



Investigation Report 26-04

Collecting & reporting public body FOI metrics

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OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA

WHO WE ARE

Established in 1993, the Office of the Information and Privacy Commissioner provides independent oversight and enforcement of BC's access and privacy laws, including:

- The *Freedom of Information and Protection of Privacy Act* (FIPPA), which applies to over 2,900 public bodies, including ministries, local governments, schools, crown corporations, hospitals, municipal police forces, and more; and
- The *Personal Information Protection Act* (PIPA), which applies to any private sector organization (including businesses, charities, non-profits, and political parties) that collects, uses, and discloses the personal information of individuals in BC. PIPA also applies to any organization operating in BC that collects, uses, or discloses personal information of any individual inside or outside of BC.

Michael Harvey is BC's Information and Privacy Commissioner.

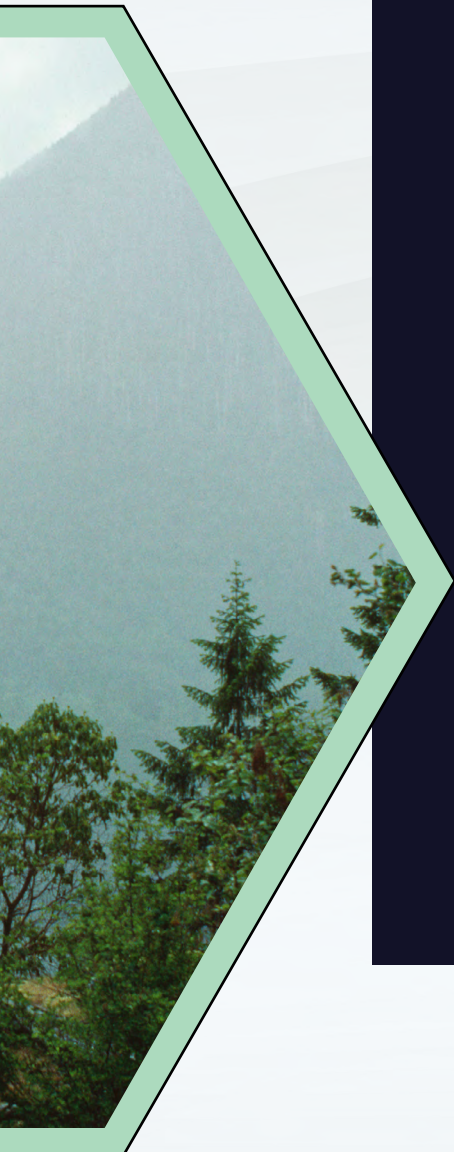
The Office of the Information and Privacy Commissioner for BC respectfully acknowledges that its offices are located on the traditional territory of the lək'wəḡən People, the Songhees and x'wsepəm (Esquimalt) First Nations.

As an Officer of the Legislature, the work of the Commissioner spans across British Columbia, and the OIPC acknowledges the territories of First Nations around BC and is grateful to carry out our work on these lands.



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COMMISSIONER'S MESSAGE

Transparency and accountability go hand-in-hand and are cornerstones to a strong democratic society. One of the key purposes of the *Freedom of Information and Protection of Privacy Act* (FIPPA) is to make public bodies more accountable to the public. This is achieved, in part, by the public's right of access to records held by public bodies.

Through provision of those records, the public has a better understanding of, for example, how public bodies operate, what information they possess, and the decisions they make.

FIPPA exists to uphold this right and when public bodies comply with their FOI obligations, it demonstrates a commitment to access and transparency. FIPPA not only upholds the right to access, but also works to ensure access is fair, meaningful, complete (with only limited exceptions to disclosure), and done so in a timely way.

Public bodies also reinforce the principles of access and transparency when they are open about how well their FOI systems perform. This allows the public to observe how effectively each fulfill their responsibilities under FIPPA. As such, public reporting of FOI metrics demonstrates openness and fosters trust.

In British Columbia, public bodies are not required by FIPPA to routinely track or provide FOI metrics or other information to the public. This leaves a gap in understanding how well public bodies' FOI systems are performing and about the overall health of FOI in BC.

The OIPC's routine review of the provincial government's FOI performance (in the form of timeliness reviews) and public body FOI audits are just two examples of the way my office has helped to address this gap. This work has proven vital to shedding light on how well public bodies'

FOI systems are performing, and recent examples of what we found were concerning. Some of these concerns included public bodies rarely meeting FIPPA's benchmark to respond to FOI requests within 30 days, and intolerable levels of noncompliance with legislated time limits.

On the plus side, once we started to shine a light on these public bodies, their FOI performance improved. This is no surprise – it is the core premise of freedom of information legislation that more knowledge about the operations of a public body translates to greater accountability, and with that, improved performance.

If we shine more light on public bodies' FOI systems then, through greater transparency and accountability, we will see better FOI performance across the public sector – which is something BC needs to strengthen trust in our public sector.

Knowing this, I directed my staff to conduct research into how other jurisdictions may track and report FOI metrics, and what lessons and practices could be applied to FOI metrics reporting in BC.

What we learned is that there are many jurisdictions across the globe that require public bodies to track and report FOI statistics. In fact, most of those have specific requirements in their FOI laws or accompanying regulatory instruments (e.g. codes of practice), requiring public bodies to track FOI metrics. We also found that two-thirds of the jurisdictions examined do not limit FOI reporting to core government, and instead, require a broad range of public organizations and institutions, regardless of their size, to collect and report FOI metrics.

We also took the opportunity to have in-depth conversations with the Scottish Information

Commissioner, the Office of the Australian Information Commissioner, and the Office of Ontario's Information and Privacy Commissioner – each with their own robust and long-standing FOI metric collection and reporting programs.

My office was impressed with each offices' methods and tools to track, compile, and convey FOI metrics, and we learned valuable lessons on how each implemented and operate their programs.

Additionally, we pilot-tested our own FOI data collection with a small number of public bodies in BC, which confirmed that there are significant gaps in FOI data collection across BC's public bodies. Most importantly, our pilot test identified that, in the absence of regulatory requirements and standardized tracking practices, BC public bodies are not consistently recording or tracking their own FOI metrics and many public bodies are currently ill-equipped to do so.

To address these concerns, I have recommended:

- BC Government amend FIPPA to require public bodies to consistently track and report key FOI metrics to the OIPC. I have recently communicated with the Minister of Citizens' Services to have this included as a requirement in FIPPA.
- Public bodies establish the means to adequately track, monitor, and provide key FOI metrics, and begin tracking and monitoring metrics.

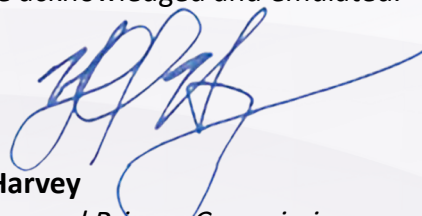
To shine greater light on the health of FOI systems in BC, the OIPC is moving towards regular public body FOI metric collection and reporting, and we are preparing for future collection of FOI metrics across specific public sectors – starting with BC's

health authorities.

In addition to making the FOI statistics publicly available, we intend to use this data to begin monitoring FOI performance and compliance.

Over time, the gradual expansion of the FOI metrics program will enable regular FOI metrics system monitoring, collection, and reporting to become a routine part of FOI practice in BC.

My intention is that the overall health of BC's FOI system not only becomes stronger, but that public bodies and sectors who are exemplary champions for FOI are acknowledged and emulated.



Michael Harvey
*Information and Privacy Commissioner
for British Columbia*



EXECUTIVE SUMMARY

FOI metrics are quantitative measures and indicators used by public bodies to track and evaluate their performance when handling FOI requests. Reporting FOI metrics involves public bodies openly sharing the measures that detail the performance of their FOI systems.

In BC, public bodies are not required by law to track or provide FOI metrics or other information to the public pertaining to their management of FOI requests. This leaves a gap in understanding how well public bodies' FOI systems are performing and about the overall health of FOI in BC.

