

ANNUAL REPORT

2023-24

**Administration of the Access
to Information and Protection
of the Privacy Act, 2015 -
Justice and Public Safety**

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MESSAGE FROM THE MINISTER

As the Minister responsible for the **Access to Information and Protection of Privacy Act, 2015** (ATIPPA, 2015), I am pleased to present the 2023-24 Annual Report.

Government departments, municipalities, and other public bodies continue to receive high volumes of requests. Individuals make the majority of access requests, with over 64 percent of the 3,695 requests submitted. This marks an increase of 20.6 percent in total requests from the previous year. These requests are generally fulfilled free of charge, enhancing government transparency and accountability.

As a government, we are dedicated to transforming the access to information and privacy landscape by adopting an integrated approach that promotes accountability, consistency, and transparency. The Access to Information and Protection of Privacy Office oversees the implementation and coordination of ATIPPA, 2015, providing oversight, support and guidance to public bodies.

In recognition of the increased demands on municipalities related to access to information requests and privacy protection, we are enhancing support by increasing the ATIPP Office's capacity to provide assistance.

I thank the access and privacy professionals for your unwavering dedication, diligence, and integrity in upholding the principles of transparency and privacy protection. Your work ensures that transparency is not just a value, but a practice. Your hard work and commitment ensure that our citizens' rights are safeguarded, and their personal information is handled with the utmost care and respect.

A handwritten signature in black ink, appearing to read 'John Haggie'.

Hon. Dr. John Haggie
Minister Responsible for the Access to Information and Protection of Privacy Office
Minister of Justice and Public Safety and Attorney General

Overview

ATIPPA, 2015 sets out how public bodies in Newfoundland and Labrador must respond to access to information requests, and how they must protect personal information. The role of the ATIPP Office is to assist these public bodies in complying with the legislation, and to monitor performance as outlined in this report.

Public bodies include government departments, agencies, boards, commissions, Crown corporations, health authorities, educational bodies and municipalities.

Providing Assistance

The ATIPP Office provides support for public bodies by:

- operating a help line for public bodies, members of the public, and anyone who has questions about access to information and protection of privacy;
- developing training materials and delivering training sessions for ATIPP coordinators, municipalities, and other public body employees;
- delivering Communities of Practice sessions which are available to ATIPP coordinators across the province;
- developing and maintaining policy manuals on access and privacy;
- developing guidance on specific issues including municipal access and privacy, handling privacy breaches, and information protection; and
- conducting privacy assessments on new and existing programs and services.

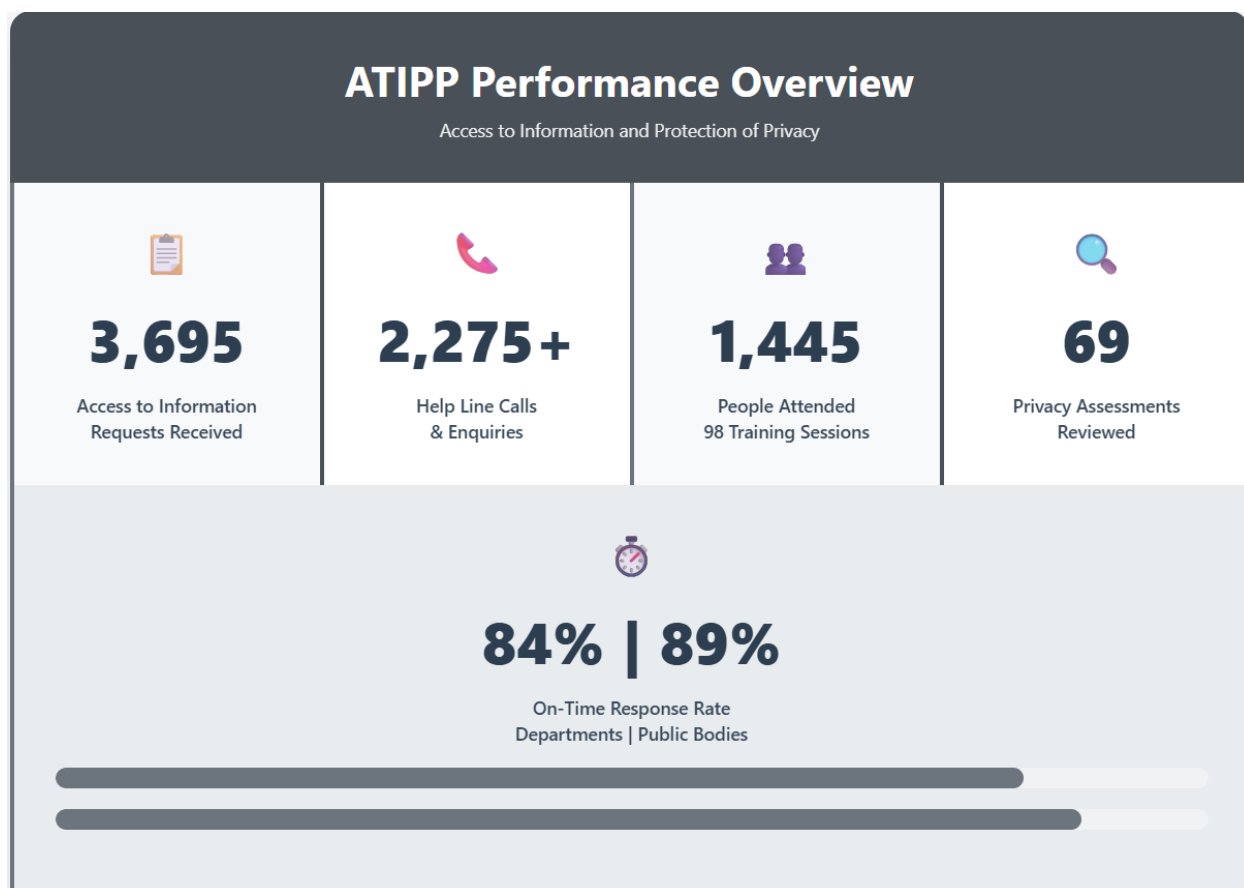
Monitoring Access and Privacy

The ATIPP Office also monitors how well public bodies are complying with ATIPPA, 2015. This role includes:

- maintaining statistics on access requests to departments and public bodies, including the outcome of requests, fees charged and response times; and
- monitoring privacy breaches that occur across government.

Information about the ATIPP process and the ATIPP Office can be found online at: www.gov.nl.ca/atipp.

Highlights of 2023-24



In the 2023-24 fiscal year, 3,695 requests were made to government departments and public bodies.

Throughout the year, the ATIPP Office has also supported ATIPP coordinators, public body staff and members of the public through our ATIPP Help Line, fielding over 2,275 calls/enquiries on a wide variety of access and privacy issues. During the 2023-24 fiscal year, the Office held 98 sessions including training, presentations, communities of practice, and monthly meetings for coordinators with over 1400 people attending.

The Office reviewed 69 privacy assessments of programs and services to assess privacy risks and recommend mitigation measures to ensure the protection of personal information and compliance with privacy requirements under the Act.

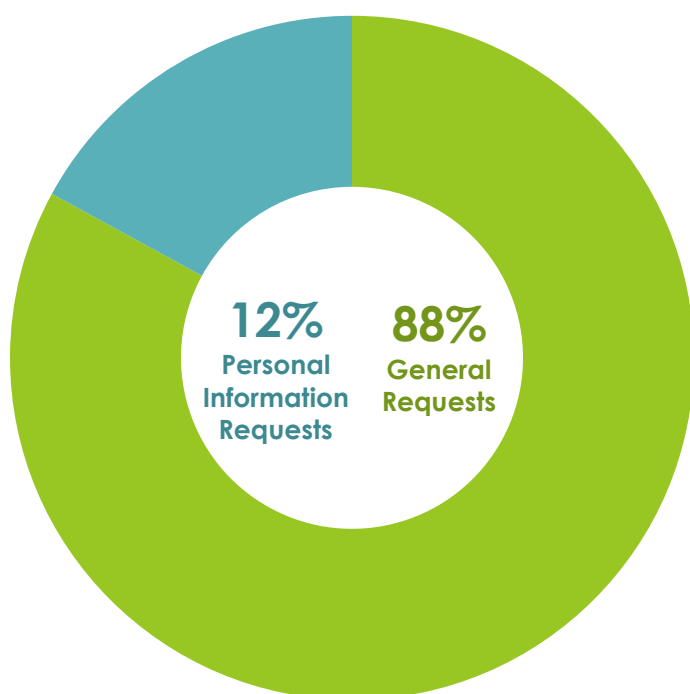
The ATIPP Office continued to facilitate enrolment in the University of Alberta Information Access and Protection of Privacy Certificate program for government department coordinators.

The ATIPP Office continues to proactively release completed general ATIPP requests through the Completed ATIPP Request website (<http://atipp-search.gov.nl.ca/>) which supports openness and transparency. General requests for government departments are posted on this website so the public can access information that has been disclosed through the access to information request process.

Report on Performance

Number of Requests Received

In the 2023-24 fiscal year, a total of 3,695 access requests were made to government departments and public bodies (see Annex A). Overall, there has been a 28% per cent increase in the number of access requests received by government departments and public bodies over a five-year period (2019-20 to 2023-24).



During 2023-24, general requests represented most access to information requests received by all public bodies.

Of the 3,695 requests received in 2023-24, the Government of Newfoundland and Labrador received 2,033 (55 per cent) requests, while other public bodies received 1,662 (45 per cent) requests. Of the requests made to government departments and public bodies, 428 (12 per cent) were for personal information – people asking for their own information. The remaining

3,267 (88 per cent) were general requests for records relating to public body activities and programs.

Response Times to Access Requests

During the 2023-24 fiscal year:

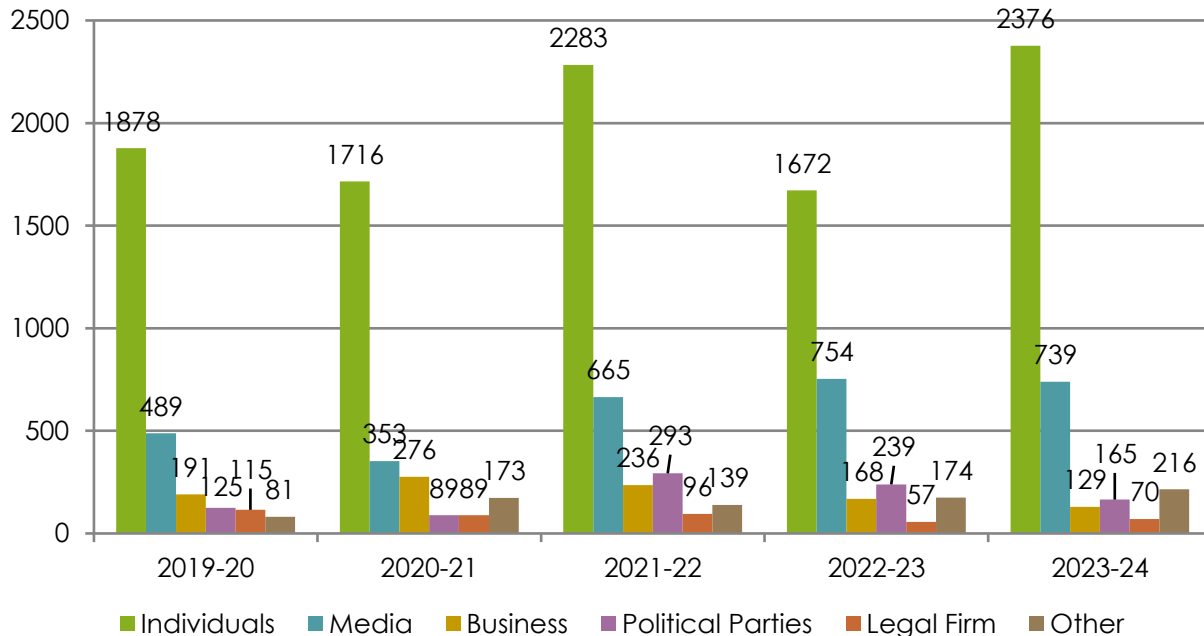
- departments responded to 84 per cent of requests within the legislated timelines¹; and
- public bodies responded to 89 per cent of requests within the legislated timelines².

