



## AN UPDATE FROM CBC/RADIO-CANADA

CBC/Radio-Canada's *Transparency and Accountability Bulletin* provides Canadians with the most recent information on our performance under the *Access to Information Act* as well as up-to-date information related to our continued efforts to achieve the highest possible standards in accessibility, transparency and accountability.

### 1. Greater Accessibility and Transparency

Since becoming subject to the *Access to Information Act* (the *Act*) in 2007, CBC/Radio-Canada has received a total of 1,642 requests<sup>1</sup>. To date, more than 105,352 pages of information have been released. Much of that material, as well as our *Board of Directors' Meetings* and *Business Travel and Hospitality Expenses*, can be accessed on our [website](#).

#### Increasing access to our information

With the redesign of our corporate website in May 2012, Canadians have easier, expanded access to a wide range of information on our operations and programming activities. Comparing the same reference period for fiscal years 2011 and 2012, the main page for the [Transparency and Accountability](#) section has seen an increase in web traffic of unique visitors from 390 to 7,807<sup>2</sup>.

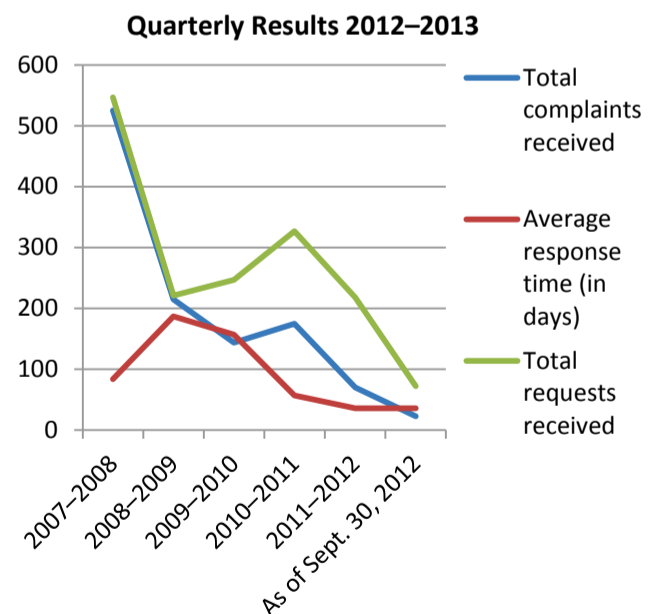
This past summer and again in September, the Treasury Board of Canada Secretariat invited CBC/Radio-Canada to share how we are using our website to promote proactive disclosure with information and privacy practitioners from federal departments, agencies and other crown corporations.

### 2. Quarterly Statistics Update

#### 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 it requires additional time to provide a response<sup>3</sup>.

- As of September 30, 2012, our average response was 36 days, down from a high of 187 days in 2008–2009.
- As of September 30, 2012, the number of complaints filed with the Office of the Information Commissioner (OIC) was 23. The number of complaints filed with the OIC has dropped from a high of 525 in 2007–2008 to 70 complaints in 2011–2012 (those related to delays dropped from 384 complaints to zero at the end of this past quarter).



<sup>1</sup>As of September 30, 2012

<sup>2</sup>Source: Google Analytics, April 1 to September 30.

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

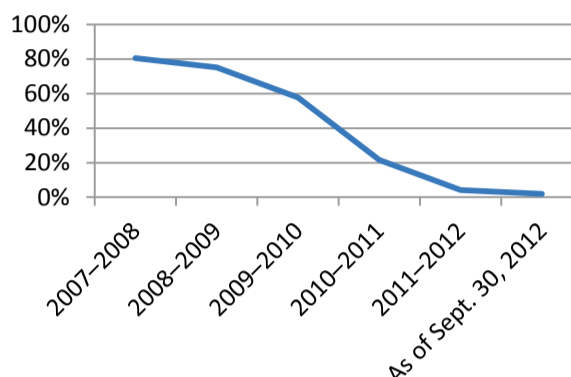


### Deemed refusal rate

Requests for information not responded within statutory time limits are deemed to have been refused.

- Our deemed refusal rate has dropped from a high of 80.47% in 2007–2008 to 4.24% in 2011–2012, surpassing our 2013 established target of 5%.
- As of September 30, 2012, our deemed refusal rate was 2%, the lowest it has ever been since becoming subject to the Act.

Deemed Refusal Rate



## 3. Reporting to Canadians

### Annual public meeting

On September 25, 2012, CBC/Radio-Canada held its fourth Annual Public Meeting, in St-John's, Newfoundland. CBC/Radio-Canada's newly appointed Chair of the Board of Directors Rémi Racine, President and CEO Hubert T. Lacroix, and Vice-President and Chief Financial Officer Suzanne Morris highlighted the Corporation's achievements in 2011-2012 and provided an overview of the Corporation's plans for the future.

This year's meeting also featured a special presentation by Adrienne Arsenault, Correspondent for *The National*, David Cochrane, Provincial Affairs Reporter and Host, *On Point*, Céline Galipeau, Anchor of *Le Téléjournal* and Tom Harrington, Co-Host, *Marketplace*, who discussed the value of public broadcasting with Canadians across the country.

The event was streamed live and the webcast can be viewed on our website at: <http://cbc.radio-canada.ca/en/reporting-to-canadians/annual-public-meeting/>.

### Recently published documents

CBC/Radio-Canada strives to be as transparent and accountable to Canadians as possible and uses a variety of channels to report to Canadians. We have recently published the following documents:

- 2011–2012 [Annual Report](#)
- 2012–2013 to 2016–2017 [Corporate Plan Summary](#)
- 2011–2012 [Report on the Administration of the Access to Information Act](#)
- 2011–2012 [Report on the Administration of the Privacy Act](#)
- 2011–2012 [Review on the Implementation Section 41 of the Official Languages Act](#)
- 2011–2012 [Environmental Performance Report](#)
- [First Quarter Financial Report](#) for 2012–2013

Finally, get in [SYNC](#) with the future of broadcasting. Our online technology magazine showcases why Canada's national public broadcaster stands out in a rapidly changing industry. Come behind the scenes at CBC/Radio-Canada and see how our media and technology teams create and deliver outstanding programming to Canadians when, where and how they want it.

For a comprehensive treatment of CBC/Radio-Canada's range of reporting on transparency and accountability tools and activities, please visit the [Transparency and Accountability](#) section of our website.