The OIPC conducted research into the collection and reporting of public body FOI metrics. This included a jurisdictional scan and informational interviews with regulators from three jurisdictions with robust and mature FOI metrics systems, to formulate FOI survey questions, which were then pilot tested with a small number of public bodies.

The OIPC identified 32 jurisdictions, both within and outside of Canada, that require public bodies to track and report FOI statistics.

Most of the jurisdictions (30) have specific requirements in their FOI legislation or accompanying regulatory instruments (e.g. codes of practice), requiring public bodies to track FOI metrics. Additionally, two-thirds of the jurisdictions require a broad range of public organizations and institutions, regardless of their size, to collect and report FOI metrics, while roughly one-third limit metrics reporting to only core government.

During interviews with Scotland, Australia, and Ontario's FOI regulators, the OIPC learned that metrics collection practices are largely guided by the requirements set out in legislation and guidance documents. FOI metrics allow for broad and long-term trend and performance analysis of FOI systems. However, without a legislative foundation, public bodies are unlikely to consistently record or report metrics.

The OIPC's pilot test further confirmed this, revealing significant gaps in FOI data collection across BC's public bodies. The pilot test identified that, in the absence of regulatory requirements and standardized tracking practices, BC public bodies are not consistently recording or tracking their own FOI metrics.

Together, these findings show that clearly defined regulatory requirements for public bodies to track and report FOI metrics are necessary in BC. Additionally, it is evident that public bodies' existing file management systems and processes are currently ill-equipped for efficiently tracking, filtering, or retrieving FOI data, as requested during the pilot test.

To address these concerns, the OIPC made two recommendations:

1. BC Government amend FIPPA to require public bodies to consistently track and report key FOI metrics to the OIPC.
2. Public bodies establish the means to adequately track, monitor, and provide key FOI metrics, and begin tracking and monitoring metrics.

In turn, the OIPC will refine its FOI metrics collection tool and establish data collection processes for future collection by OIPC across specific public sectors. In addition to making the FOI statistics publicly available, the OIPC intends to use this data to begin monitoring FOI performance and compliance.

The OIPC will conduct formal outreach to public bodies, to collect key statistics on a sector-basis, with initial outreach based on the number of public bodies in each sector, starting with health authorities.

As the capability to collect and analyze higher volumes of data increases, the OIPC intends to continue with formal outreach on a sector-basis and will continuously monitor and assess which larger public sectors to include. Over time, expansion of the FOI metrics program will enable regular FOI metrics system monitoring, collection, and reporting to become a routine part of FOI practice in BC.

FOI metrics checklist for public bodies

New resource for public bodies on annual metrics tracking for personal and general requests:
<https://www.oipc.bc.ca/resources/guidance-documents/>

BACKGROUND

One purpose of FIPPA is to make public bodies more accountable to the public and this is achieved, in part, by the public's right of access to records. FIPPA exists to uphold this right and when public bodies comply with their FOI obligations, it demonstrates a commitment to access and transparency. Public bodies also reinforce these principles when they are open about how well their FOI systems perform. This allows the public to assess and scrutinize how effectively each fulfill their responsibilities under FIPPA. As such, FOI metrics reporting demonstrates openness and fosters public trust in government institutions – a key component in a strong democratic system.

FOI metrics are quantitative measures and indicators (such as the number of days to respond to a request) used by public bodies to track and evaluate their performance when handling FOI requests. Reporting FOI metrics involves public bodies openly sharing the measures that detail the performance of their FOI systems.

Beyond serving the public interest, FOI metrics reporting makes public bodies more accountable for the health of their FOI systems, which leads to greater compliance with FIPPA, and strengthens a culture of transparency. Knowing that their FOI performance is available to all creates additional incentive for public bodies to meet their FOI obligations by establishing sector benchmarks and showcasing performance. As such, public bodies are motivated to be exemplary champions for FOI – leading by example to improve the culture of access to information.

FOI metrics reporting also has a secondary benefit, in terms of oversight. Oversight exists to ensure that public bodies follow the spirit and letter of FIPPA, when responding to FOI requests. Effective oversight requires awareness of performance and compliance. Beyond clear and direct reporting to the public, FOI metrics provide regulators with a better understanding and insight into public body FOI performance.

In BC, FIPPA does not require public bodies to collect or report out on FOI performance and related metrics, though does require that the minister responsible for the Act prepare an annual report on its administration and lay the report before the Legislative Assembly.¹

Government publishes these reports², although it does not always do so annually.³ While the reports contain FOI metrics, the metrics provided often vary each year on the types and level of detail included and are limited to reporting metrics relating only to government ministries.⁴

1 FIPPA, s. 68.

2 For example, [Report on the Administration of the Freedom of Information and Protection of Privacy Act, 2024/25](#).

3 For example, Government's [2019 report](#) and [2022 report](#) each covered two fiscal years.

4 <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries>

Government also publishes limited raw data on FOI requests closed from April 2010 onwards, via its data catalogue. This raw data includes various metrics or data fields for each request, including applicant type, start date, number of days to process, time extensions taken, and disposition.⁵ While this helps to promote transparency and accountability in Government's FOI system, raw data must be sorted and tabulated in order to be analyzed and convey meaning. FOI metrics (as aggregated and quantitative measures), in contrast, provide greater utility and insight to the public when they are clearly communicated and their meaning is apparent.

In BC, there are over 2,900 public bodies⁶ across multiple sectors with no requirement to track or provide FOI metrics or other information to the public pertaining to their receipt or management of FOI requests. This leaves a gap across the broader public sector in understanding how well public bodies' FOI systems are performing, resulting in a lack of openness, transparency, and accountability concerning the health of FOI in BC.

In the fall of 2025, the OIPC published its 2025/26 - 2027/28 Strategic Plan, and established strategic priorities and goals for the Office, which included:

- Promoting transparency through timely FOI management by public bodies, in part by supporting the FOI approaches of small municipalities, post-secondary education institutions, health authorities, and other small public bodies to improve legislative compliance; and
- Exploring opportunities to use technology to enhance OIPC efficiency and effectiveness.

With these strategic priorities and goals in mind, the OIPC conducted research under s. 42(1) (e) of FIPPA into the collection and reporting of public body FOI metrics. This research identified other jurisdictions that have established public body FOI metric reporting, and examined the components of their reporting programs, including specific metrics collected, types of public bodies or sectors included, means and authority to collect metrics, frequency of collection and reporting, and methods for public facing reporting.

In certain jurisdictions, OIPC counterparts such as the Scottish Information Commissioner (SIC), the Office of the Australian Information Commissioner (OAIC), and Ontario's Information and Privacy Commissioner (IPC), are responsible for and have established programs to collect and report or otherwise convey public body FOI metrics. For example, every three months approximately 450 Scottish Public Authorities provide the SIC with data about FOI requests received, and how they have responded. The SIC compiles this data and presents it to the public using an interactive dashboard that contains summaries, charts, guidance, and other information about FOI requests received and processed by the public authorities.

⁵ <https://catalogue.data.gov.bc.ca/dataset/freedom-of-information-foi-statistics>

⁶ <https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/11953>

METHODOLOGY

The OIPC's research summarized in this report examines key FOI metrics, methods for sharing such information with the public, our own pilot test of a data collection tool, and next steps to undertake collection and reporting of FOI metrics for public bodies in BC.

In the winter of 2025/26, the OIPC conducted a scan to identify jurisdictions within Canada and elsewhere that report out public body FOI metrics. This scan primarily focused on jurisdictions that require the collection and reporting of public body FOI metrics.

For each jurisdiction, the OIPC examined:

- the metrics collected and reported;
- the types of public bodies / sectors reported on;
- the means and authority to collect and report performance metrics;
- the frequency of collection and reporting; and
- the methods for public-facing reporting.

The OIPC also conducted informational interviews with the regulators from three jurisdictions with robust and mature FOI metrics systems to better understand their offices' FOI statistics collection and reporting processes, including any challenges or lessons learned along the way. Using the information obtained during the jurisdictional scan and informational interviews, the OIPC identified specific FOI metrics and formulated survey questions to collect FOI data from public bodies.