Requests submitted by Applicant Type

Many different types of people make access to information requests each year. Applicants are divided into eight different categories: individuals, political parties, media, businesses, legal firms, interest groups, researchers and other public bodies.

Individuals, media and political parties made the largest number of requests in 2023-24.

Figure 1 – Requests by applicant type



¹ At the time of this report, 44 departmental requests had not closed.

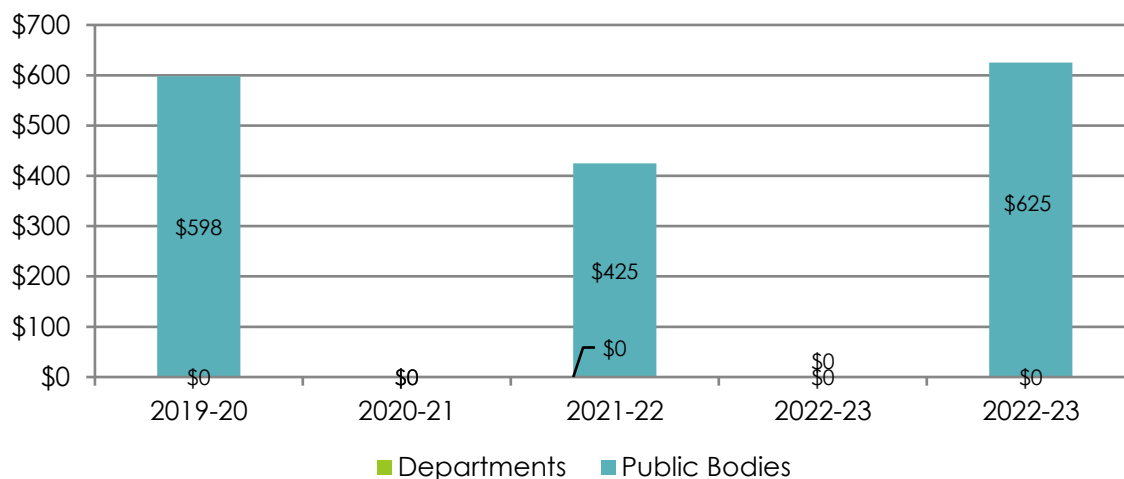
² At the time of this report, 93 public body requests had not closed.

Processing Costs Paid for Access Requests

Cost can be charged for locating records after 15 free hours (or 10 free hours for a local government body).

Total costs of \$625 were paid in 2023-24.

Figure 2 – Costs paid



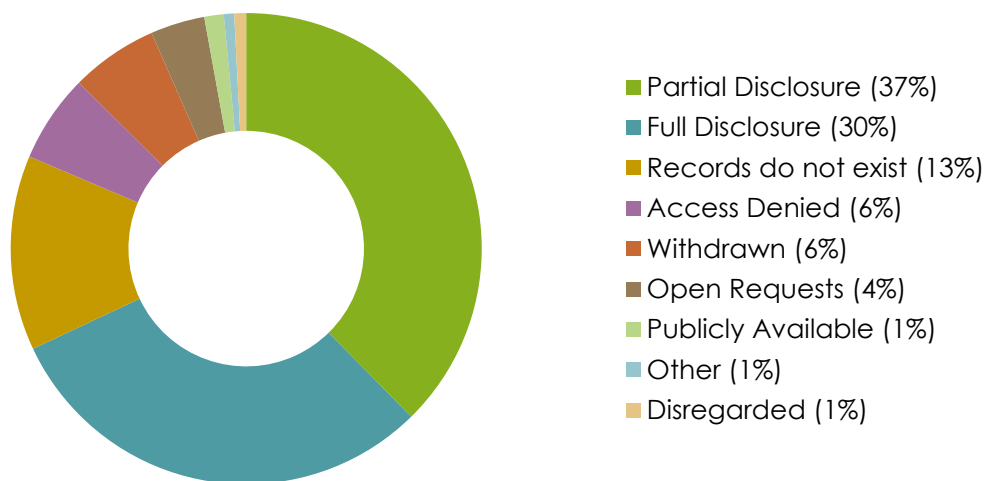
**rounded to the nearest dollar*

Outcomes of Requests

Figure 3 shows the final outcome of requests made to departments and other public bodies in 2023-24. The majority resulted in partial disclosure (37 per cent) or full disclosure (30 per cent).

Figure 3 – Final outcome of access requests responded to by departments and other public bodies

Note: Percentages do not add up to 100% due to rounding.



ATIPP Office Support

The ATIPP Office assists government departments and public bodies understand their roles and responsibilities relating to access to information and the protection of privacy by providing advice and guidance and also responds to public enquiries.

The ATIPP Office received 2,278 calls/enquiries during 2023-24.

2,278

Calls/enquiries responded to by the ATIPP Office in 2023-24

Privacy Assessments

Any new government programs must undergo a preliminary privacy impact assessment or a full privacy impact assessment to identify potential privacy risks and ensure compliance with the privacy provisions of the Act.

In 2023-24, the ATIPP Office reviewed 69 privacy assessments of new or existing programs and services to ensure the protection of personal information.

Training

This fiscal year the ATIPP Office continued to provide various types of training, presentations, etc. for coordinators and public body employees.

98

Training sessions and presentations held in 2023-24

In total, 1,445 people attended 98 different access and privacy training/sessions/presentations and 1,152 people completed the online access and privacy training offered through the Government of Newfoundland and Labrador's Centre for Learning and Development.

Annex A - Detailed Statistical Report

During 2023-24, departments and public bodies received a total of 3,695 general and personal access requests. Public bodies include government agencies, boards, commissions, municipalities, Crown corporations, healthcare and educational bodies.

Table 1 – Total number of requests received (April 1, 2023 to March 31, 2024)

REQUEST TYPE	Total	%
General requests to a Government department	1,914	52%
General requests to a public body	1,353	37%
Personal information requests to a Government department	119	3%
Personal information requests to a public body	309	8%
TOTAL	3,695	10%

The listing of government departments is based on the departmental structure at the end of the 2023-24 fiscal year.

Section A – Volume and Applicant Type

During the 2023-24 fiscal year, a total of 3,695 requests were received by government departments and public bodies. Of these, departments received 2,033 (55 per cent) and public bodies 1,662 (45 per cent).

General and Personal information requests

Table 2a – All requests by frequency of applicant type (April 1, 2023 to March 31, 2024)

Applicant type	Departments	Public bodies	Total	%
Individual	1078	1298	2376	64%
Media	637	102	739	20%
Political party	141	24	165	4%
Business	56	73	129	3%
Legal Firm	33	37	70	2%
Interest group	27	22	49	1%
Other public body	7	8	15	1%
Academic/ researcher	10	5	15	1%
Not closed	44	93	137	4%
Total	2033	1662	3695	100%

Table 2b – All requests by department and applicant type (April 1, 2023 to March 31, 2024)

DEPARTMENT	Individual	Media	Political party	Business	Legal Firm	Interest group	Academic/ researcher	Other public body	Not closed	TOTAL
Children, Seniors and Social Development	33	49	7	0	0	2	0	0	0	91
Digital Government and Service NL	61	29	11	7	1	5	2	2	0	118
Education	116	30	0	0	0	0	0	1	0	147
Environment and Climate Change	57	33	4	9	1	0	0	0	0	104
Executive Council	26	13	7	0	1	1	0	0	0	48
ATIPP Office	7	1	0	0	0	0	0	0	0	8
Office of Indigenous Affairs and Reconciliation	15	20	0	0	8	0	0	0	0	43
Intergovernmental Affairs Secretariat	5	22	0	0	0	0	0	0	0	27
Office of the Chief Information Officer	3	0	0	0	0	0	0	0	0	3
Treasury Board Secretariat	44	27	2	1	0	0	0	0	0	74
Office of Women and Gender Equality	6	32	4	0	0	1	0	0	0	43
Finance	27	31	12	0	0	0	0	0	0	70
Fisheries, Forestry and Agriculture	131	26	0	0	0	0	0	0	1	158

DEPARTMENT	Individual	Media	Political party	Business	Legal Firm	Interest group	Academic/ researcher	Other public body	Not closed	TOTAL
Health and Community Services	112	30	18	2	2	11	1	0	0	176
Immigration, Population Growth and Skills	40	14	1	0	0	0	0	0	0	55
Industry, Energy and Technology	85	40	7	7	0	0	0	0	0	139
Justice and Public Safety	88	54	8	2	15	3	4	0	41	215
Labrador Affairs	14	16	0	0	0	0	3	0	0	33
Municipal and Provincial Affairs	63	34	6	4	0	0	0	0	0	107
Premier's Office	50	75	21	0	2	3	0	0	0	151
Tourism, Culture, Arts and Recreation	30	28	9	0	1	0	0	0	0	68
Transportation and Infrastructure	65	33	24	24	2	1	0	4	2	155
Total	1078	637	141	56	33	27	10	7	44	2033
Percentages (%)	53%	31%	7%	3%	2%	1%	0%	0%	2%	99%

Note: Percentages may not add up to 100% due to rounding.

Table 2c – All requests by public body and applicant type (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher	Not closed	TOTAL
Arts NL	1	0	0	0	0	0	0	0	0	1
Celebrate NL	0	0	0	0	0	0	0	0	1	1
Central NL Waste Management	2	0	0	0	0	0	0	0	0	2
Centre for Health Information	5	0	0	0	0	1	0	0	0	6
City of Corner Brook	6	0	0	0	0	0	0	0	0	6
City of Mount Pearl	35	2	0	0	0	0	0	0	0	37
City of St. John's	98	14	18	10	0	2	0	2	0	144
College of the North Atlantic	0	0	0	0	0	0	0	0	13	13
Commissioner of Lobbyists	1	0	0	0	0	0	0	0	0	1
Conseil scolaire francophone provincial de terra-neuve-et-labrador	0	1	0	0	0	1	0	0	0	2
Independent appointments commission	4	2	0	0	0	0	0	0	0	6
Labour Relations Board	2	0	0	0	0	0	0	0	0	2
Marble Mountain Development Corporation	0	0	0	0	0	0	0	0	14	14

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher/	Not closed	TOTAL
Memorial University	168	23	4	3	1	4	0	0	0	203
Municipal Assessments Agency	19	0	0	0	0	0	0	0	0	19
NL Housing Corporation	20	16	0	0	17	0	0	0	0	53
NL HYDRO	126	0	0	0	0	0	0	0	0	126
NL Liquor Corporation	9	0	1	1	0	0	0	0	0	11
NL English School District	34	8	1	1	0	4	0	2	0	50
NL Health Services	221	11	2	0	2	9	1	0	1	247
Office of the Chief Medical Examiner	2	0	0	0	0	0	0	0	1	3
Office of the High Sheriff	1	0	0	0	0	0	0	0	0	1
Office of the Public Trustee	2	0	0	0	0	0	0	0	0	2
OilCo	0	1	0	0	0	0	0	0	0	1
Public Procurement Agency	6	0	1	0	0	0	0	0	0	7
Public Service Commission	4	0	0	0	1	0	0	0	0	5
The Rooms	0	1	0	0	0	0	0	0	0	1
Royal Newfoundland Constabulary	187	8	30	17	2	0	5	0	0	249
RNC Public Complaints Commission	0	0	0	0	0	1	0	0	0	1
Appleton	1	0	0	0	0	0	0	0	0	1
Avondale	0	0	1	0	0	0	0	0	0	1
Badger	1	0	0	0	0	0	0	0	0	1
Bauline	3	0	0	0	0	0	0	0	0	3
Bay Bulls	4	0	1	0	0	0	0	0	0	5
Bay Roberts	1	0	1	0	0	0	0	0	0	2
Botwood	1	0	0	0	0	0	0	0	0	1
Brigus	1	0	0	1	0	0	0	0	2	4
Bryant's Cove	1	0	0	0	0	0	0	0	0	1
Burgeo	1	0	0	0	0	0	0	0	0	1
Burnt Islands	0	1	0	0	0	0	0	0	1	2
Cape St. George	0	0	0	0	0	0	0	0	1	1
Carbonear	2	0	0	0	0	0	0	0	13	15
Conception Bay South	19	0	4	0	0	0	0	1	0	24
Channel-Port-Aux-Basques	1	0	0	0	0	0	0	0	0	1
Clareville	1	0	1	0	0	0	0	0	0	2
Cormack	0	0	0	0	0	0	0	0	1	1
Deer Lake	1	0	0	0	0	0	1	0	0	2
Eastport	8	0	0	0	0	0	0	0	0	8
Fogo Island	2	0	0	0	0	0	0	0	0	2

