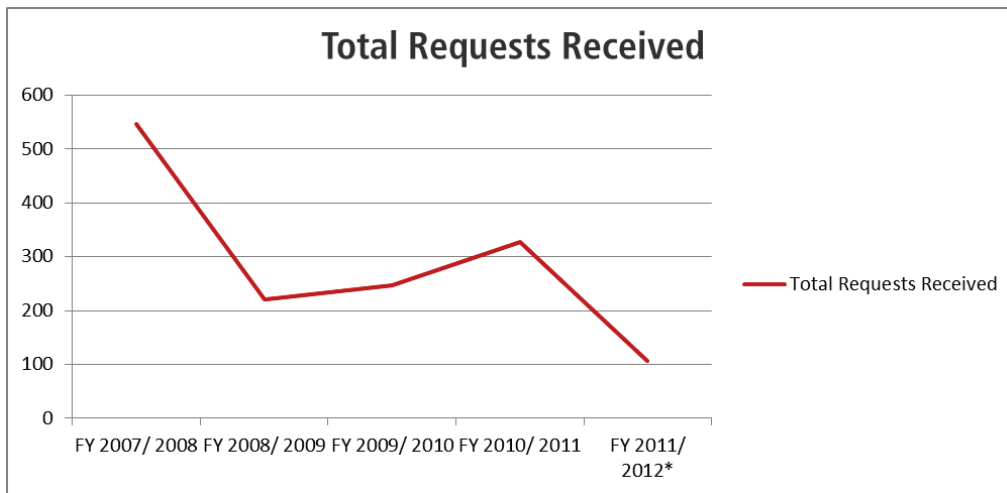
1. Access to Information Statistics

Since 2007, when CBC/Radio-Canada became subject to the *Access to Information Act*, the Corporation has received a total of 1,459 requests. To date, more than 85,000 pages of information have been released. Approximately one third of these pages, including senior management expense accounts and other charges incurred by the Corporation, can be viewed on our [website](#). As noted in the first issue of **TAB**, we are the only entity covered by the *Act* to voluntarily post that many records released under the *Act* on a publicly accessible website.

The following charts provide the most recent year to date information and compare it to past years and show that our efficiency at handling requests has increased substantially.



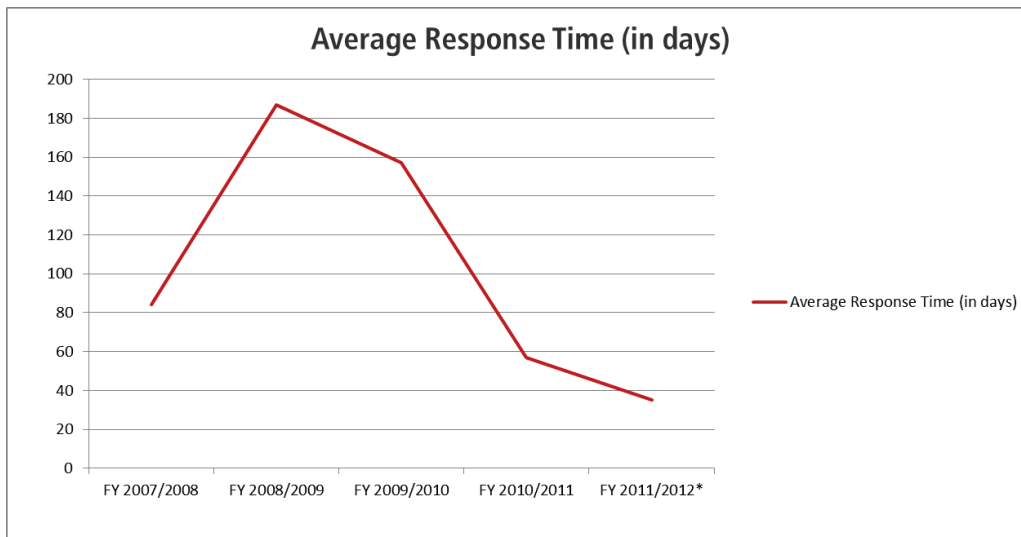
A. Number of requests received



**As of October 31, 2011.*

B. Response times

We have reduced our response times from a high of 187 days in 2008–2009 to 57 in 2010–2011. Our average response time as of October 31, 2011 is 35 days.