The OIPC pilot-tested these survey questions with a small number of public bodies and solicited feedback from the respondents. Taking this feedback into consideration, alongside the lessons learned from the other regulators who collect FOI metrics, the OIPC improved its FOI metric data collection tool, and identified collection and reporting processes for use in future FOI metrics projects.



FINDINGS

JURISDICTIONS REPORTING FOI METRICS

Jurisdictional scan

The OIPC conducted a scan to identify jurisdictions, both within and outside of Canada, that require public bodies⁷ to track and report FOI statistics. With the assistance of the Legislative Library of BC, the OIPC identified 32 national and subnational jurisdictions outside of BC.⁸ The OIPC then examined publicly available legislation, guidance material, reports, and publications from each jurisdiction to determine:

- the metrics collected and reported;
- the types of public bodies or sectors reported on;
- the means and authority to collect and report performance metrics;
- the frequency of collection and reporting; and
- the methods for public-facing reporting.

Many of the jurisdictions examined require public bodies to track similar metrics and have common FOI reporting and collection practices. Likewise, most have a regulatory basis for collection and reporting. For example, 30 jurisdictions that report FOI metrics have a legislative or regulatory framework for collection and reporting, which:

1. outline the authority of an oversight body to request and collect FOI data and establish relevant requirements for public bodies; and/or
2. detail the obligations of public bodies respecting FOI data collection and reporting (e.g. metrics, frequency, and reporting requirements).

One key difference across jurisdictions is the types of public bodies and sectors subject to FOI metrics reporting requirements. For example, two-thirds of the jurisdictions examined require a broader range of public organizations and institutions, such as municipalities, health authorities, police organizations, publicly funded entities, etc., regardless of their size, to collect and report FOI metrics, whereas other jurisdictions limit metrics reporting to core government.

The United Kingdom, however, is unique, because the requirement to collect and report on FOI statistics is based on the size of the public body – only public authorities with over 100 full-time equivalent (FTEs) employees are required to collect and report.

Across the jurisdictions, there are differing approaches in terms of who public bodies provide their FOI metrics data to, who prepares and reports out on the metrics data, and those to whom reports are presented.

⁷ Each jurisdiction defines the entities subject to FOI requirements differently. In alignment with BC, “public bodies”, which is defined under Schedule 1 of FIPPA, is used in this report to refer simply and broadly to the entities in jurisdictions subject to FOI requirements.

⁸ While the OIPC identified 32 jurisdictions, due to the countless number of jurisdictions throughout the world, this may not be an exhaustive list of all jurisdictions that require public bodies to track and report FOI metrics.

For example, all 30 jurisdictions with legislative or regulatory frameworks require public bodies to provide FOI metrics to a specific entity, such as a commissioner, a government office or department, or a minister. The frequency of how often these public bodies must provide their FOI metrics data to a specific entity varies from ongoing to monthly, quarterly, or annually.

In over half of the jurisdictions with legislative or regulatory frameworks (17/30), public bodies provide their FOI metrics data directly to a commissioner, who further compiles, analyzes, and reports out on FOI statistics. Less commonly, another specific entity, such as a minister or a government office or department, is responsible for compiling and publishing statistics. Again, one exception is the United Kingdom, where public bodies themselves report FOI statistics directly to the public.

Annual or quarterly public reporting of FOI statistics is commonplace amongst the jurisdictions, whether through standalone or annual reports, online dashboards, data publications, or a combination of publication methods. Public reporting occurs through direct reporting to citizens, or via legislative assemblies, elected or other officials, or commissioners. The OIPC also found commonalities in the types of FOI metrics jurisdictions collect and publicly report, which are discussed in detail below.

Ultimately, public reporting of FOI metrics (regardless of each jurisdiction's legislated method and process) serves the purposes of

transparency and accountability concerning the health of each jurisdictions' FOI system. Interviews

After the jurisdictional scan, the OIPC contacted three regulators with robust and long-standing FOI metric programs to better understand their statistics collection and reporting practices, and to identify best practices and challenges. The OIPC conducted interviews over January and February 2026 with the SIC, OAIC, and IPC. Table 1 provides an overview of each regulator's reporting programs and processes.

Scottish Information Commissioner

The SIC is responsible for promoting and enforcing access to information in Scotland, which includes the *Freedom of Information (Scotland) Act 2002* (FOISA), the *Environmental Information (Scotland) Regulations 2004* (EIRs), and *INSPIRE (Scotland) Regulations 2009* (INSPIRE).^{9 10}

Under s. 60 of FOISA, Scottish ministers, in consultation with the SIC, have established a [Code of Practice](#) outlining FOI responsibilities and best practice guidelines for Scottish public authorities¹¹ to follow in complying with FOISA and EIRS. Under this Code of Practice, approximately 450 public authorities are required to record and submit key FOI statistics to the SIC.¹² The SIC details the statistics it collects from public authorities and provides the authorities with guidance on what data is required.¹³

9 <https://www.foi.scot/foi-law>

10 The INSPIRE (*I*nfrastructure for *S*patial *I*nformation in *E*urope) regulations come from a European Directive, and require Scottish public authorities to make spatial datasets (e.g. map data) available. <https://www.foi.scot/foi-law>

11 Public Authorities include those listed in Schedule 1 of FOISA, publicly owned companies (FOISA, s. 6), and organizations designated by the Scottish Government (FOISA, s. 5).

12 Provided during interview with the SIC.

13 <https://www.foi.scot/statistics>

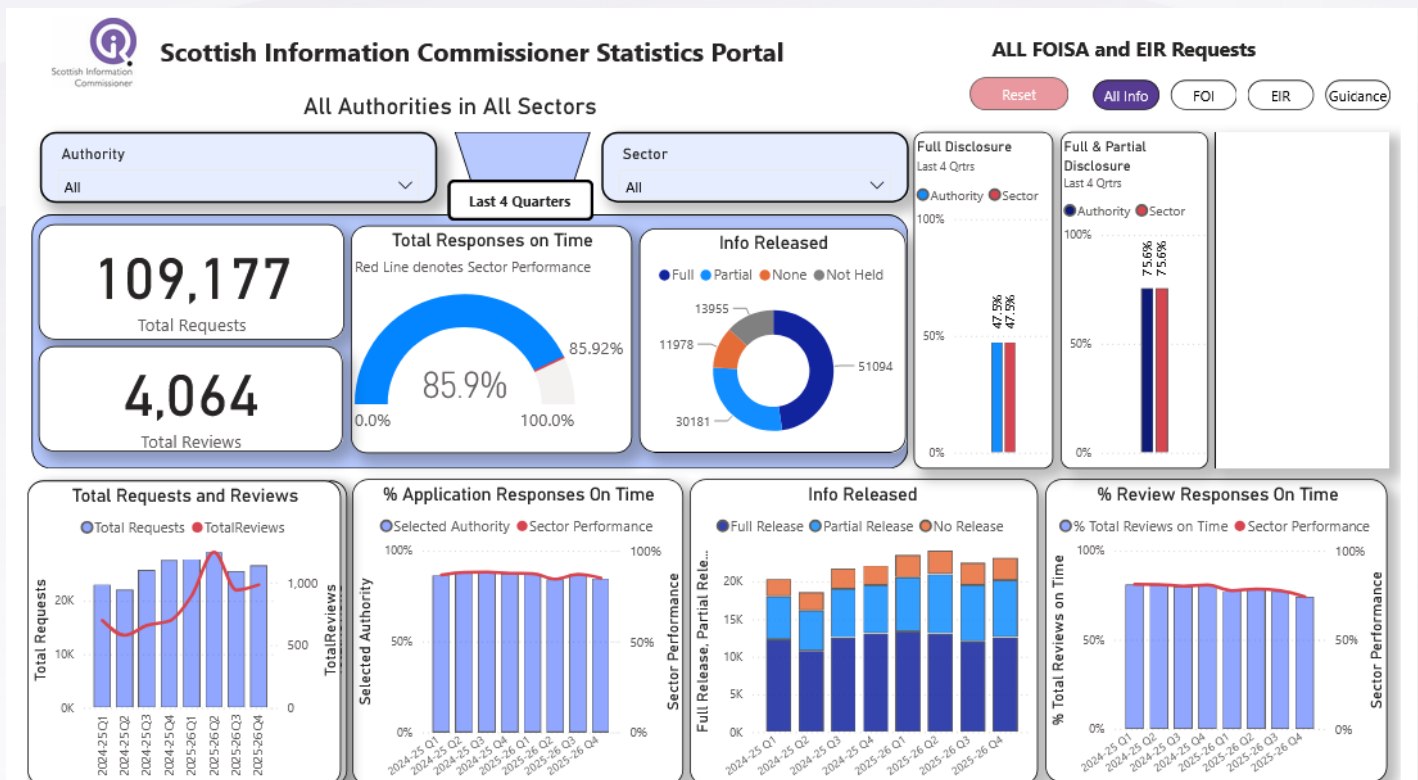
Since 2013, the SIC has published FOI statistics collected from public authorities on a quarterly basis in an online [statistics portal](#). The statistics portal displays FOI and environmental information request data, submitted by public authorities to the SIC, in an interactive dashboard.