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher	Not closed	TOTAL
Fortune	1	0	0	0	0	0	0	0	0	1
Gambo	2	0	0	0	0	0	0	0	0	2
Gander	28	0	0	0	0	0	0	0	0	28
Glenwood	1	0	0	0	0	0	0	0	1	2
Glovertown	2	0	0	0	0	0	0	0	0	2
Grand Falls-Windsor	9	0	0	0	0	0	0	0	0	9
Happy Valley-Goose Bay	2	1	0	0	0	0	0	0	0	3
Harbour Grace	0	0	1	1	0	0	0	0	0	2
Holyrood	17	0	0	0	0	0	0	0	0	17
Hughes Brook	2	0	0	0	0	0	0	0	1	3
Labrador City	4	0	0	1	0	0	0	0	0	5
Lewisporte	1	0	0	0	0	0	0	0	0	1
Logy Bay	1	0	0	0	0	0	0	0	0	1
Long Harbour	3	0	1	0	0	0	0	0	0	4
Marystown	7	0	0	0	0	0	0	0	0	7
Massey Drive	0	0	0	0	0	0	0	0	1	1
Mount Moriah	1	0	0	0	0	0	0	0	0	1
Musgrave Harbour	3	0	0	0	0	0	0	0	12	15
New-Wes-Valley	2	0	0	0	0	0	0	0	0	2
Norris Arm	2	0	0	0	0	0	0	0	0	2
Norris Point	1	0	0	0	0	0	0	0	0	1
Paradise	23	1	2	0	0	0	0	0	3	29
Pasadena	5	0	0	0	0	0	0	0	0	5
Pilley's Island	1	0	0	0	0	0	0	0	0	1
Placentia	15	1	0	0	0	0	0	0	0	16
Port au Port East	6	0	0	0	0	0	0	0	17	23
Port au Port West	2	0	0	0	0	0	0	0	0	2
Portugal Cove – St. Phillips	18	1	0	0	0	0	0	0	0	19
Pouch Cove	9	0	0	0	0	0	0	0	1	10
Rocky Harbour	1	0	0	0	0	0	0	0	0	1
Salmon Cove	9	0	0	0	0	0	0	0	0	9
Sandringham	0	0	0	0	0	0	0	0	1	1
South River	1	0	0	0	0	0	0	0	0	1
Spaniards Bay	1	0	0	0	0	0	0	0	0	1
Springdale	0	0	0	0	0	0	0	0	2	2
St. Anthony	4	0	0	0	0	0	0	0	0	4
St. George's	9	0	0	0	0	0	0	0	0	9
St. Lawrence	2	0	0	0	0	0	0	0	0	2

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher	Not closed	TOTAL
St. Lunaire-Griquet	0	0	0	0	0	0	0	0	1	1
Steady Brook	2	0	0	0	0	0	0	0	0	2
Stephenville	26	10	0	0	0	0	0	0	4	40
Stephenville Crossing	14	0	0	0	0	0	0	0	0	14
Summerford	0	0	0	0	0	0	1	0	0	1
Terra Nova	2	0	0	0	0	0	0	0	0	2
Torbay	11	0	0	0	0	0	0	0	0	11
Twillingate	2	0	0	0	0	0	0	0	0	2
Victoria	2	0	0	1	0	0	0	0	0	3
Wabana	2	0	0	0	0	0	0	0	0	2
Wabush	4	0	0	0	0	0	0	0	0	4
Whitbourne	2	0	2	0	0	0	0	0	0	4
Witless Bay	28	0	2	1	0	0	0	0	1	32
Workplace NL	7	0	0	0	1	0	0	0	0	8
Total	1298	102	73	37	24	22	8	5	93	1662
Percentages (%)	78%	6%	4%	2%	1%	1%	0%	0%	6%	98%

Note: Percentages may not add up to 100% due to rounding.

General requests

Table 2d – General Requests by Frequency of Applicant Type (April 1, 2023 to March 31, 2024)

Applicant type	Departments	Public bodies	Total	%
Individual	971	1023	1994	61%
Media	637	101	738	23%
Political party	141	24	165	5%
Business	56	57	113	3%
Legal Firm	32	27	59	2%
Interest group	25	22	47	1%
Academic/ researcher	10	4	14	0%
Other public body	6	7	13	0%
Not closed	36	88	124	4%
Total	1914	1353	3267	99%

Note: Percentages may not add up to 100% due to rounding.

Table 2e – General requests by department and applicant type (April 1, 2023 to March 31, 2024)

DEPARTMENT	Individual	Media	Political party	Business	Legal firm	Interest group	Academic/ researcher	Other public body	Not closed	TOTAL
Children, Seniors and Social Development	31	49	7	0	0	2	0	0	0	89
Digital Government and Service NL	57	29	11	7	1	5	2	1	0	113
Education	94	30	0	0	0	0	0	1	0	125
Environment and Climate Change	56	33	4	9	1	0	0	0	0	103
Executive Council	24	13	7	0	1	1	0	0	0	46
ATIPP Office	7	1	0	0	0	0	0	0	0	8
Office of Indigenous Affairs and Reconciliation	15	20	0	0	8	0	0	0	0	43
Intergovernmental Affairs Secretariat	5	22	0	0	0	0	0	0	0	27
Office of the Chief Information Officer	3	0	0	0	0	0	0	0	0	3
Treasury Board Secretariat	37	27	2	1	0	0	0	0	0	67
Office of Women and Gender Equality	6	32	4	0	0	1	0	0	0	43
Finance	27	31	12	0	0	0	0	0	0	70
Fisheries, Forestry and Agriculture	124	26	0	0	0	0	0	0	1	151
Health and Community Services	106	30	18	2	2	9	1	0	0	168
Immigration, Population Growth and Skills	38	14	1	0	0	0	0	0	0	53
Industry, Energy and Technology	84	40	7	7	0	0	0	0	0	138
Justice and Public Safety	46	54	8	2	14	3	4	0	33	164
Labrador Affairs	13	16	0	0	0	0	3	0	0	32
Municipal and Provincial Affairs	58	34	6	4	0	0	0	0	0	102
Premier's Office	48	75	21	0	2	3	0	0	0	149
Tourism, Culture, Arts and Recreation	28	28	9	0	1	0	0	0	0	66
Transportation and Infrastructure	64	33	24	24	2	1	0	4	2	154
Total	971	637	141	56	32	25	10	6	36	1914
Percentages (%)	51%	33%	7%	3%	2%	1%	1%	0%	2%	100%

Table 2f – General requests by public body and applicant type (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher	Not closed	TOTAL
Arts NL	1	0	0	0	0	0	0	0	0	1
Celebrate NL	0	0	0	0	0	0	0	0	1	1
Central NL Waste Management	2	0	0	0	0	0	0	0	0	2
Centre for Health Information	5	0	0	0	0	1	0	0	0	6
City of Corner Brook	6	0	0	0	0	0	0	0	0	6
City of Mount Pearl	34	2	0	0	0	0	0	0	0	36
City of St. John's	94	14	18	10	0	2	0	2	0	140
College of the North Atlantic	0	0	0	0	0	0	0	0	12	12
Commissioner of Lobbyists	1	0	0	0	0	0	0	0	0	1
Conseil scolaire francophone provincial de terra-neuve-et-labrador	0	1	0	0	0	1	0	0	0	2
Independent appointments commission	2	2	0	0	0	0	0	0	0	4
Marble Mountain Development Corporation	0	0	0	0	0	0	0	0	14	14
Memorial University	155	23	4	3	1	4	0	0	0	190
Municipal Assessments Agency	19	0	0	0	0	0	0	0	0	19
NL Housing Corporation	19	16	0	0	17	0	0	0	0	52
NL HYDRO	30	0	0	0	0	0	0	0	0	30
NL Liquor Corporation	8	0	1	1	0	0	0	0	0	10
NL English School District	23	7	1	1	0	4	0	1	0	37
NL Health Services	220	11	2	0	2	9	1	0	1	246
Office of the Chief Medical Examiner	2	0	0	0	0	0	0	0	1	3
Office of the Public Trustee	1	0	0	0	0	0	0	0	0	1
OilCo	0	1	0	0	0	0	0	0	0	1
Public Procurement Agency	5	0	1	0	0	0	0	0	0	6
Public Service Commission	2	0	0	0	1	0	0	0	0	3
The Rooms	0	1	0	0	0	0	0	0	0	1
Royal Newfoundland Constabulary	74	8	15	8	2	0	4	0	0	111
RNC Public Complaints Commission	0	0	0	0	0	1	0	0	0	1
Appleton	1	0	0	0	0	0	0	0	0	1
Avondale	0	0	1	0	0	0	0	0	0	1
Badger	1	0	0	0	0	0	0	0	0	1
Bauline	3	0	0	0	0	0	0	0	0	3

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher	Not closed	TOTAL
Bay Bulls	4	0	1	0	0	0	0	0	0	5
Bay Roberts	1	0	1	0	0	0	0	0	0	2
Botwood	1	0	0	0	0	0	0	0	0	1
Brigus	1	0	0	1	0	0	0	0	2	4
Bryant's Cove	1	0	0	0	0	0	0	0	0	1
Burgeo	1	0	0	0	0	0	0	0	0	1
Burnt Islands	0	1	0	0	0	0	0	0	1	2
Cape St. George	0	0	0	0	0	0	0	0	1	1
Carbonear	2	0	0	0	0	0	0	0	11	13
Conception Bay South	10	0	3	0	0	0	0	1	0	14
Channel-Port-Aux-Basques	1	0	0	0	0	0	0	0	0	1
Clareville	1	0	1	0	0	0	0	0	0	2
Cormack	0	0	0	0	0	0	0	0	1	1
Deer Lake	1	0	0	0	0	0	1	0	0	2
Eastport	8	0	0	0	0	0	0	0	0	8
Fogo Island	2	0	0	0	0	0	0	0	0	2
Fortune	1	0	0	0	0	0	0	0	0	1
Gambo	2	0	0	0	0	0	0	0	0	2
Gander	26	0	0	0	0	0	0	0	0	26
Glenwood	1	0	0	0	0	0	0	0	1	2
Glovertown	2	0	0	0	0	0	0	0	0	2
Grand Falls-Windsor	9	0	0	0	0	0	0	0	0	9
Happy Valley-Goose Bay	2	1	0	0	0	0	0	0	0	3
Harbour Grace	0	0	1	1	0	0	0	0	0	2
Holyrood	17	0	0	0	0	0	0	0	0	17
Hughes Brook	2	0	0	0	0	0	0	0	1	3
Labrador City	4	0	0	1	0	0	0	0	0	5
Lewisporte	1	0	0	0	0	0	0	0	0	1
Logy Bay	1	0	0	0	0	0	0	0	0	1
Long Harbour	2	0	1	0	0	0	0	0	0	3
Marystown	7	0	0	0	0	0	0	0	0	7
Massey Drive	0	0	0	0	0	0	0	0	1	1
Mount Moriah	1	0	0	0	0	0	0	0	0	1
Musgrave Harbour	2	0	0	0	0	0	0	0	10	12
New-Wes-Valley	2	0	0	0	0	0	0	0	0	2
Norris Arm	2	0	0	0	0	0	0	0	0	2
Norris Point	1	0	0	0	0	0	0	0	0	1
Paradise	23	1	2	0	0	0	0	0	3	29

PUBLIC BODY	Individual	Media	Business	Legal firm	Political party	Interest group	Other public body	Academic/ researcher	Not closed	TOTAL
Pasadena	5	0	0	0	0	0	0	0	0	5
Placentia	13	1	0	0	0	0	0	0	0	14
Port au Port East	6	0	0	0	0	0	0	0	17	23
Port au Port West	2	0	0	0	0	0	0	0	0	2
Portugal Cove – St. Phillips	17	1	0	0	0	0	0	0	0	18
Pouch Cove	9	0	0	0	0	0	0	0	1	10
Rocky Harbour	1	0	0	0	0	0	0	0	0	1
Salmon Cove	9	0	0	0	0	0	0	0	0	9
Sandringham	0	0	0	0	0	0	0	0	1	1
South River	1	0	0	0	0	0	0	0	0	1
Spaniards Bay	1	0	0	0	0	0	0	0	0	1
Springdale	0	0	0	0	0	0	0	0	2	2
St. Anthony	3	0	0	0	0	0	0	0	0	3
St. George's	8	0	0	0	0	0	0	0	0	8
St. Lawrence	2	0	0	0	0	0	0	0	0	2
St. Lunaire-Griquet	0	0	0	0	0	0	0	0	1	1
Steady Brook	2	0	0	0	0	0	0	0	0	2
Stephenville	26	10	0	0	0	0	0	0	4	40
Stephenville Crossing	14	0	0	0	0	0	0	0	0	14
Summerford	0	0	0	0	0	0	1	0	0	1
Terra Nova	2	0	0	0	0	0	0	0	0	2
Torbay	9	0	0	0	0	0	0	0	0	9
Twillingate	2	0	0	0	0	0	0	0	0	2
Victoria	2	0	0	1	0	0	0	0	0	3
Wabana	2	0	0	0	0	0	0	0	0	2
Wabush	4	0	0	0	0	0	0	0	0	4
Whitbourne	2	0	2	0	0	0	0	0	0	4
Witless Bay	26	0	2	0	0	0	0	0	1	29
Workplace NL	5	0	0	0	1	0	0	0	0	6
Total	1023	101	57	27	24	22	7	4	88	1353
Percentages (%)	76%	7%	4%	2%	2%	2%	1%	0%	7%	101%

Note: Percentages may not add up to 100% due to rounding.