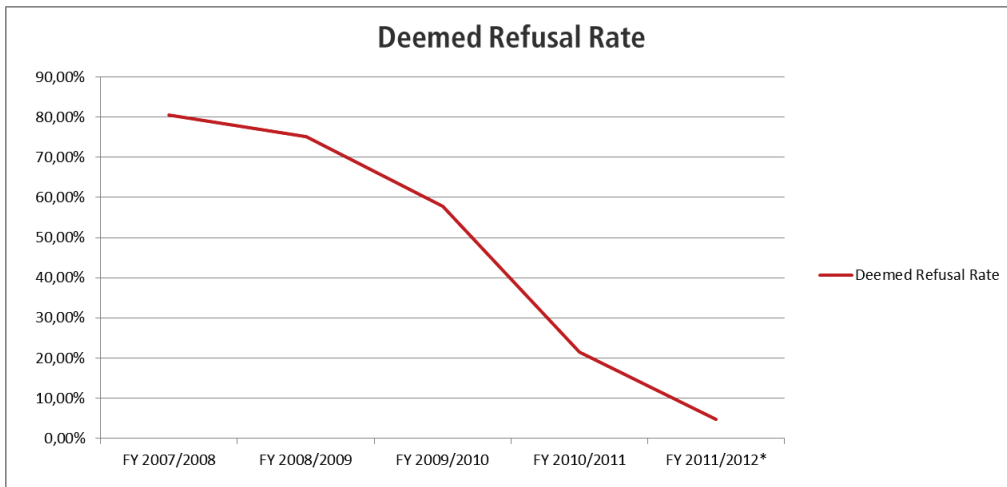


**As of October 31, 2011.*



C. Deemed Refusal Rate (refers to requests not responded to within statutory time limits)

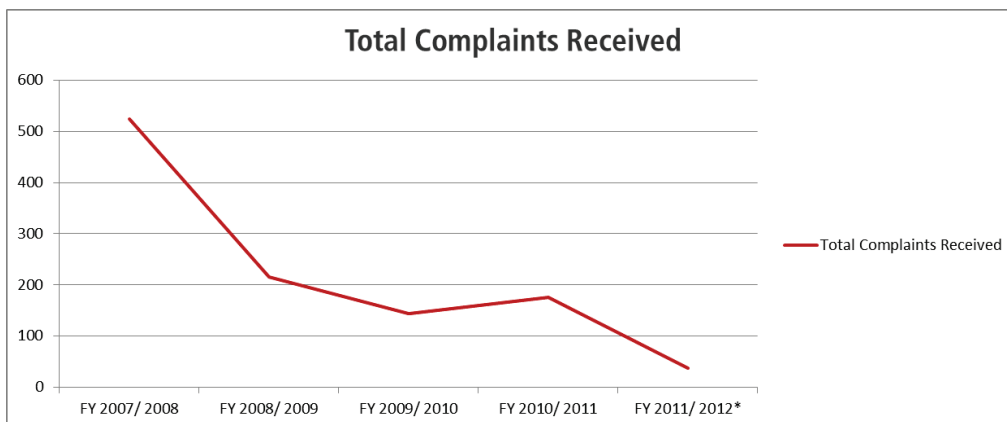
We have reduced our deemed refusal rate from a high of 80.47% in 2007–2008 to 21.51% in 2010–2011. Our deemed refusal rate as of October 31, 2011 is 4.80%.



**As of October 31, 2011.*

D. Complaints

The number of complaints filed with the Office of the Information Commissioner and forwarded to CBC/Radio-Canada has dropped from a high of 525 in 2007–2008 to 181 in 2010–2011. As of October 31, 2011, we have received 37 such complaints.



**As of October 31, 2011.*



2. Being accountable to Canadians

Update to Parliament on our 2015 Strategic Plan

CBC/Radio-Canada appeared before the Standing Committee on Canadian Heritage on October 25, 2011 and provided a progress report on the Corporation's five-year strategic plan, *2015: Everyone, Every way*, launched last February. *Strategy 2015* revolves around three key promises: to improve regional coverage and expand local service to more than 6 million Canadians over the next five years, to double the investment made in digital platforms, and to offer more distinctive Canadian programming.

Our first wave of regional expansions was announced in May 2011, and included an all-new radio and online services in Kamloops in Spring 2012 and new programming for Kelowna and Victoria, which began in the fall of 2011. Our second wave included the establishment of new stations in the Waterloo region and London, Ontario, and expanded weekend service for Edmonton, Ottawa, Halifax and St. John's. And on November 1, 2011 we announced that commencing in spring of 2012, local news services to Hamilton, Ontario will be available via a new digital service which will provide up to the minute, as well as a look ahead view, of local news, weather, events and other need to know information

In the nine months since the launch of the strategy, the national public broadcaster has made significant progress on all fronts. The Corporation will continue to monitor its progress and report it to Canadians on a regular basis. For further information, and our semi-annual performance report please visit:

<http://cbc-radiocanada.ca/strategy2015/index.shtml>.



CBC/Radio-Canada's Third Annual Public Meeting

On November 2, 2011 CBC/Radio-Canada held its third Annual Public Meeting at the Canadian War Museum in Ottawa. The event also allowed the public broadcaster to mark its 75th anniversary, officially being celebrated on that day.

Chair of the Board of Directors Timothy Casgrain, President and CEO Hubert T. Lacroix, and Vice-President and Chief Financial Officer Suzanne Morris provided the Corporation's achievements in 2010–2011 as well as an overview of the Corporation's direction for the current fiscal year and for the future. Foreign correspondents Nahlah Ayed, Anyck Béraud, Jean-François Bélanger and Paul Hunter also participated in the meeting to reflect on the past year's events on the international front.

For more information, including a webcast of the event, please visit our website at:

<http://cbc.radiocanada.ca/apm/index.shtml>

For a more comprehensive treatment of the Corporation's broader range of reporting on transparency and accountability, please refer to the Transparency and Accountability section of our website (cbc.radio-canada.ca).