This data can be filtered by public authority or by sector and displays various FOI statistics from the past four quarters, including volume of requests received, compliance rates with time limits, and the percent of requests where records were fully, partially, or not released.

Additionally, the SIC makes all collected statistics available to the public in a spreadsheet.¹⁴

The statistics portal supports openness and accountability as the data is available for public access and use. The portal also serves as a benchmarking tool for public authorities, allowing them to assess and compare their own FOI performance to others in their sector or more broadly. The SIC also uses the FOI statistics for compliance monitoring and trend analysis, allowing for enhanced oversight, awareness, and proactive intervention when necessary.

The statistics portal and the required quarterly reporting have become standard practice in Scotland. The SIC confirms that this requirement for public reporting has contributed to higher rates of FOI compliance amongst public authorities.



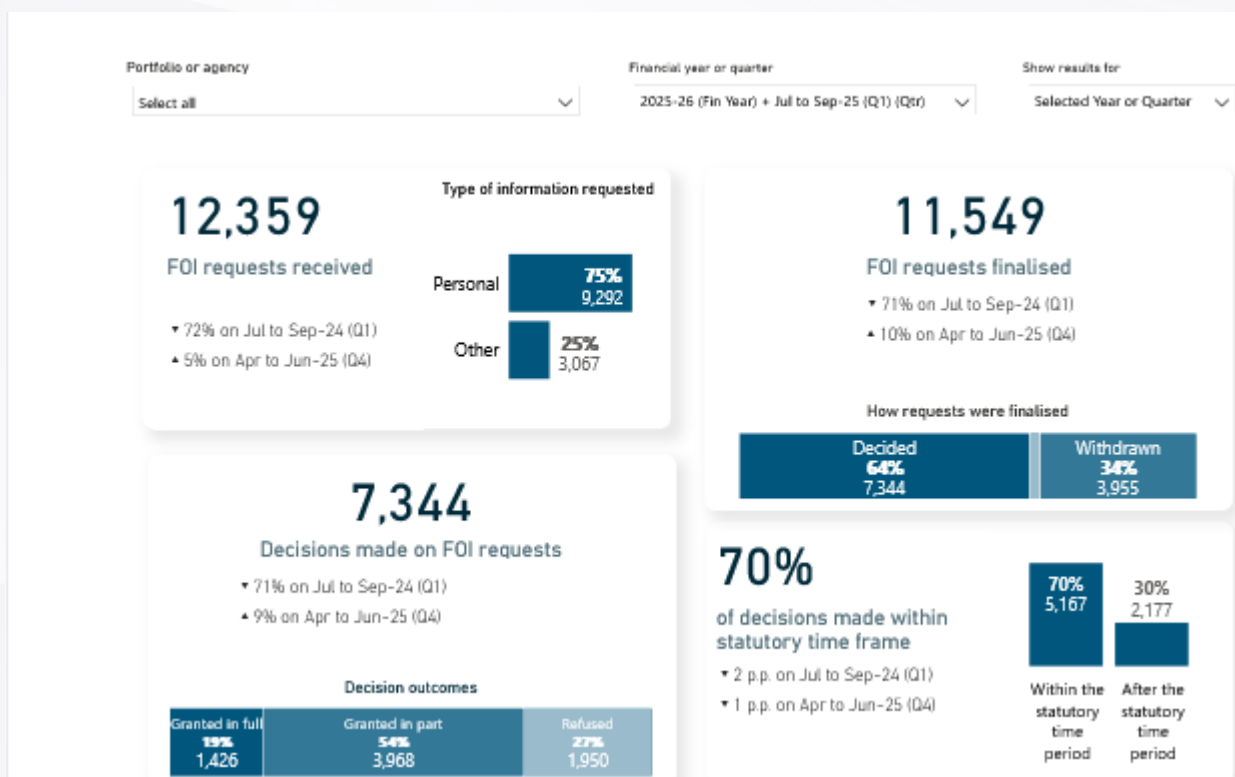
Office of the Australian Information Commissioner

The OAIC is the national regulator for privacy and FOI in Australia. As part of their mandate, the OAIC is responsible for overseeing the *Freedom of Information Act 1982* (FOI Act), which includes monitoring FOI compliance, compiling data, and assessing trends across approximately 300 government agencies¹⁵ and ministers.¹⁶

Section 93 of the FOI Act requires Australian government agencies and ministers to submit FOI data both quarterly and annually for inclusion in the OAIC’s annual report. Further, the OAIC has the authority to issue additional guidance regarding the operation of the FOI Act.¹⁷

Historically, agency or minister FOI statistics were published in the OAIC’s annual report and made publicly available online, however, in 2025, the OAIC launched a new interactive [statistics dashboard](#) to strengthen public access to FOI data.

The dashboard is updated quarterly and displays statistics from the previous five years. Similar to the SIC’s practice, historical raw FOI data is also made publicly available.¹⁸ The dashboard supports the OAIC’s mandate of promoting open government, transparency, and accountability, while showcasing the health and performance of the FOI system.



15 As defined under s. 4(1) of the FOI Act.

16 FOI legislation extends to official documents held by Australian ministers and assistant ministers under FOI Act ss 11(1)(b) and 11A).

17 Under s. 93A of the FOI Act.

18 <https://data.gov.au/data/dataset/freedom-of-information-statistics>

Information and Privacy Commissioner of Ontario

Since the 1990s, the IPC has managed a statistical reporting program to encourage accountability, responsiveness, transparency, and public service amongst Ontario public institutions.

Approximately 1,500 institutions are required to collect and report annual FOI statistics to the IPC under the *Freedom of Information and Protection of Privacy Act*¹⁹, the *Municipal Freedom of Information and Protection of Privacy Act*²⁰, and Part X of the *Child, Youth and Family Services Act*²¹.