Personal information requests

Table 2g – Personal Requests by Frequency of Applicant Type (April 1, 2023 to March 31, 2024)

Applicant type	Departments	Public bodies	Total	%
Individual	107	275	382	89%
Business	0	16	16	4%
Legal Firm	1	10	11	3%
Other public body	1	1	2	0%
Interest group	2	0	2	0%
Academic/ researcher	0	1	1	0%
Not closed	8	5	13	3%
Total	119	309	428	99%

Note: Percentages may not add up to 100% due to rounding.

Table 2h – Personal requests by department and applicant type (April 1, 2023 to March 31, 2024)

DEPARTMENT	Individual	Interest group	Legal firm	Other public body	Not closed	TOTAL
Children, Seniors and Social Development	2	0	0	0	0	2
Digital Government and Service NL	4	0	0	1	0	5
Education	22	0	0	0	0	22
Environment and Climate Change	1	0	0	0	0	1
Executive Council	2	0	0	0	0	2
Treasury Board Secretariat	7	0	0	0	0	7
Fisheries, Forestry and Agriculture	7	0	0	0	0	7
Health and Community Services	6	2	0	0	0	8
Immigration, Population Growth and Skills	2	0	0	0	0	2
Industry, Energy and Technology	1	0	0	0	0	1
Justice and Public Safety	42	0	1	0	8	51
Labrador Affairs	1	0	0	0	0	1
Municipal and Provincial Affairs	5	0	0	0	0	5
Premier's Office	2	0	0	0	0	2
Tourism, Culture, Arts and Recreation	2	0	0	0	0	2
Transportation and Infrastructure	1	0	0	0	0	1
Total	107	2	1	1	8	119
Percentages (%)	90%	2%	1%	1%	7%	101%

Note: Percentages may not add up to 100% due to rounding.

Table 2i – Personal requests by public body and applicant type (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Individual	Business	Legal firm	Media	Other public body	Academic/ researcher	Not closed	TOTAL
City of Mount Pearl	1	0	0	0	0	0	0	1
City of St. John's	4	0	0	0	0	0	0	4
College of the North Atlantic	0	0	0	0	0	0	1	1
Independent appointments commission	2	0	0	0	0	0	0	2
Labour Relations Board	2	0	0	0	0	0	0	2
Memorial University	13	0	0	0	0	0	0	13
NL Housing Corporation	1	0	0	0	0	0	0	1
NL HYDRO	96	0	0	0	0	0	0	96
NL Liquor Corporation	1	0	0	0	0	0	0	1
NL English School District	11	0	0	1	0	1	0	13
NL Health Services	1	0	0	0	0	0	0	1
Office of the High Sheriff	1	0	0	0	0	0	0	1
Office of the Public Trustee	1	0	0	0	0	0	0	1
Public Procurement Agency	1	0	0	0	0	0	0	1
Public Service Commission	2	0	0	0	0	0	0	2
Royal Newfoundland Constabulary	113	15	9	0	1	0	0	138
Carbonear	0	0	0	0	0	0	2	2
Conception Bay South	9	1	0	0	0	0	0	10
Gander	2	0	0	0	0	0	0	2
Long Harbour	1	0	0	0	0	0	0	1
Musgrave Harbour	1	0	0	0	0	0	2	3
Pilley's Island	1	0	0	0	0	0	0	1
Placentia	2	0	0	0	0	0	0	2
Portugal Cove – St. Phillips	1	0	0	0	0	0	0	1
St. Anthony	1	0	0	0	0	0	0	1
St. George's	1	0	0	0	0	0	0	1
Torbay	2	0	0	0	0	0	0	2
Witless Bay	2	0	1	0	0	0	0	3
Workplace NL	2	0	0	0	0	0	0	2
Total	275	16	10	1	1	1	5	309
Percentages (%)	89%	5%	3%	0%	0%	0%	0%	97%

Note: Percentages may not add up to 100% due to rounding.

Section B – Costs

Section 25 of the Act gives the Minister responsible for the Act the right to establish a Cost Schedule which outlines the applicable costs for access to information requests (the Cost Schedule can be found online at www.gov.nl.ca/atipp). There is no application fee; however, applicants can be charged \$25 per hour for locating records; 25 cents per page for photocopying; and associated shipping costs. For municipalities, fees are not charged for the first 10 hours of time spent locating records. For all other public bodies, fees are not charged for the first 15 hours of time spent locating records. The head of a public body may waive the requirement to pay any fees if payment would impose an unreasonable financial hardship on the applicant or is in the public interest. In 2023-24, a total of \$625 in costs were paid by applicants for access requests:

- Town of Holyrood - \$625

Section C – Final Outcomes

Responding to requests can result in a range of possible outcomes. The outcome may be full or partial disclosure of information; the applicant may withdraw or abandon the request; the record may not exist or may already be available in the public domain; or access to the records may be denied. Partial disclosure means exceptions have been applied and some information has been redacted in accordance with the legislation.

General and Personal information requests

Table 3a – All Requests by Final Outcome (April 1, 2023 to March 31, 2024)

Final outcome	Departments	Public bodies	Total	%
Partial disclosure	798	586	1384	37%
Full disclosure	552	564	1116	30%
No responsive records	355	137	492	13%
Access denied	26	196	222	6%
Withdrawn	154	66	220	6%
Publicly available	41	8	49	1%
Disregarded	24	6	30	1%
Other	25	1	26	1%
Neither confirm/deny	11	4	15	0%
Abandoned	3	1	4	0%
Not closed	44	93	137	4%
Total	2033	1662	3695	99%

Note: Percentages may not add up to 100% due to rounding.

Table 3b – Final outcome of all requests by department (April 1, 2023 to March 31, 2024)

DEPARTMENT	Partial disclosure	Full disclosure	No responsive records	Withdrawn	Publicly available	Access denied	Other	Disregarded	Neither confirm/ deny	Abandoned	Not closed	TOTAL
Children, Seniors and Social Development	25	40	13	7	2	4	0	0	0	0	0	91
Digital Government and Service NL	51	39	13	6	6	1	1	1	0	0	0	118
Education	64	41	12	25	1	2	0	0	2	0	0	147
Environment and Climate Change	48	25	17	7	2	3	1	1	0	0	0	104

DEPARTMENT	Partial disclosure	Full disclosure	No responsive records	Withdrawn	Publicly available	Access denied	Other	Disregarded	Neither confirm/ deny	Abandoned	Not closed	TOTAL
Executive Council	4	12	20	6	0	3	3	0	0	0	0	48
ATIPP Office	2	1	3	0	2	0	0	0	0	0	0	8
Office of Indigenous Affairs and Reconciliation	13	8	15	6	1	0	0	0	0	0	0	43
Intergovernmental Affairs Secretariat	9	13	5	0	0	0	0	0	0	0	0	27
Office of the Chief Information Officer	0	1	1	1	0	0	0	0	0	0	0	3
Treasury Board Secretariat	25	23	19	3	2	1	0	1	0	0	0	74
Office of Women and Gender Equality	10	25	7	0	1	0	0	0	0	0	0	43
Finance	13	23	25	4	5	0	0	0	0	0	0	70
Fisheries, Forestry and Agriculture	90	34	15	14	0	2	0	1	1	0	1	158
Health and Community Services	89	35	31	17	0	1	0	0	2	1	0	176
Immigration, Population Growth and Skills	25	18	10	1	0	0	0	1	0	0	0	55
Industry, Energy and Technology	79	23	21	10	4	1	0	0	1	0	0	139
Justice and Public Safety	56	25	48	5	2	4	11	17	5	1	41	215
Labrador Affairs	13	15	5	0	0	0	0	0	0	0	0	33
Municipal and Provincial Affairs	44	31	23	6	3	0	0	0	0	0	0	107
Premier's Office	71	29	32	6	2	0	9	1	0	1	0	151
Tourism, Culture, Arts and Recreation	31	18	9	8	0	2	0	0	0	0	0	68
Transportation and Infrastructure	36	73	11	22	8	2	0	1	0	0	2	155
Total	798	552	355	154	41	26	25	24	11	3	44	2033
Percentages (%)	39%	27%	17%	8%	2%	1%	1%	1%	1%	0%	2%	99%

Note: Percentages may not add up to 100% due to rounding.

Of the 2,033 requests received by departments, 1,350 (66 per cent) resulted in partial or full disclosure, 355 (17 per cent) were for information where there were no responsive records, access was denied in 26 (one per cent) requests, while 154 (eight per cent) were withdrawn.

Table 3c – Final outcome of all requests by public body (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Partial disclosure	Full disclosure	Access denied	No responsive records	Withdrawn	Publicly available	Neither confirm/deny	Disregarded	Other	Abandoned	Not closed	TOTAL
Arts NL	0	0	1	0	0	0	0	0	0	0	0	1
Celebrate NL	0	0	0	0	0	0	0	0	0	0	1	1
Central NL Waste Management	0	2	0	0	0	0	0	0	0	0	0	2
Centre for Health Information	1	4	0	1	0	0	0	0	0	0	0	6
City of Corner Brook	6	0	0	0	0	0	0	0	0	0	0	6
City of Mount Pearl	31	2	1	2	1	0	0	0	0	0	0	37
City of St. John's	87	46	2	8	1	0	0	0	0	0	0	144
College of the North Atlantic	0	0	0	0	0	0	0	0	0	0	13	13
Commissioner of Lobbyists	1	0	0	0	0	0	0	0	0	0	0	1
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	1	0	0	0	0	0	0	0	0	0	2
Independent appointments commission	2	1	0	2	1	0	0	0	0	0	0	6
Labour Relations Board	2	0	0	0	0	0	0	0	0	0	0	2
Marble Mountain Development Corporation	0	0	0	0	0	0	0	0	0	0	14	14
Memorial University	105	55	1	19	17	4	1	1	0	0	0	203
Municipal Assessments Agency	15	4	0	0	0	0	0	0	0	0	0	19
NL Housing Corporation	26	22	1	3	0	0	0	1	0	0	0	53
NL HYDRO	33	31	34	18	9	1	0	0	0	0	0	126
NL Liquor Corporation	3	5	1	2	0	0	0	0	0	0	0	11
NL English School District	23	17	4	5	0	0	1	0	0	0	0	50
NL Health Services	18	173	14	26	10	2	0	3	0	0	1	247
Office of the Chief Medical Examiner	0	1	0	1	0	0	0	0	0	0	1	3
Office of the High Sheriff	1	0	0	0	0	0	0	0	0	0	0	1
Office of the Public Trustee	1	1	0	0	0	0	0	0	0	0	0	2
OilCo	0	0	0	0	1	0	0	0	0	0	0	1
Public Procurement Agency	3	2	1	0	1	0	0	0	0	0	0	7
Public Service Commission	4	0	0	0	1	0	0	0	0	0	0	5
The Rooms	0	0	0	1	0	0	0	0	0	0	0	1
Royal Newfoundland Constabulary	76	22	122	21	6	0	2	0	0	0	0	249
RNC Public Complaints Commission	0	1	0	0	0	0	0	0	0	0	0	1
Appleton	1	0	0	0	0	0	0	0	0	0	0	1
Avondale	0	1	0	0	0	0	0	0	0	0	0	1

