

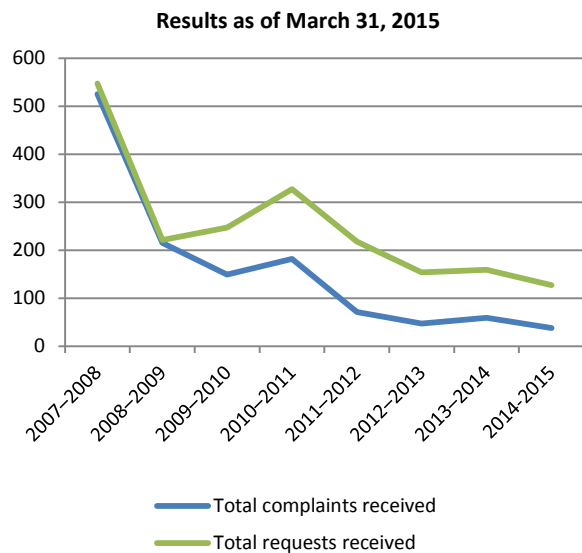


AN UPDATE FROM CBC/RADIO-CANADA

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

Since becoming subject to the *Access to Information Act* (Act) in 2007, CBC/Radio-Canada has not only improved its performance under the Act, but it is also today at the forefront of other federal departments and agencies in terms of proactively disclosing information related to its day-to-day operations. Much of that material, including documents from the board of directors' meetings, business travel, hospitality expenses, and compensation earned by its employees, is available to the public on its [website](#).

1. YEAR END RESULTS

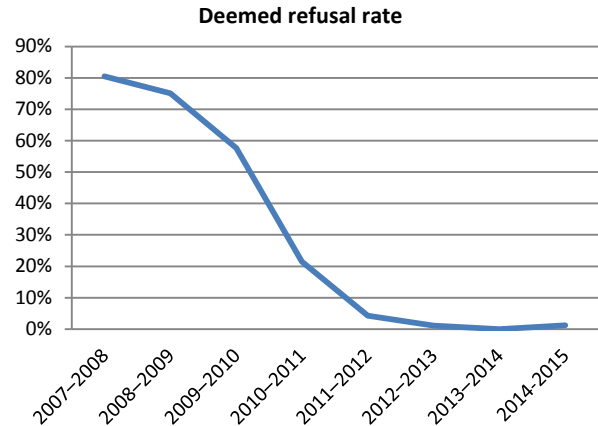


- The total number of requests received in 2014–2015 was 127, down from 159 requests received in 2013–2014. Combined however with the 35 requests carried forward from last fiscal year, the Corporation had an inventory of 162 requests for 2014–2015. By the end of the fiscal year, 149 of these requests were responded to on time with the remainder carried forward into 2015–2016.
- The total number of complaints filed with the Office of the Information Commissioner (OIC) in 2014–2015 was 37, down from the 59 complaints received in 2013–2014. This is the lowest number of complaints received since the Corporation became subject to the Act¹.

¹Down 87% from the high of 524 complaints received in 2007–2008



- Only eleven of the 37 complaints received in 2014–2015 were related to the Corporation’s application of the exemption provisions contained in the Act. As of March 31, 2015, the OIC had completed its investigation into 14 of the 37 complaints, and concluded that only one complaint was well founded. The other 23 complaints remain to be investigated by the OIC in the coming months.



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 required². As of March 31, 2015, CBC/Radio-Canada’s deemed refusal rate remains well under its targeted goal of 5%³ at 1.2%.

In 2014–2015, an average of 33 days was required to respond to requests made under the Act, down from the average 42 day response time in 2013–2014. Of the total 149 requests closed, 116 files were closed in less than 30 days (78%).

Backlog of complaint cases

As of March 31, 2015, CBC/Radio-Canada and the OIC have reduced the backlog of 246 pre-April 1, 2013 complaints by more than 50% to 119 complaints. The Corporation will work diligently with the OIC to resolve these complaints as quickly as possible.

2. RECENTLY PUBLISHED DOCUMENTS

- [Third Quarter Financial Report](#) for 2014–2015

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

³ 5% is also the OIC’s threshold for an “A” rating.