FOI statistics are submitted by institutions annually in March and published in the IPC's statistical report, accompanying the annual report. The statistical report, along with all data is publicly available online, supporting public access to information and providing insight into FOI trends and practices across Ontario's public sector.²²

Much like the SIC and the OAIC, IPC has created and maintains resources and guidance to assist public bodies to track FOI metrics and provide the required data on a routine basis.²³

PROVINCIAL INSTITUTIONS THAT RECEIVED THE MOST REQUESTS IN 2024

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,333	9,093	6,955	76.5	84.5	1,013	11.1
Ministry of the Solicitor General	8,489	7,384	5,625	76.2	85	445	6
Ministry of Children, Community and Social Services	4,333	4,303	3,753	87.2	89.6	67	1.6
Ministry of Transportation	1,060	873	778	89.1	95.6	22	2.5
Ministry of Labour, Immigration, Training and Skills Development	846	808	605	74.9	79.6	56	6.9
Ministry of Public and Business Service Delivery and Procurement	596	568	499	87.9	96.7	20	3.5
Workplace Safety and Insurance Board	459	455	422	92.7	100	7	1.5
Ministry of the Attorney General	416	323	287	88.9	97.8	14	4.3
Ministry of Municipal Affairs and Housing	230	266	106	39.8	78.6	120	45.1
The Cabinet Office	170	159	93	58.5	93.7	19	11.9

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

19 FIPPA institutions include provincial ministries, most provincial agencies, boards, and commissions, colleges and universities, and hospitals. <https://www.ipc.on.ca/en/privacy-organizations/protecting-personal-information>

20 MFIPPA institutions include municipalities, school boards, police services, and public library boards. <https://www.ipc.on.ca/en/privacy-organizations/protecting-personal-information>

21 CYFSA service providers subject to FOI requirements include persons or entities that provide services funded under the CYFSA, or under the authority of a licence under the CYFSA. <https://www.ipc.on.ca/en/part-x-cyfsa/terms-used-in-this-guide>

22 <https://www.ipc.on.ca/en/annual-reports>

23 <https://www.ipc.on.ca/en/resources/guidance-organizations/annual-statistical-reporting-all-sectors>

Table 1 - Summary of FOI metrics reporting programs across the three interviewed jurisdictions

	Scotland	Australia	Ontario
Reporting required by legislation?	Yes	Yes	Yes
Public bodies and sectors covered by legislation	Public authorities	Government agencies and ministers	Municipal and provincial institutions and CYFSA service providers
Approx. number of public bodies and sectors	450	300	1,500
Office responsible for collection and publication of FOI metrics	Information Commissioner	Information Commissioner	Information and Privacy Commissioner
FOI metrics collection and reporting frequency	Quarterly	Quarterly and annually	Annually
Public reporting method	Dashboard, raw data	Dashboard, annual report, raw data	Statistical report, raw data

Common themes from jurisdictional scan and interviews

Of the 32 jurisdictions examined, having a legislative requirement for public bodies to track and report FOI metrics is a standard and foundational component.²⁴ Additionally, the OIPC identified common themes within the FOI metrics collected or reported, and the steps or considerations needed when operating an FOI metrics program.

FOI metrics

As part of the jurisdictional scan, the OIPC compiled a list of common FOI metrics collected across jurisdictions, including metrics required by legislation, requested but not required by law, and that public bodies optionally report. Across the 32 jurisdictions, essential FOI metrics collected and reported for a given period include:

- Requests received (32 jurisdictions) and closed (17 jurisdictions)
- Disposition of closed requests (e.g., access granted in full, in part, refused, etc.) (29 jurisdictions)
- Exceptions to disclosure (27 jurisdictions)
- Processing fees (18 jurisdictions)
- Requests completed within the legislated time limit (10 jurisdictions)
- Time extensions taken (9 jurisdictions)
- Average number of days to respond to a request (9 jurisdictions)
- FOI staffing (4 jurisdictions)

All three regulators interviewed (SIC, OAIC, and IPC) indicated that their FOI metrics collection practices are largely guided by the requirements set out in the legislation and associated guidance documents. All three agreed that the FOI metrics collected reflect public bodies' compliance with regulatory requirements and allow for broad and long-term trend and performance analysis of public body FOI systems.

The findings from the jurisdictional scan and informational interviews helped the OIPC to identify and narrow down a list of FOI metrics to formulate as questions and test in a pilot survey with public bodies in British Columbia.

²⁴ Of the 32 jurisdictions examined, there were two (Alberta and Prince Edward Island) that reported FOI statistics but were not explicitly required in law to do so.

Considerations when implementing an FOI metrics program

All three regulators identified common hurdles and considerations to address when embarking on a public body FOI metrics program.

Firstly, the regulator must have an adequate system in place that allows public bodies to accurately and efficiently input their FOI data. For instance, all three regulators use some form of secure portal for public bodies to log into their own account and enter the required data.

Secondly, both the SIC and OAIC use a dashboard system (powered by Microsoft Power BI) to visualize and publicly display FOI statistics. Additionally, all three regulators indicated that there is necessary internal work after collection to review, organize, and prepare collected FOI data for publication (whether through a dashboard, written report, or other means).

Such a system to collect, process, and analyze the data, as well as the data flows to report out and display FOI metrics, can be complex. As such, this type of program requires sufficient technological resources and staffing to build, implement, operate, and maintain. This comes with internal actions to acquire and build the system and to hire or train staff working within the system. All three regulators stated that an FOI metrics program requires assigned resources and staffing to get off the ground and to effectively operate.

Additionally, public bodies require clear direction on their responsibilities to track and provide FOI metrics, guidance on what metrics to collect, and how to submit data. Each regulator emphasized that successful development of an FOI metrics tracking system requires guidance material and a robust communication campaign to inform and educate impacted public bodies.

All three regulators were clear that, despite the hurdles, each successfully implemented, continue to operate, and improve upon their FOI metric programs – and that the benefits of such a program outweigh the challenges of implementation and operation.

PUBLIC BODY FOI METRICS PILOT SURVEY

Methodology

After analyzing the various jurisdictions to identify essential FOI metrics, the OIPC developed a pilot survey to test with a small group of public bodies. The purpose of the pilot was to assess the clarity of the questions, evaluate the survey's functionality and ease of completion, determine the availability of data, and gather feedback from participating public bodies. The OIPC used the public body feedback and internal evaluation of the pilot to refine its FOI metrics collection tool for future use.

The pilot survey consisted of 40 questions that requested public bodies to:

- provide statistics for FOI requests received and closed during the 2024/25 fiscal year;
- identify various tools used when responding to FOI requests;
- detail challenges faced when responding to FOI requests; and
- provide feedback on the survey itself.

Recognizing that completion of the survey would require thorough data searching and compilation, the survey was designed using a fillable Microsoft Word form. This format allowed public bodies to save their progress, return to the document at their convenience, and share the form with colleagues as needed.

A request to participate in the pilot was emailed to contacts at 19 public bodies, representing a diverse cross-section of public organizations including:

- municipalities
- police departments
- health authorities
- school districts
- post-secondary institutions
- Independent Offices of the Legislative Assembly
- BC Government FOI Operations
- provincial agencies
- crown corporations

Public bodies were informed that participation in the pilot was voluntary and were given two weeks to complete the survey and provide their feedback.

Pilot findings

In total, 12 public bodies responded with full or partial survey completion, feedback, and/or suggestions for improvement. In designing the pilot, the OIPC anticipated that public bodies may encounter challenges with providing the requested stats, given the lack of formal reporting requirements and the varied approaches used by public bodies when tracking internal statistics. The OIPC informed the public bodies that the data provided would be solely used for testing the survey and assessing their ability to provide the requested metrics.

The OIPC reviewed survey responses, feedback, and any accompanying comments or emails to identify common themes amongst public bodies' responses. In reviewing responses, the key finding was that public bodies faced difficulty retrieving the requested FOI metrics, primarily due to:

- data availability;
- file management limitations; and
- the need for manual review.

Data availability

In their feedback, nine public bodies expressed challenges in providing a number of the requested metrics. Most commonly, when a metric could not be provided, public bodies indicated they did not currently track or record the data, either in its entirety or to the specific level requested in the survey.

In particular, the following metrics questions had the lowest rates of completion:

- volume of records retrieved and provided (11 were unable to fully answer);
- reasons for time extensions under s. 10(1) (8 were unable to fully answer); and
- exceptions to disclosure (7 were unable to fully answer).

As FIPPA does not require public bodies to track FOI metrics, public bodies do not consistently do so in a standardized or harmonized manner. As such, questions which required a breakdown of FOI statistics, such as requests by applicant type or file disposition, were particularly difficult for public bodies to complete. In total, nine public bodies reported that they did not track the data to that level for at least one of these questions, while four public bodies indicated that their internal systems used different or additional FOI categories than those listed in the survey.