PUBLIC BODY	Partial disclosure	Full disclosure	Access denied	No responsive records	Withdrawn	Publicly available	Neither confirm/deny	Disregarded	Other	Abandoned	Not closed	TOTAL
Badger	0	0	0	1	0	0	0	0	0	0	0	1
Bauline	0	3	0	0	0	0	0	0	0	0	0	3
Bay Bulls	5	0	0	0	0	0	0	0	0	0	0	5
Bay Roberts	0	2	0	0	0	0	0	0	0	0	0	2
Botwood	1	0	0	0	0	0	0	0	0	0	0	1
Brigus	2	0	0	0	0	0	0	0	0	0	2	4
Bryant's Cove	1	0	0	0	0	0	0	0	0	0	0	1
Burgeo	0	0	0	0	1	0	0	0	0	0	0	1
Burnt Islands	1	0	0	0	0	0	0	0	0	0	1	2
Cape St. George	0	0	0	0	0	0	0	0	0	0	1	1
Carbonear	0	2	0	0	0	0	0	0	0	0	13	15
Conception Bay South	14	9	0	1	0	0	0	0	0	0	0	24
Channel-Port-Aux-Basques	1	0	0	0	0	0	0	0	0	0	0	1
Clarenville	0	2	0	0	0	0	0	0	0	0	0	2
Cormack	0	0	0	0	0	0	0	0	0	0	1	1
Deer Lake	0	2	0	0	0	0	0	0	0	0	0	2
Eastport	4	4	0	0	0	0	0	0	0	0	0	8
Fogo Island	1	0	0	1	0	0	0	0	0	0	0	2
Fortune	1	0	0	0	0	0	0	0	0	0	0	1
Gambo	1	1	0	0	0	0	0	0	0	0	0	2
Gander	11	12	1	4	0	0	0	0	0	0	0	28
Glenwood	0	1	0	0	0	0	0	0	0	0	1	2
Glovertown	0	2	0	0	0	0	0	0	0	0	0	2
Grand Falls-Windsor	2	7	0	0	0	0	0	0	0	0	0	9
Happy Valley-Goose Bay	3	0	0	0	0	0	0	0	0	0	0	3
Harbour Grace	1	1	0	0	0	0	0	0	0	0	0	2
Holyrood	3	13	0	1	0	0	0	0	0	0	0	17
Hughes Brook	2	0	0	0	0	0	0	0	0	0	1	3
Labrador City	1	3	0	0	1	0	0	0	0	0	0	5
Lewisporte	0	1	0	0	0	0	0	0	0	0	0	1
Logy Bay	0	0	0	1	0	0	0	0	0	0	0	1
Long Harbour	3	1	0	0	0	0	0	0	0	0	0	4
Marystown	4	1	0	1	0	0	0	1	0	0	0	7
Massey Drive	0	0	0	0	0	0	0	0	0	0	1	1
Mount Moriah	0	1	0	0	0	0	0	0	0	0	0	1
Musgrave Harbour	0	2	1	0	0	0	0	0	0	0	12	15
New-Wes-Valley	1	1	0	0	0	0	0	0	0	0	0	2

PUBLIC BODY	Partial disclosure	Full disclosure	Access denied	No responsive records	Withdrawn	Publicly available	Neither confirm/deny	Disregarded	Other	Abandoned	Not closed	TOTAL
Norris Arm	0	1	0	1	0	0	0	0	0	0	0	2
Norris Point	0	0	0	1	0	0	0	0	0	0	0	1
Paradise	14	6	3	2	1	0	0	0	0	0	3	29
Pasadena	0	3	1	1	0	0	0	0	0	0	0	5
Pilley's Island	1	0	0	0	0	0	0	0	0	0	0	1
Placentia	6	4	3	0	2	0	0	0	1	0	0	16
Port au Port East	5	0	0	1	0	0	0	0	0	0	17	23
Port au Port West	0	2	0	0	0	0	0	0	0	0	0	2
Portugal Cove – St. Phillips	11	8	0	0	0	0	0	0	0	0	0	19
Pouch Cove	0	9	0	0	0	0	0	0	0	0	1	10
Rocky Harbour	1	0	0	0	0	0	0	0	0	0	0	1
Salmon Cove	1	7	0	0	1	0	0	0	0	0	0	9
Sandringham	0	0	0	0	0	0	0	0	0	0	1	1
South River	1	0	0	0	0	0	0	0	0	0	0	1
Spaniards Bay	0	0	0	1	0	0	0	0	0	0	0	1
Springdale	0	0	0	0	0	0	0	0	0	0	2	2
St. Anthony	0	2	0	2	0	0	0	0	0	0	0	4
St. George's	0	9	0	0	0	0	0	0	0	0	0	9
St. Lawrence	2	0	0	0	0	0	0	0	0	0	0	2
St. Lunaire-Griquet	0	0	0	0	0	0	0	0	0	0	1	1
Steady Brook	1	1	0	0	0	0	0	0	0	0	0	2
Stephenville	9	23	3	0	1	0	0	0	0	0	4	40
Stephenville Crossing	3	0	0	0	11	0	0	0	0	0	0	14
Summerford	0	1	0	0	0	0	0	0	0	0	0	1
Terra Nova	0	2	0	0	0	0	0	0	0	0	0	2
Torbay	5	5	1	0	0	0	0	0	0	0	0	11
Twillingate	1	1	0	0	0	0	0	0	0	0	0	2
Victoria	1	2	0	0	0	0	0	0	0	0	0	3
Wabana	2	0	0	0	0	0	0	0	0	0	0	2
Wabush	1	1	1	1	0	0	0	0	0	0	0	4
Whitbourne	0	2	0	1	0	1	0	0	0	0	0	4
Witless Bay	17	8	0	6	0	0	0	0	0	0	1	32
Workplace NL	1	5	0	1	0	0	0	0	0	1	0	8
Total	586	564	196	137	66	8	4	6	1	1	93	1662
Percentages (%)	35%	34%	12%	8%	4%	0%	0%	0%	0%	0%	6%	99%

Note: Percentages may not add up to 100% due to rounding.

Of the 1,662 requests received by public bodies, 1,150 (69 per cent) resulted in full or partial disclosure, access was denied in 196 (12 percent) of requests, and 137 (eight per cent) were for information where there were no responsive records.

General requests

Table 3d – General Requests by Final Outcome (April 1, 2023 to March 31, 2024)

Final outcome	Departments	Public bodies	Total	%
Partial disclosure	767	471	1238	38%
Full disclosure	542	517	1059	32%
No responsive records	331	103	434	13%
Withdrawn	131	53	184	6%
Access denied	24	104	128	4%
Publicly available	40	7	47	1%
Disregarded	9	6	15	0%
Other	24	0	24	1%
Neither confirm/deny	7	3	10	0%
Abandoned	3	1	4	0%
Not closed	36	88	124	4%
Total	1914	1353	3267	99%

Note: Percentages may not add up to 100% due to rounding.

Table 3e – Final outcome of general requests by department (April 1, 2023 to March 31, 2024)

DEPARTMENT	Partial disclosure	Full disclosure	No responsive records	Withdrawn	Publicly available	Access denied	Other	Disregarded	Neither confirm/deny	Abandoned	Not closed	TOTAL
Children, Seniors and Social Development	25	40	12	7	2	3	0	0	0	0	0	89
Digital Government and Service NL	49	38	13	5	6	1	0	1	0	0	0	113
Education	58	41	11	10	1	2	0	0	2	0	0	125
Environment and Climate Change	47	25	17	7	2	3	1	1	0	0	0	103
Executive Council	4	12	18	6	0	3	3	0	0	0	0	46
ATIPP Office	2	1	3	0	2	0	0	0	0	0	0	8
Office of Indigenous Affairs and Reconciliation	13	8	15	6	1	0	0	0	0	0	0	43
Intergovernmental Affairs Secretariat	9	13	5	0	0	0	0	0	0	0	0	27

DEPARTMENT	Partial disclosure	Full disclosure	No responsive records	Withdrawn	Publicly available	Access denied	Other	Disregarded	Neither confirm/ deny	Abandoned	Not closed	TOTAL
Office of the Chief Information Officer	0	1	1	1	0	0	0	0	0	0	0	3
Treasury Board Secretariat	23	21	16	3	2	1	0	1	0	0	0	67
Office of Women and Gender Equality	10	25	7	0	1	0	0	0	0	0	0	43
Finance	13	23	25	4	5	0	0	0	0	0	0	70
Fisheries, Forestry and Agriculture	85	33	15	13	0	2	0	1	1	0	1	151
Health and Community Services	88	34	30	14	0	1	0	0	0	1	0	168
Immigration, Population Growth and Skills	25	17	9	1	0	0	0	1	0	0	0	53
Industry, Energy and Technology	78	23	21	10	4	1	0	0	1	0	0	138
Justice and Public Safety	47	23	36	4	1	3	11	2	3	1	33	164
Labrador Affairs	12	15	5	0	0	0	0	0	0	0	0	32
Municipal and Provincial Affairs	42	30	21	6	3	0	0	0	0	0	0	102
Premier's Office	71	28	31	6	2	0	9	1	0	1	0	149
Tourism, Culture, Arts and Recreation	30	18	9	7	0	2	0	0	0	0	0	66
Transportation and Infrastructure	36	73	11	21	8	2	0	1	0	0	2	154
Total	767	542	331	131	40	24	24	9	7	3	36	1914
Percentages (%)	40%	28%	17%	7%	2%	1%	1%	0%	0%	0%	2%	98%

Note: Percentages may not add up to 100% due to rounding.

Of the 1,914 general requests received by departments, 1,309 (68 per cent) resulted in partial or full disclosure, 331 (17 per cent) were for information where there were no responsive records and access was denied in 24 (one per cent) of requests.

Table 3f – Final outcome of general requests by public body (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Full disclosure	Partial disclosure	Access denied	No responsive records	Withdrawn	Publicly available	Disregarded	Neither confirm/deny	Abandoned	Not closed	TOTAL
Arts NL	0	0	1	0	0	0	0	0	0	0	1
Celebrate NL	0	0	0	0	0	0	0	0	0	1	1
Central NL Waste Management	2	0	0	0	0	0	0	0	0	0	2
Centre for Health Information	4	1	0	1	0	0	0	0	0	0	6
City of Corner Brook	0	6	0	0	0	0	0	0	0	0	6
City of Mount Pearl	2	30	1	2	1	0	0	0	0	0	36
City of St. John's	45	84	2	8	1	0	0	0	0	0	140
College of the North Atlantic	0	0	0	0	0	0	0	0	0	12	12
Commissioner of Lobbyists	0	1	0	0	0	0	0	0	0	0	1
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	1	0	0	0	0	0	0	0	0	2
Independent appointments commission	0	1	0	2	1	0	0	0	0	0	4
Marble Mountain Development Corporation	0	0	0	0	0	0	0	0	0	14	14
Memorial University	55	93	1	18	17	4	1	1	0	0	190
Municipal Assessments Agency	4	15	0	0	0	0	0	0	0	0	19
NL Housing Corporation	22	25	1	3	0	0	1	0	0	0	52
NL HYDRO	14	10	3	2	1	0	0	0	0	0	30
NL Liquor Corporation	5	3	0	2	0	0	0	0	0	0	10
NL English School District	14	15	3	5	0	0	0	0	0	0	37
NL Health Services	173	17	14	26	10	2	3	0	0	1	246
Office of the Chief Medical Examiner	1	0	0	1	0	0	0	0	0	1	3
Office of the Public Trustee	0	1	0	0	0	0	0	0	0	0	1
OilCo	0	0	0	0	1	0	0	0	0	0	1
Public Procurement Agency	1	3	1	0	1	0	0	0	0	0	6
Public Service Commission	0	3	0	0	0	0	0	0	0	0	3
The Rooms	0	0	0	1	0	0	0	0	0	0	1
Royal Newfoundland Constabulary	8	27	63	8	3	0	0	2	0	0	111
RNC Public Complaints Commission	1	0	0	0	0	0	0	0	0	0	1
Appleton	0	1	0	0	0	0	0	0	0	0	1
Avondale	1	0	0	0	0	0	0	0	0	0	1
Badger	0	0	0	1	0	0	0	0	0	0	1
Bauline	3	0	0	0	0	0	0	0	0	0	3