Given these data availability challenges, two public bodies indicated that many of the statistics provided were only estimates and could not guarantee their accuracy.

File management and system limitations

In response to the question “please select the types of tools you use to track FOI requests”, public bodies selected that they use the following:

- electronic spreadsheets (6 responses);
- electronic file management and tracking systems (5 responses);
- other electronic platform (1 response); and
- paper records (1 response).²⁵

Respondents indicated limitations with their internal file management systems, which prevented them from locating and retrieving the FOI data as requested. Due to technical constraints, as well as the occasional use of non-electronic records, common issues included:

- filtering records, such as separating by category or type of request (5 responses);
- separating data between personal requests and general requests (2 responses); and
- isolating data specifically from the 2024/25 fiscal year data range (rather their systems could only provide a current snapshot of file information) (2 responses).

As a result of data availability challenges and system limitations, four public bodies reported that they would have to manually review each individual FOI request received in order to complete the survey accurately and in its entirety. For those public bodies that noted manual review as a barrier to completing the survey, this would have involved reviewing anywhere from 26 to 688 files over the requested date range. While two respondents willingly took the time to conduct a manual review of FOI files to retrieve the requested metrics, they noted that the manual process increased the likelihood of inaccuracies.

Challenges facing public bodies

In addition to collecting statistics, the survey offered public bodies an opportunity to share any challenges that they encounter when responding to FOI requests, as well as their experiences with AI-generated requests. Beyond providing context for potential gaps in data collection and performance, these open-ended questions offer insight into the challenges faced by public bodies that may not otherwise be apparent to the OIPC.

Feedback indicated that public bodies are facing growing administrative burden in responding to FOI requests. While public bodies did not report an increase in FOI requests received, three participants did report an increase in request volume, in particular, the number of pages and records to be processed. This is apparent for small public bodies with limited staff and

25 Some respondents reported using multiple tools to track FOI requests.

resources, as well as for larger organizations where responses require coordination across multiple departments or parties.

Seven public bodies also observed a recent increase in AI-generated FOI requests. These requests tend to be longer and broader, often containing multiple requests for records within a single submission. For example, one public body received a request over 40 pages long, while another has received requests containing up to 100 sub-requests. AI-generated requests may also contain requests for records that do not exist, or for information beyond the scope of FOI legislation. Public bodies noted that efforts to narrow requests are often met with AI responses, including repeated requests for the same information or combative language.

Together, five public bodies reported that modern FOI has become more complex and expansive. For one public body, this is making it increasingly difficult to meet the legislative requirements under FIPPA, while another suggested that the processes for time extension requests be revisited to meet the growing demands on public bodies in the evolving field of FOI.

Additional feedback

Overall, respondents shared similar experiences in completing the pilot survey, highlighting significant gaps in FOI metrics data collection practices across public bodies. As the metrics requested were not readily available and difficult to compile, the pilot survey appeared complex and challenging for many of the public bodies to complete. However, it is clear that public bodies are maintaining some form of internal tracking processes as most participants were still able to provide partial or fulsome statistics in their responses, though gaps and variations limit comparability across bodies.

Overall, participants appeared supportive for the pilot, recognizing the value of the metrics, and the importance of tracking and reporting metrics to the OIPC. Further, the inclusion of open-ended survey questions and opportunities for feedback were appreciated. Feedback indicated that moving forward with a large-scale FOI metrics program would require adequate time and guidance for public bodies, in addition to the significant revision of existing internal file management systems and practices.

FOI laws exist to uphold the public's right to access information held by public bodies, and compliance with FOI obligations demonstrates a commitment by public bodies to promoting access and transparency. Further, public bodies reporting their FOI performance metrics reinforces these principles by allowing the public to assess and scrutinize how effectively each fulfill their responsibilities under FOI legislation.

Simply put, public-facing FOI metrics reporting demonstrates openness and fosters public trust in government institutions.

Beyond serving the public interest, publicly displaying FOI metrics improves compliance and accountability. Reporting creates additional incentive for public bodies to meet their FOI obligations by establishing sector benchmarks and showcasing performance. In this way, reporting can be used to highlight public bodies that excel in responding to FOI requests and their commitment to open and timely access to information.

Statistics reporting also provides regulators with data to conduct longer-term and sector-wide trend analyses, offering insight into FOI performance and practices. Such a system for FOI metrics in BC's public sector would enable compliance monitoring by both the public bodies and the OIPC, reveal systemic challenges and issues, and allow for proactive intervention when necessary.

In BC, without a FIPPA requirement for public bodies to collect or report out on FOI performance-related metrics, tracking is left to the discretion of individual public bodies, where little to no information on the FOI performance of public institutions is being shared with the public. The findings in this report highlight the importance of regulating a baseline of statistics that public bodies must record and report.

The jurisdictional scan found that 30 of 32 jurisdictions have specific requirements in their FOI legislation or accompanying regulatory instruments (e.g. Codes of Practice), requiring public bodies to track FOI metrics.

Interviews with regulators further emphasized that, without a legislative foundation, public bodies are unlikely to consistently record or report metrics due to variations in internal systems, administrative limitations, and simply, a lack of incentive. The pilot survey conducted by the OIPC confirmed this, revealing significant gaps in FOI data collection across BC's public bodies. Many pilot respondents indicated that statistics are not recorded or tracked in the absence of regulatory requirements and standardized tracking practices.

Together, these findings indicate that clearly defined regulatory requirements for public bodies to track and report FOI metrics is needed in BC.

Recommendation 1

BC Government amend FIPPA to require public bodies to consistently track and report key FOI metrics to the OIPC.

Further, based on the feedback shared during the pilot, is it evident that public bodies' existing file management systems and processes are currently ill-equipped for efficiently tracking, filtering, or retrieving data as requested. Public bodies should begin aligning their file management systems to track and be able to annually report out on, at minimum, the following metrics for each personal and general requests:

- FOI requests received and closed (by applicant type)
- Disposition of FOI requests closed
- Volume of records for closed requests
 - o Total number of pages of records processed, and average pages per request
 - o Total number of pages of records provided to applicants, and average pages per request
- Timeliness of responses
 - o Average number of days to respond to a request
 - o Number of requests responded to by business days (<30, 31-60, 61-120, and 120+)
- Compliance with time limits
 - o Number of requests concluded within time limit and after time limit passed
 - o Average number of days after time limit passed to conclude requests
 - o Number of requests past time limit where public body has yet to respond
 - o Number and percentage of requests still open past time limit by business day (<30, 31-60, 61-120, and 120+)
- Time extensions
 - o Number of requests where a time extension was taken
 - o Reasons for requests and section of FIPPA (i.e., large number of records, consultation, or applicant has consented, or with Commissioner permission)
- Application and processing fees charged, collected, and waived
- FOI staffing
 - o Number of full-time staff whose primary role is responding to FOI requests
 - o Number of staff who spent some of their time (but not their primary role) responding to FOI requests
 - o Number of staff in full-time equivalents (FTEs) whose time is spent responding to FOI requests

Public bodies should be routinely monitoring and evaluating their FOI systems to ensure compliance with the spirit and letter of FIPPA.²⁶ As such, it is expected that public bodies already track FOI metrics for their own compliance monitoring and performance management. Public bodies that have yet to do so are expected to establish the means to ensure that FOI metrics are adequately tracked, monitored, and reported.

Recommendation 2

Public bodies establish the means to adequately track, monitor, and provide key FOI metrics, and begin tracking and monitoring metrics.

26 See recommendations in [OIPC's Audit Report 25-03: Audit of The University of British Columbia's duty to assist](#).

OIPC NEXT STEPS

Refine data collection

After analyzing response rates of each pilot survey question in tandem with public body feedback, the OIPC will refine its FOI metrics collection tool and establish data collection processes for future collection by OIPC across specific public sectors.