PUBLIC BODY	Full disclosure	Partial disclosure	Access denied	No responsive records	Withdrawn	Publicly available	Disregarded	Neither confirm/deny	Abandoned	Not closed	TOTAL
Bay Bulls	0	5	0	0	0	0	0	0	0	0	5
Bay Roberts	2	0	0	0	0	0	0	0	0	0	2
Botwood	0	1	0	0	0	0	0	0	0	0	1
Brigus	0	2	0	0	0	0	0	0	0	2	4
Bryant's Cove	0	1	0	0	0	0	0	0	0	0	1
Burgeo	0	0	0	0	1	0	0	0	0	0	1
Burnt Islands	0	1	0	0	0	0	0	0	0	1	2
Cape St. George	0	0	0	0	0	0	0	0	0	1	1
Carbonear	2	0	0	0	0	0	0	0	0	11	13
Conception Bay South	6	8	0	0	0	0	0	0	0	0	14
Channel-Port-Aux-Basques	0	1	0	0	0	0	0	0	0	0	1
Clareville	2	0	0	0	0	0	0	0	0	0	2
Cormack	0	0	0	0	0	0	0	0	0	1	1
Deer Lake	2	0	0	0	0	0	0	0	0	0	2
Eastport	4	4	0	0	0	0	0	0	0	0	8
Fogo Island	0	1	0	1	0	0	0	0	0	0	2
Fortune	0	1	0	0	0	0	0	0	0	0	1
Gambo	1	1	0	0	0	0	0	0	0	0	2
Gander	11	10	1	4	0	0	0	0	0	0	26
Glenwood	1	0	0	0	0	0	0	0	0	1	2
Glovertown	2	0	0	0	0	0	0	0	0	0	2
Grand Falls-Windsor	7	2	0	0	0	0	0	0	0	0	9
Happy Valley-Goose Bay	0	3	0	0	0	0	0	0	0	0	3
Harbour Grace	1	1	0	0	0	0	0	0	0	0	2
Holyrood	13	3	0	1	0	0	0	0	0	0	17
Hughes Brook	0	2	0	0	0	0	0	0	0	1	3
Labrador City	3	1	0	0	1	0	0	0	0	0	5
Lewisporte	1	0	0	0	0	0	0	0	0	0	1
Logy Bay	0	0	0	1	0	0	0	0	0	0	1
Long Harbour	1	2	0	0	0	0	0	0	0	0	3
Marystown	1	4	0	1	0	0	1	0	0	0	7
Massey Drive	0	0	0	0	0	0	0	0	0	1	1
Mount Moriah	1	0	0	0	0	0	0	0	0	0	1
Musgrave Harbour	1	0	1	0	0	0	0	0	0	10	12
New-Wes-Valley	1	1	0	0	0	0	0	0	0	0	2
Norris Arm	1	0	0	1	0	0	0	0	0	0	2
Norris Point	0	0	0	1	0	0	0	0	0	0	1

PUBLIC BODY	Full disclosure	Partial disclosure	Access denied	No responsive records	Withdrawn	Publicly available	Disregarded	Neither confirm/deny	Abandoned	Not closed	TOTAL
Paradise	6	14	3	2	1	0	0	0	0	3	29
Pasadena	3	0	1	1	0	0	0	0	0	0	5
Placentia	4	6	3	0	1	0	0	0	0	0	14
Port au Port East	0	5	0	1	0	0	0	0	0	17	23
Port au Port West	2	0	0	0	0	0	0	0	0	0	2
Portugal Cove – St. Phillips	7	11	0	0	0	0	0	0	0	0	18
Pouch Cove	9	0	0	0	0	0	0	0	0	1	10
Rocky Harbour	0	1	0	0	0	0	0	0	0	0	1
Salmon Cove	7	1	0	0	1	0	0	0	0	0	9
Sandringham	0	0	0	0	0	0	0	0	0	1	1
South River	0	1	0	0	0	0	0	0	0	0	1
Spaniards Bay	0	0	0	1	0	0	0	0	0	0	1
Springdale	0	0	0	0	0	0	0	0	0	2	2
St. Anthony	2	0	0	1	0	0	0	0	0	0	3
St. George's	8	0	0	0	0	0	0	0	0	0	8
St. Lawrence	0	2	0	0	0	0	0	0	0	0	2
St. Lunaire-Griquet	0	0	0	0	0	0	0	0	0	1	1
Steady Brook	1	1	0	0	0	0	0	0	0	0	2
Stephenville	23	9	3	0	1	0	0	0	0	4	40
Stephenville Crossing	0	3	0	0	11	0	0	0	0	0	14
Summerford	1	0	0	0	0	0	0	0	0	0	1
Terra Nova	2	0	0	0	0	0	0	0	0	0	2
Torbay	4	4	1	0	0	0	0	0	0	0	9
Twillingate	1	1	0	0	0	0	0	0	0	0	2
Victoria	2	1	0	0	0	0	0	0	0	0	3
Wabana	0	2	0	0	0	0	0	0	0	0	2
Wabush	1	1	1	1	0	0	0	0	0	0	4
Whitbourne	2	0	0	1	0	1	0	0	0	0	4
Witless Bay	7	16	0	5	0	0	0	0	0	1	29
Workplace NL	5	0	0	0	0	0	0	0	1	0	6
Total	517	471	104	103	53	7	6	3	1	88	1353
Percentages (%)	38%	35%	8%	8%	4%	1%	0%	0%	0%	7%	101%

Note: Percentages may not add up to 100% due to rounding.

Of the 1,353 general requests received by public bodies, 816 (78 per cent) resulted in full or partial disclosure, 85 (eight per cent) were for information where

there were no responsive records and access was denied in 74 (seven per cent) of requests.

Personal information requests

Table 3g – Personal information requests by Final Outcome (April 1, 2023 to March 31, 2024)

Final outcome	Departments	Public bodies	Total	%
Partial disclosure	31	115	146	34%
Access denied	2	92	94	22%
No responsive records	24	34	58	14%
Full disclosure	10	47	57	13%
Withdrawn	23	13	36	8%
Disregarded	15	0	15	4%
Neither confirm/deny	4	1	5	1%
Publicly available	1	1	2	0%
Other	1	1	2	0%
Not Closed	8	5	13	3%
Total	119	309	428	99%

Note: Percentages may not add up to 100% due to rounding.

Table 3h – Final Outcome of Personal Requests by Department (April 1, 2023 to March 31, 2024)

DEPARTMENT	Partial disclosure	No responsive records	Withdrawn	Disregarded	Full disclosure	Access denied	Neither confirm/deny	Publicly available	Other	Not closed	TOTAL
Children, Seniors and Social Development	0	1	0	0	0	1	0	0	0	0	2
Digital Government and Service NL	2	0	1	0	1	0	0	0	1	0	5
Education	6	1	15	0	0	0	0	0	0	0	22
Environment and Climate Change	1	0	0	0	0	0	0	0	0	0	1
Executive Council	0	2	0	0	0	0	0	0	0	0	2
Treasury Board Secretariat	2	3	0	0	2	0	0	0	0	0	7
Fisheries, Forestry and Agriculture	5	0	1	0	1	0	0	0	0	0	7
Health and Community Services	1	1	3	0	1	0	2	0	0	0	8
Immigration, Population Growth and Skills	0	1	0	0	1	0	0	0	0	0	2

DEPARTMENT	Partial disclosure	No responsive records	Withdrawn	Disregarded	Full disclosure	Access denied	Neither confirm/deny	Publicly available	Other	Not closed	TOTAL
Industry, Energy and Technology	1	0	0	0	0	0	0	0	0	0	1
Justice and Public Safety	9	12	1	15	2	1	2	1	0	8	51
Labrador Affairs	1	0	0	0	0	0	0	0	0	0	1
Municipal and Provincial Affairs	2	2	0	0	1	0	0	0	0	0	5
Premier's Office	0	1	0	0	1	0	0	0	0	0	2
Tourism, Culture, Arts and Recreation	1	0	1	0	0	0	0	0	0	0	2
Transportation and Infrastructure	0	0	1	0	0	0	0	0	0	0	1
Total	31	24	23	15	10	2	4	1	1	8	119
Percentages (%)	26%	20%	19%	13%	8%	2%	3%	1%	1%	7%	100%

Note: Percentages may not add up to 100% due to rounding.

Of the 127 requests received by departments, 69 (54 per cent) resulted in partial or full disclosure, 14 (11 per cent) were withdrawn, access was denied in two (two per cent) requests and three (two per cent) were disregarded with the approval of the Office of the Information and Privacy Commissioner.

Table 3i – Final Outcome of Personal Requests by Public Body (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Partial disclosure	Access denied	Full disclosure	No responsive records	Withdrawn	Publicly available	Other	Neither confirm/deny	Not closed	TOTAL
City of Mount Pearl	1	0	0	0	0	0	0	0	0	1
City of St. John's	3	0	1	0	0	0	0	0	0	4
College of the North Atlantic	0	0	0	0	0	0	0	0	1	1
Independent appointments commission	1	0	1	0	0	0	0	0	0	2
Labour Relations Board	2	0	0	0	0	0	0	0	0	2
Memorial University	12	0	0	1	0	0	0	0	0	13
NL Housing Corporation	1	0	0	0	0	0	0	0	0	1
NL Hydro	23	31	17	16	8	1	0	0	0	96
NL Liquor Corporation	0	1	0	0	0	0	0	0	0	1
NL English School District	8	1	3	0	0	0	0	1	0	13
NL Health Services	1	0	0	0	0	0	0	0	0	1

PUBLIC BODY	Partial disclosure	Access denied	Full disclosure	No responsive records	Withdrawn	Publicly available	Other	Neither confirm/deny	Not closed	TOTAL
Office of the High Sheriff	1	0	0	0	0	0	0	0	0	1
Office of the Public Trustee	0	0	1	0	0	0	0	0	0	1
Public Procurement Agency	0	0	1	0	0	0	0	0	0	1
Public Service Commission	1	0	0	0	1	0	0	0	0	2
Royal Newfoundland Constabulary	49	59	14	13	3	0	0	0	0	138
Carbonear	0	0	0	0	0	0	0	0	2	2
Conception Bay South	6	0	3	1	0	0	0	0	0	10
Gander	1	0	1	0	0	0	0	0	0	2
Long Harbour	1	0	0	0	0	0	0	0	0	1
Musgrave Harbour	0	0	1	0	0	0	0	0	2	3
Pilley's Island	1	0	0	0	0	0	0	0	0	1
Placentia	0	0	0	0	1	0	1	0	0	2
Portugal Cove – St. Phillips	0	0	1	0	0	0	0	0	0	1
St. Anthony	0	0	0	1	0	0	0	0	0	1
St. George's	0	0	1	0	0	0	0	0	0	1
Torbay	1	0	1	0	0	0	0	0	0	2
Witless Bay	1	0	1	1	0	0	0	0	0	3
Workplace NL	1	0	0	1	0	0	0	0	0	2
Total	115	92	47	34	13	1	1	1	5	309
Percentages (%)	37%	30%	15%	11%	4%	0%	0%	0%	2%	99%

Note: Percentages may not add up to 100% due to rounding.

Of the 309 requests received by public bodies, 162 (52 per cent) resulted in partial or full disclosure, access was denied in 92 (30 per cent) requests and 34 (11 per cent) were for information where there were no responsive records.

Section D – Exceptions to Disclosure

One of the main purposes of the Act is to provide access to information subject only to specific and limited circumstances. Under the Act, certain types of information are exempt from disclosure to applicants. There are two categories of exceptions: mandatory exceptions, which departments and public bodies must apply; and discretionary exceptions, which departments and public bodies may exercise discretion to apply.

Since a single request may list more than one exception, the numbers noted in the tables below do not correlate to the total number of access requests received during the 2023-24 fiscal year. For example, one record or piece of information could be redacted as cabinet confidences (s.27), policy advice or recommendations (s.29) and information harmful to the financial or economic interests of a public body (s.35).