Tools to support public bodies

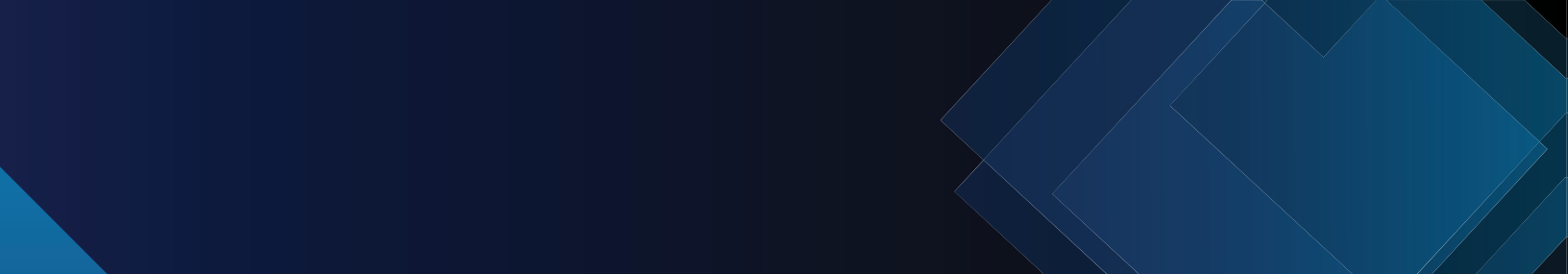
Taking into consideration the insights gained from the informational interviews, which suggest that public bodies rely heavily on guidance from the regulators for their FOI metrics collection and reporting, the OIPC will consider developing similar guidance and tools for public bodies in BC to track and monitor their own FOI metrics. Such tools may aid public bodies to adapt their internal tracking and monitoring practices and support consistent statistics collection that aligns with the key FOI metrics.

Future data collection

As FOI metrics tracking gradually becomes common practice, the OIPC intends to conduct formal outreach to public bodies, using the FOI metrics data collection tool, to collect key statistics on a sector-basis. In addition to making the statistics publicly available, the OIPC intends to use this data to begin monitoring FOI performance and compliance. The OIPC anticipates selecting sectors for initial outreach based on the number of public bodies in each sector, for example:

- health authorities (6);
- public post-secondary institutions (25);
- crown corporations (29); and
- police departments and boards (30).

This will allow the OIPC to evaluate the collection and reporting program, further refining data collection tools and guidance before expanding the program to include additional sectors with a larger number of public bodies into the routine collection.




Once tools can collect and analyze higher volumes of data, the OIPC intends to continue with formal outreach on a sector basis. To do so, the OIPC will continuously monitor and assess which larger public sectors to scale up to. This may include:

- governing bodies of professions or occupations (31);
- BC Government (ministries and central agencies) (37);
- public school districts (60); and
- municipalities (161) and regional districts (27).

Together, these next steps will help public bodies improve their internal file management and align tracking with key metrics, improving data availability and reporting capabilities. With public reporting, this will support the overall health of the FOI system, fostering greater transparency, accountability, and trust in public bodies. Over time, the gradual expansion of the FOI metrics program will enable regular FOI metrics system monitoring, collection, and reporting to become a routine part of FOI practice in BC.

Throughout, the OIPC will contemplate effective ways to convey public body FOI metrics, including the reporting tools used by other jurisdictions, such as dashboards.



ACKNOWLEDGMENTS

The OIPC thanks the Scottish Information Commissioner (SIC), the Office of the Australian Information Commissioner (OAIC), and the Information and Privacy Commissioner of Ontario (IPC) for the valuable information and insight they shared with our Office. Additionally, to those public bodies who participated in the pilot survey, for taking the time to complete the survey and providing valuable insight and information for inclusion in this project.

Additionally, to Sarah Korn, Student Research Analyst; Gary Freeburn, Compliance Auditor; and Tanya Allen, Director of Audit & Systemic Review, for conducting this research and drafting this report.

RESOURCES

Getting started

- [Access to data for health research](#)
- [BC physician privacy toolkit](#)
- [Developing a privacy policy under PIPA](#)
- [Early notice and PIA procedures for public bodies](#)
- [Guide to OIPC processes \(FIPPA and PIPA\)](#)
- [Guide to OIPC audits, systemic investigations, and compliance reviews](#)
- [Guide to PIPA for business and organizations](#)
- [Privacy impact assessments for the private sector](#)
- [Privacy management program self-assessment](#)

Access (General)

- [Common or integrated programs or activities](#)
- [Guidance for conducting adequate search investigations \(FIPPA\)](#)
- [Guidance on FIPPA's FOI process](#)
- [How do I request records?](#)
- [How do I request a review?](#)
- [Instructions for written inquiries](#)
- [PIPA and workplace drug and alcohol searches: a guide for organizations](#)
- [Proactive disclosure: guidance for public bodies](#)
- [Requesting records of a deceased individual](#)
- [Section 25: The duty to warn and disclose](#)
- [Time extension guidelines for public bodies](#)
- [Tip sheet: requesting records from a public body or private organization](#)

Privacy (General)

- [Direct-to-consumer genetic testing and privacy](#)
- [Disclosure of personal information of individuals in crisis](#)
- [Employee privacy rights](#)
- [Guide for organizations collecting personal information online](#)
- [Identity theft resources](#)
- [Information sharing agreements](#)
- [Instructions for written inquiries](#)
- [Obtaining meaningful consent](#)
- [Political campaign activity code of practice](#)
- [Political campaign activity guidance](#)
- [Privacy breach quick reference guide for small and medium-sized businesses](#)
- [Privacy guidelines for strata corporations and strata agents](#)
- [Privacy-proofing your retail business](#)
- [Privacy tips for seniors: protect your personal information](#)
- [Private sector landlord and tenants](#)
- [Protecting personal information away from the office](#)
- [Protecting personal information: cannabis transactions](#)
- [Public sector surveillance guidelines](#)
- [Reasonable security measures for personal information disclosures outside Canada](#)
- [Responding to PIPA privacy complaints](#)
- [Securing personal information: A self-assessment for public bodies and organizations](#)



Comprehensive privacy management

- [Accountable privacy management in BC's public sector](#)
- [Getting accountability right with a privacy management program](#)

Privacy breaches

- [Privacy breaches: tools and resources for public bodies](#)
- [Privacy breach checklist for private organizations](#)
- [Privacy breach checklist for public bodies](#)
- [Privacy breaches: tools and resources for the private sector](#)

Technology and social media

- [Guidance for the use of body-worn cameras by law enforcement authorities](#)
- [Guidelines for online consent](#)
- [Guidelines for conducting social media background checks](#)
- [Mobile devices: tips for security & privacy](#)
- [PIPA and AI scribes: best practices for healthcare organizations in BC](#)
- [Tips for public bodies and organizations setting up remote workspaces](#)
- [Use of personal email accounts and messaging apps for public body business](#)

Infographics

- [AI scribes and BC privacy law: obligations for organizations](#)
- [FIPPA and the application fee](#)
- [How to identify deceptive design patterns](#)
- [How to make a complaint](#)
- [How to make an access request](#)
- [How to request a review](#)
- [Identifying and mitigating harms from privacy-related deceptive design patterns](#)
- [Protect your privacy when using AI tools](#)
- [Responsible information sharing in situations involving intimate partner violence](#)
- [Requesting records of deceased individuals](#)
- [Talking to kids about online privacy](#)
- [Tips for requesting records](#)
- [Transparency by default: information regulators call for a new standard in government review](#)
- [Tip sheet: 10 tips for public bodies managing requests for records](#)

APPENDIX: SURVEY

OIPC Public Body FOI Metrics Pilot Survey

The Office of the Information and Privacy Commissioner (OIPC) is conducting a pilot survey under the *Freedom of Information and Protection of Privacy Act* (FIPPA) to test and evaluate the questions used to collect FOI metrics from public bodies. This information is collected under s. 42(1) of FIPPA.

The survey asks 40 questions about FOI requests received and closed between April 1, 2024 and March 31, 2025. It is recommended that you review the questions in advance and have the necessary data available to you when responding to each question.