General and Personal information requests

Table 4a – Exceptions to disclosure for all requests by departments and public bodies (April 1, 2023 to March 31, 2024)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	76	2%
s.33 – Information from a Workplace Investigation	34	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	60	2%
s.40 – Disclosure Harmful to Personal Privacy	1199	36%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	12	0%
DISCRETIONARY		
s.28 – Local Public Body Confidences	30	1%
s.29 – Policy Advice or Recommendations	571	17%
s.30 – Legal Advice	221	7%
s.31 – Disclosure Harmful to Law Enforcement	451	14%
s.32 – Confidential Evaluations	22	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	186	6%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	342	10%
s.36 – Disclosure Harmful to Conservation	7	0%
s.37 – Disclosure Harmful to Individual or Public Safety	79	2%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	31	1%
TOTAL (MANDATORY AND DISCRETIONARY)	3321	100%

General requests

Table 4b – Exceptions to disclosure for general requests by departments and public bodies (April 1, 2023 to March 31, 2024)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	75	3%
s.33 – Information from a Workplace Investigation	29	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	60	2%
s.40 – Disclosure Harmful to Personal Privacy	1033	36%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	10	0%
DISCRETIONARY		

s.28 – Local Public Body Confidences	28	1%
s.29 – Policy Advice or Recommendations	510	18%
s.30 – Legal Advice	191	7%
s.31 – Disclosure Harmful to Law Enforcement	395	14%
s.32 – Confidential Evaluations	17	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	142	5%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	334	12%
s.36 – Disclosure Harmful to Conservation	7	0%
s.37 – Disclosure Harmful to Individual or Public Safety	31	1%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	24	1%
TOTAL (MANDATORY AND DISCRETIONARY)	2886	102%

Note: Percentages may not add up to 100% due to rounding.

Personal information requests

**Table 4c – Exceptions to disclosure for personal requests by departments and public bodies
(April 1, 2023 to March 31, 2024)**

SECTION OF THE ATIP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	1	0%
s.33 – Information from a Workplace Investigation	5	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	0	0%
s.40 – Disclosure Harmful to Personal Privacy	166	38%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	2	0%
DISCRETIONARY		
s.28 – Local Public Body Confidences	2	0%
s.29 – Policy Advice or Recommendations	61	14%
s.30 – Legal Advice	30	7%
s.31 – Disclosure Harmful to Law Enforcement	56	13%
s.32 – Confidential Evaluations	5	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	44	10%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	8	2%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	48	11%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	7	2%
TOTAL (MANDATORY AND DISCRETIONARY)	435	99%

Note: Percentages may not add up to 100% due to rounding.

Section E – Response Times

The Act requires that public bodies respond to a request within 20 business days. With the approval of the Information and Privacy Commissioner, public bodies can apply an extension where it is necessary and reasonable to do so in the circumstances, for the number of business days the Commissioner considers appropriate.

General and Personal Information Requests

Table 5a – Response timelines for all requests (April 1, 2023 to March 31, 2024)

Timelines	Departments	Public Bodies	Total	%
Met timeline	1450	1345	2795	76%
Met timeline with extension	257	130	387	10%
Timeline not met	282	94	376	10%
Not closed	44	93	137	4%
Total	2033	1662	3695	100%

Table 5b – Response timelines for all requests by department (April 1, 2023 to March 31, 2024)

DEPARTMENT	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Children, Seniors and Social Development	57	6	28	0	91
Digital Government and Service NL	110	7	1	0	118
Education	110	26	11	0	147
Environment and Climate Change	56	7	41	0	104
Executive Council	47	0	1	0	48
ATIPP Office	8	0	0	0	8
Office of Indigenous Affairs and Reconciliation	38	4	1	0	43
Intergovernmental Affairs Secretariat	24	0	3	0	27
Office of the Chief Information Officer	3	0	0	0	3
Treasury Board Secretariat	63	10	1	0	74
Office of Women and Gender Equality	40	2	1	0	43
Finance	70	0	0	0	70
Fisheries, Forestry and Agriculture	71	60	26	1	158
Health and Community Services	112	55	9	0	176

DEPARTMENT	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Immigration, Population Growth and Skills	44	10	1	0	55
Industry, Energy and Technology	84	48	7	0	139
Justice and Public Safety	85	3	86	41	215
Labrador Affairs	30	3	0	0	33
Municipal and Provincial Affairs	85	10	12	0	107
Premier's Office	126	0	25	0	151
Tourism, Culture, Arts and Recreation	59	5	4	0	68
Transportation and Infrastructure	128	1	24	2	155
Total	1450	257	282	44	2033
Percentages (%)	71%	13%	14%	2%	100%

Table 5c – Response timelines for all requests by public bodies (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Arts NL	1	0	0	0	1
Celebrate NL	0	0	0	1	1
Central NL Waste Management	1	0	1	0	2
Centre for Health Information	6	0	0	0	6
City of Corner Brook	5	1	0	0	6
City of Mount Pearl	36	1	0	0	37
City of St. John's	135	9	0	0	144
College of the North Atlantic	0	0	0	13	13
Commissioner of Lobbyists	1	0	0	0	1
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	0	1	0	2
Independent appointments commission	5	0	1	0	6
Labour Relations Board	0	2	0	0	2
Marble Mountain Development Corporation	0	0	0	14	14
Memorial University	171	30	2	0	203
Municipal Assessments Agency	19	0	0	0	19
NL Housing Corporation	44	5	4	0	53
NL Hydro	81	45	0	0	126
NL Liquor Corporation	11	0	0	0	11

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
NL English School District	47	1	2	0	50
NL Health Services	214	4	28	1	247
Office of the Chief Medical Examiner	1	0	1	1	3
Office of the High Sheriff	0	0	1	0	1
Office of the Public Trustee	1	0	1	0	2
OilCo	1	0	0	0	1
Public Procurement Agency	7	0	0	0	7
Public Service Commission	4	1	0	0	5
The Rooms	1	0	0	0	1
Royal Newfoundland Constabulary	246	0	3	0	249
RNC Public Complaints Commission	1	0	0	0	1
Appleton	0	1	0	0	1
Avondale	1	0	0	0	1
Badger	1	0	0	0	1
Bauline	3	0	0	0	3
Bay Bulls	4	0	1	0	5
Bay Roberts	2	0	0	0	2
Botwood	1	0	0	0	1
Brigus	1	0	1	2	4
Bryant's Cove	1	0	0	0	1
Burgeo	0	0	1	0	1
Burnt Islands	0	1	0	1	2
Cape St. George	0	0	0	1	1
Carbonear	1	0	1	13	15
Conception Bay South	22	1	1	0	24
Channel-Port-Aux-Basques	1	0	0	0	1
Clareville	2	0	0	0	2
Cormack	0	0	0	1	1
Deer Lake	2	0	0	0	2
Eastport	8	0	0	0	8
Fogo Island	2	0	0	0	2
Fortune	1	0	0	0	1
Gambo	2	0	0	0	2
Gander	16	8	4	0	28
Glenwood	1	0	0	1	2
Glovertown	2	0	0	0	2

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Grand Falls-Windsor	9	0	0	0	9
Happy Valley-Goose Bay	1	1	1	0	3
Harbour Grace	2	0	0	0	2
Holyrood	14	0	3	0	17
Hughes Brook	1	0	1	1	3
Labrador City	2	0	3	0	5
Lewisporte	1	0	0	0	1
Logy Bay	1	0	0	0	1
Long Harbour	4	0	0	0	4
Marystown	6	1	0	0	7
Massey Drive	0	0	0	1	1
Mount Moriah	1	0	0	0	1
Musgrave Harbour	1	0	2	12	15
New-Wes-Valley	2	0	0	0	2
Norris Arm	2	0	0	0	2
Norris Point	1	0	0	0	1
Paradise	23	2	1	3	29
Pasadena	5	0	0	0	5
Pilley's Island	1	0	0	0	1
Placentia	14	1	1	0	16
Port au Port East	6	0	0	17	23
Port au Port West	2	0	0	0	2
Portugal Cove – St. Phillips	11	0	8	0	19
Pouch Cove	9	0	0	1	10
Rocky Harbour	0	1	0	0	1
Salmon Cove	6	1	2	0	9
Sandringham	0	0	0	1	1
South River	1	0	0	0	1
Spaniards Bay	1	0	0	0	1
Springdale	0	0	0	2	2
St. Anthony	4	0	0	0	4
St. George's	9	0	0	0	9
St. Lawrence	2	0	0	0	2
St. Lunaire-Griquet	0	0	0	1	1
Steady Brook	2	0	0	0	2
Stephenville	30	4	2	4	40
Stephenville Crossing	14	0	0	0	14
Summerford	1	0	0	0	1

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Terra Nova	0	2	0	0	2
Torbay	6	2	3	0	11
Twillingate	2	0	0	0	2
Victoria	2	0	1	0	3
Wabana	1	0	1	0	2
Wabush	4	0	0	0	4
Whitbourne	3	0	1	0	4
Witless Bay	16	5	10	1	32
Workplace NL	8	0	0	0	8
Total	1345	130	94	93	1662
Percentages (%)	81%	8%	6%	6%	101%

Note: Percentages may not add up to 100% due to rounding.

General Requests

Table 5d – Response timelines for all general requests (April 1, 2023 to March 31, 2024)

Timelines	Departments	Public Bodies	Total	%
Met timeline	1372	1098	2470	76%
Met timeline with extension	249	79	328	10%
Timeline not met	257	88	345	11%
Not closed	36	88	124	4%
Total	1914	1353	3267	101%

Note: Percentages may not add up to 100% due to rounding.

Table 5e – Response timelines for general requests by department (April 1, 2023 to March 31, 2024)

DEPARTMENT	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Children, Seniors and Social Development	56	6	27	0	89
Digital Government and Service NL	106	6	1	0	113
Education	90	24	11	0	125
Environment and Climate Change	56	6	41	0	103
Executive Council	45	0	1	0	46
ATIPP Office	8	0	0	0	8
Office of Indigenous Affairs and Reconciliation	38	4	1	0	43
Intergovernmental Affairs Secretariat	24	0	3	0	27
Office of the Chief Information Officer	3	0	0	0	3
Treasury Board Secretariat	56	10	1	0	67
Office of Women and Gender Equality	40	2	1	0	43
Finance	70	0	0	0	70
Fisheries, Forestry and Agriculture	67	58	25	1	151
Health and Community Services	105	55	8	0	168
Immigration, Population Growth and Skills	42	10	1	0	53
Industry, Energy and Technology	84	47	7	0	138
Justice and Public Safety	61	3	67	33	164
Labrador Affairs	30	2	0	0	32
Municipal and Provincial Affairs	82	10	10	0	102
Premier's Office	124	0	25	0	149
Tourism, Culture, Arts and Recreation	58	5	3	0	66
Transportation and Infrastructure	127	1	24	2	154
Total	1372	249	257	36	1914
Percentages (%)	72%	13%	13%	2%	100%

Table 5f – Response timelines for general requests by public bodies (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Arts NL	1	0	0	0	1
Celebrate NL	0	0	0	1	1
Central NL Waste Management	1	0	1	0	2
Centre for Health Information	6	0	0	0	6
City of Corner Brook	5	1	0	0	6
City of Mount Pearl	35	1	0	0	36
City of St. John's	131	9	0	0	140
College of the North Atlantic	0	0	0	12	12
Commissioner of Lobbyists	1	0	0	0	1
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	0	1	0	2
Independent appointments commission	3	0	1	0	4
Marble Mountain Development Corporation	0	0	0	14	14
Memorial University	162	26	2	0	190
Municipal Assessments Agency	19	0	0	0	19
NL Housing Corporation	43	5	4	0	52
NL Hydro	27	3	0	0	30
NL Liquor Corporation	10	0	0	0	10
NL English School District	35	1	1	0	37
NL Health Services	213	4	28	1	246
Office of the Chief Medical Examiner	1	0	1	1	3
Office of the Public Trustee	0	0	1	0	1
OilCo	1	0	0	0	1
Public Procurement Agency	6	0	0	0	6
Public Service Commission	2	1	0	0	3
The Rooms	1	0	0	0	1
Royal Newfoundland Constabulary	110	0	1	0	111
RNC Public Complaints Commission	1	0	0	0	1
Appleton	0	1	0	0	1
Avondale	1	0	0	0	1
Badger	1	0	0	0	1
Bauline	3	0	0	0	3

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Bay Bulls	4	0	1	0	5
Bay Roberts	2	0	0	0	2
Botwood	1	0	0	0	1
Brigus	1	0	1	2	4
Bryant's Cove	1	0	0	0	1
Burgeo	0	0	1	0	1
Burnt Islands	0	1	0	1	2
Cape St. George	0	0	0	1	1
Carbonear	1	0	1	11	13
Conception Bay South	14	0	0	0	14
Channel-Port-Aux-Basques	1	0	0	0	1
Clarenville	2	0	0	0	2
Cormack	0	0	0	1	1
Deer Lake	2	0	0	0	2
Eastport	8	0	0	0	8
Fogo Island	2	0	0	0	2
Fortune	1	0	0	0	1
Gambo	2	0	0	0	2
Gander	15	7	4	0	26
Glenwood	1	0	0	1	2
Glovertown	2	0	0	0	2
Grand Falls-Windsor	9	0	0	0	9
Happy Valley-Goose Bay	1	1	1	0	3
Harbour Grace	2	0	0	0	2
Holyrood	14	0	3	0	17
Hughes Brook	1	0	1	1	3
Labrador City	2	0	3	0	5
Lewisporte	1	0	0	0	1
Logy Bay	1	0	0	0	1
Long Harbour	3	0	0	0	3
Marystown	6	1	0	0	7
Massey Drive	0	0	0	1	1
Mount Moriah	1	0	0	0	1
Musgrave Harbour	0	0	2	10	12
New-Wes-Valley	2	0	0	0	2
Norris Arm	2	0	0	0	2
Norris Point	1	0	0	0	1
Paradise	23	2	1	3	29

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Pasadena	5	0	0	0	5
Placentia	13	1	0	0	14
Port au Port East	6	0	0	17	23
Port au Port West	2	0	0	0	2
Portugal Cove – St. Phillips	10	0	8	0	18
Pouch Cove	9	0	0	1	10
Rocky Harbour	0	1	0	0	1
Salmon Cove	6	1	2	0	9
Sandringham	0	0	0	1	1
South River	1	0	0	0	1
Spaniards Bay	1	0	0	0	1
Springdale	0	0	0	2	2
St. Anthony	3	0	0	0	3
St. George's	8	0	0	0	8
St. Lawrence	2	0	0	0	2
St. Lunaire-Griquet	0	0	0	1	1
Steady Brook	2	0	0	0	2
Stephenville	30	4	2	4	40
Stephenville Crossing	14	0	0	0	14
Summerford	1	0	0	0	1
Terra Nova	0	2	0	0	2
Torbay	5	1	3	0	9
Twillingate	2	0	0	0	2
Victoria	2	0	1	0	3
Wabana	1	0	1	0	2
Wabush	4	0	0	0	4
Whitbourne	3	0	1	0	4
Witless Bay	13	5	10	1	29
Workplace NL	6	0	0	0	6
Total	1098	79	88	88	1353
Percentages (%)	81%	6%	7%	7%	100%

Personal Information Requests

Table 5g – Response timelines for all personal information requests (April 1, 2023 to March 31, 2024)

Timelines	Departments	Public Bodies	Total	%
Met timeline	78	247	325	76%
Met timeline with extension	8	51	59	14%
Timeline not met	25	6	31	7%
Not Closed	8	5	13	3%
Total	119	309	428	100%

Table 5h – Response timelines for personal requests by department (April 1, 2023 to March 31, 2024)

DEPARTMENT	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
Children, Seniors and Social Development	1	0	1	0	2
Digital Government and Service NL	4	1	0	0	5
Education	20	2	0	0	22
Environment and Climate Change	0	1	0	0	1
Executive Council	2	0	0	0	2
Treasury Board Secretariat	7	0	0	0	7
Fisheries, Forestry and Agriculture	4	2	1	0	7
Health and Community Services	7	0	1	0	8
Immigration, Population Growth and Skills	2	0	0	0	2
Industry, Energy and Technology	0	1	0	0	1
Justice and Public Safety	24	0	19	8	51
Labrador Affairs	0	1	0	0	1
Municipal and Provincial Affairs	3	0	2	0	5
Premier's Office	2	0	0	0	2
Tourism, Culture, Arts and Recreation	1	0	1	0	2
Transportation and Infrastructure	1	0	0	0	1
Total	78	8	25	8	119
Percentages (%)	66%	7%	21%	7%	101%

Note: Percentages may not add up to 100% due to rounding.

Table 5i – Response timelines for personal requests by public body (April 1, 2023 to March 31, 2024)

PUBLIC BODY	Met timeline	Met timeline with extension	Timeline not met	Not closed	Total
City of Mount Pearl	1	0	0	0	1
City of St. John's	4	0	0	0	4
College of the North Atlantic	0	0	0	1	1
Independent appointments commission	2	0	0	0	2
Labour Relations Board	0	2	0	0	2
Memorial University	9	4	0	0	13
NL Housing Corporation	1	0	0	0	1
NL Hydro	54	42	0	0	96
NL Liquor Corporation	1	0	0	0	1
NL English School District	12	0	1	0	13
NL Health Services	1	0	0	0	1
Office of the High Sheriff	0	0	1	0	1
Office of the Public Trustee	1	0	0	0	1
Public Procurement Agency	1	0	0	0	1
Public Service Commission	2	0	0	0	2
Royal Newfoundland Constabulary	136	0	2	0	138
Carbonear	0	0	0	2	2
Conception Bay South	8	1	1	0	10
Gander	1	1	0	0	2
Long Harbour	1	0	0	0	1
Musgrave Harbour	1	0	0	2	3
Pilley's Island	1	0	0	0	1
Placentia	1	0	1	0	2
Portugal Cove – St. Phillips	1	0	0	0	1
St. Anthony	1	0	0	0	1
St. George's	1	0	0	0	1
Torbay	1	1	0	0	2
Witless Bay	3	0	0	0	3
Workplace NL	2	0	0	0	2
Total	247	51	6	5	309
Percentages (%)	80%	17%	2%	2%	101%

Note: Percentages may not add up to 100% due to rounding.

Section F - Request for Correction of Personal Information

Under section 10 of the Act, an individual who believes there is an error or omission in his or her personal information on record with a department or public body may request that the relevant public body correct the information.

11 requests for correction of personal information were reported to the ATIPP Office by NL Hydro for the period of April 1, 2023 – March 31, 2024.

Annex B – House of Assembly and Statutory Offices Statistics

Type and Volume of Requests

During 2023-24, the House of Assembly and Statutory Offices received a total of 31 requests – 29 were general requests and two were personal information requests.

Table 1 – Requests received by House of Assembly and statutory offices (April 1, 2023 to March 31, 2024)

OFFICE	General requests	Personal requests	TOTAL
Commissioner of Legislative Standards	5	0	5
House of Assembly	9	0	9
Office of the Chief Electoral Officer	1	0	1
Office of the Citizens' Representative	2	1	3
Office of the Information and Privacy Commissioner	12	0	12
Office of the Seniors' Advocate	0	1	1
Total	29	2	31
Percentage %	94%	6%	100%

Applicant Type

Table 2 – Requests received by House of Assembly and statutory offices by applicant type (April 1, 2023 to March 31, 2024)

DEPARTMENT	Individual	Media	Legal firm	TOTAL
Commissioner of Legislative Standards	4	1	0	5
House of Assembly	8	0	1	9
Office of the Chief Electoral Officer	1	0	0	1
Office of the Citizens' Representative	3	0	0	3
Office of the Information and Privacy Commissioner	12	0	0	12
Office of the Seniors' Advocate	1	0	0	1
Total	29	1	1	31
Percentage %	94%	3%	3%	100%

Costs

There were no fees paid by applicants for House of Assembly or Statutory Office access requests.

Final Outcomes

Table 3 – Final outcome by House of Assembly and Statutory offices (April 1, 2023 to March 31, 2024)

OFFICE	Partial disclosure	Full disclosure	No responsive records	Access denied	Publicly available	Refuse to confirm or deny	TOTAL
Commissioner of Legislative Standards	0	2	1	2	0	0	5
House of Assembly	1	3	4	0	1	0	9
Office of the Chief Electoral Officer	0	0	1	0	0	0	1
Office of the Citizens' Representative	1	0	0	1	0	1	3
Office of the Information and Privacy Commissioner	8	3	1	0	0	0	12
Office of the Seniors' Advocate	1	0	0	0	0	0	1
Total by Type of Request	11	8	7	3	1	1	31
Percentage %	35%	26%	23%	10%	3%	3%	100%

Of the 31 requests responded to by the House of Assembly and Statutory Offices, 19 (61 per cent) resulted in full or partial disclosure, seven (23 per cent) were for records that did not exist, and access was denied in three (10 per cent) requests.

Exceptions to Disclosure

Since a single request may list more than one exception, the numbers noted in the tables below do not correlate to the total number of access requests received during the 2018-19 fiscal year. For example, one record or piece of information could be redacted as cabinet confidences (s.27), policy advice or recommendations (s.29) and information harmful to the financial or economic interests of a public body (s.35).

**Table 4 – Exceptions to disclosure for requests by the House of Assembly and statutory offices
(April 1, 2023 to March 31, 2024)**

SECTION OF THE ATIPP ACT*	TOTAL	PERCENTAGE %
MANDATORY		
s.27 – Cabinet Confidences	0	0%
s.33 – Information from a Workplace Investigation	0	0%
s.39 – Disclosure Harmful to Business Interests of a Third Party	0	0%
s.40 – Disclosure Harmful to Personal Privacy	8	36%
s.41 – Disclosure of House of Assembly Services and Statutory Office Records	7	32%
DISCRETIONARY		
s.28 – Local Public Body Confidences	0	0%
s.29 – Policy Advice or Recommendations	1	5%
s.30 – Legal Advice	3	14%
s.31 – Disclosure Harmful to Law Enforcement	2	9%
s.32 – Confidential Evaluations	0	0%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	1	5%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	0	0%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	0	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	0	0%
Total (mandatory and discretionary)	22	101%

Note: Percentages may not add up to 100% due to rounding.

The exceptions to disclosure listed above were used in 22 instances. Mandatory exceptions were used in 15 (68%) instances. Discretionary exceptions were used in seven (33%) instances

Response Time

Table 5 provides a breakdown by House of Assembly or Statutory Office, indicating when each met their legislated timelines.

Table 5 – Response timelines for requests by House of Assembly or statutory offices (April 1, 2023 to March 31, 2024)

OFFICE	Met timeline	Not met	Total
Commissioner of Legislative Standards	5	0	5
House of Assembly	9	0	9
Office of the Chief Electoral Officer	1	0	1
Office of the Citizens' Representative	3	0	3
Office of the Information and Privacy Commissioner	12	0	12
Office of the Seniors' Advocate	1	0	1
Total	31	0	31
Percentage %	100%	0%	100%

Request for Correction of Personal Information

No requests for correction of personal information were reported by the House of Assembly or Statutory Offices for the period of April 1, 2023 - March 31, 2024.

Annex C – Systemic Issues Identified by OIPC

For their 2022-23 Annual report, the Office of the Information and Privacy Commissioner (OIPC) identified one systemic issue relating to the Act.

The identified issue centered on complaints against municipalities. Over the past year, there were 77 complaints made about 21 municipalities in Newfoundland and Labrador. A small number of municipalities were the focus of the majority of complaints, with one receiving 24.

The problems identified by the OIPC also included how some towns did not comply with the requirements outlined in the Act (e.g. responding to emails, etc. during investigations). Many small towns only have one person doing many jobs, meaning some simply do not have time or capacity to handle information requests as legislatively required.

Even though training is offered, it may be difficult for municipal staff to attend given competing priorities of importance to the community and residents. For other towns, the number of requests received are limited, meaning that they may not have the experience required to process a request when it is received.

Privacy complaints identified by the OIPC included town councils sharing personal information in public meetings or documents. Many access complaints related to legislative timelines being missed. The OIPC indicated that this often meant they had to step in to get a response.

The ATIPP Office provides support to municipalities, including providing 50 training sessions over the course of the year; however, it is acknowledged that more support tailored to the needs of towns is required. In most instances non-compliance with the Act was the result of limited resources which can contribute to an inability to keep up to date on legislative requirements. The Office is committed to working with towns to identify ways to better support them, including increasing resources within the Office.

ATIPP Office Contact Information

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³ As of April 1, 2023