We anticipate it will take you approximately 45 minutes to compile the information and complete the survey.

Public Body and Contact Information

1. Please provide the Public Body's full name.

Public Body:

Contact information

2. Please provide contact information for someone within the Public Body that the OIPC may reach out to for any follow-up questions or discussion.

Name:	Position / Title:
Phone:	Email:

FOI Requests Received

3. Please provide the number of FOI requests that were still open at the end of March 31, 2024.

Personal requests (Requests for records where the applicant is asking for information about themselves, or an authorized representative is asking for information about the applicant).	General requests (Requests for records where the applicant is asking for general information or information that includes personal information about someone else).

OIPC Public Body FOI Metrics Pilot Survey

4. Please provide the number of requests received from April 1, 2024 to March 31, 2025.

	Personal requests	General requests
Directly from an applicant		
Transferred from another Public Body		

5. Please provide the number of requests received from April 1, 2024 to March 31, 2025, by each applicant type listed.

	Personal requests	General requests
Business		
Indigenous Governing Entity		
Individual		
Interest Group		
Law Firm		
Media		
Other Public Body		
Political Party		
Researcher		
Other (please describe)		

6. Please provide any feedback you may have on this section of the survey (FOI Requests Received).

Feedback:

OIPC Public Body FOI Metrics Pilot Survey

FOI Requests Closed

7. Please provide the number of requests closed from April 1, 2024 to March 31, 2025.

Personal requests	General requests

8. Please provide the number of requests closed from April 1, 2024 to March 31, 2025 where:

	Personal requests	General requests
Access was granted in full		
Access was granted in part		
Access was denied		
No responsive records were located		
The request was transferred in whole to another Public Body		
The applicant withdrew their request		
The applicant abandoned their request		
Other (please describe)		

9. Please provide any feedback you may have on this section of the survey (FOI Requests Closed).

Feedback:

OIPC Public Body FOI Metrics Pilot Survey

Volume of Records

10. For requests closed from April 1, 2024 to March 31, 2025, please provide the number and average of pages retrieved through searches and provided to applicants.

	Total number across all FOI requests closed	Average number per FOI request
Pages retrieved through searches		
Pages provided to applicants		
Other notable records <i>(please describe details, type, volume):</i>		

11. Please provide any feedback you may have on this section of the survey (Volume of Records).

Feedback:

Exceptions to Disclosure

12. Please provide the number of requests closed from April 1, 2024 to March 31, 2025, where you applied the following exceptions to disclosure:

Exception to disclosure	Number of requests
s.12 Cabinet and local public body confidences	
s.13 Policy advice or recommendations	
s.14 Legal advice	
s.15 Disclosure harmful to law enforcement	
s.16 Disclosure harmful to intergovernmental relations or negotiations	
s.17 Disclosure harmful to the financial or economic interests of a public body	
s.18 Disclosure harmful to the conservation of heritage sites, etc.	

OIPC Public Body FOI Metrics Pilot Survey

s.18.1 Disclosure harmful to interests of an Indigenous people	
s.19 Disclosure harmful to individual or public safety	
s.20 Information that will be published or released within 60 days	
s.21 Disclosure harmful to business interests of a third party	
s.22 Disclosure harmful to personal privacy	
s.22.1 Information relating to abortion services	

13. Please provide any feedback you may have on this section of the survey (Exceptions to Disclosure).

Feedback:

Timeliness of Responses

14. Please provide the average number of business days to respond to a request closed from April 1, 2024 to March 31, 2025. (This means from receipt of a request to the response, excluding any lawful holds on processing the request – for example, hold while waiting for applicant to pay a processing fee).

	Personal requests	General requests
Average days to respond to requests		

15. Please provide the number of requests closed from April 1, 2024 to March 31, 2025:

	Personal requests	General requests
Within 30 business days		
Within 31-60 business days		
Within 61-120 business days		
After 120 business days		

OIPC Public Body FOI Metrics Pilot Survey

16. Please provide any feedback you may have on this section of the survey (Timeliness of Responses).

Feedback:

Compliance with Time Limits

17. For requests closed from April 1, 2024 to March 31, 2025, please provide the number of requests closed within and after the legislated time limit. (This includes all requests closed during this period, regardless of whether a time extension was taken).

	Personal requests	General requests
Closed within the legislated time limit		
Closed after the legislated time limit passed		

18. For requests closed from April 1, 2024 to March 31, 2025, after the legislated time limit passed, please provide the average number of business days it took to conclude a request *after* the legislated time limit to respond passed.

	Personal requests	General requests
Average days to conclude <i>after</i> time limit passed		

19. Please provide the number of requests currently open where the legislated time limit to respond has already passed. (This includes requests where no time extension was taken, or requests where a time extension was taken and the extended time limit has passed. Some public bodies may refer to this as “backlog”, “overdue”, “delayed” or “long-standing” requests).

	Personal requests	General requests
Number of requests still open <i>after</i> time limit passed		

OIPC Public Body FOI Metrics Pilot Survey

20. Please provide any feedback you may have on this section of the survey (Compliance with Time Limits).

Feedback:

Time Extensions

21. Please provide the total number of distinct FOI requests where a time extension was taken (time extensions under s.10(1) or s.10(2)).

	Number of distinct requests
Time extension taken under ss.10(1) or (2)	

22. Please provide the number of FOI requests where a time extension was taken by the public body under s.10(1) where:

	Number of requests
(a) Applicant did not give enough detail to enable the public body to identify a requested record	
(b) A large number of records requested or must be searched	
(c) Consult with a third party or other public body	
(d) Applicant has consented to the extension	

23. Please provide the number of FOI requests where a time extension was taken with the permission of the Commissioner (s.10(2)).

	Number of requests
Time extension taken under s.10(2)	

24. Please provide any feedback you may have on this section of the survey (Time Extensions).

Feedback:

OIPC Public Body FOI Metrics Pilot Survey

Fees

25. Please provide the number of FOI requests and the dollar amounts of application fees

	Number of requests with an application fee	Total dollar amount of application fees
Charged		\$
Collected/paid		\$
Not charged or refunded		\$

26. Please provide the number of FOI requests and the dollar amounts of processing fees

	Number of requests with processing fees	Total dollar amount of processing fees
Charged		\$
Collected/paid		\$
Waived		\$

27. Please provide the number of FOI requests where a processing fee waiver was:

Accepted	Denied

28. Please provide any feedback you may have on this section of the survey (Fees).

Feedback:

OIPC Public Body FOI Metrics Pilot Survey

FOI Staffing

29. Please provide the current number of staff whose time is spent responding to FOI requests.

	Current number
Full-time staff whose primary role is responding to FOI requests	
Staff who spent some of their time (but not their primary role) responding to FOI requests	
Staff in full-time equivalents (FTEs) whose time is spent responding to FOI requests	FTEs

30. Please provide any feedback you may have on this section of the survey (FOI Staffing).

Feedback:

FOI File Tracking and Records Processing Tools

31. Please select the types of tools you use to track FOI Requests (*select all that apply*).

- None
- Electronic spreadsheet
- Electronic file management / tracking system
- Other (*please describe*)

32. Please select the types of tools you use to process FOI records (*select all that apply*).

- None
- Email conversion tool
- Duplicate records identification / removal tools
- Records severing / redaction tools
- Other (*please describe*)

33. Are you using any Artificial Intelligence (AI) tools or software to track or process FOI requests?

- Yes
- No

34. If you are using AI, please describe the tool(s) or software and how it is being used to track or process FOI requests.

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OIPC Public Body FOI Metrics Pilot Survey

35. Please provide any feedback you may have on this section of the survey (FOI File Tracking and Records Processing Tools).

Feedback:

Challenges Responding to FOI Requests

36. Please list and describe any major challenges the Public Body has encountered when responding to FOI requests from April 1, 2024 to March 31, 2025.

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37. Please describe the Public Body's experience (if any) with AI-generated requests. For example, have you observed a change in the volume of AI-generated requests received from April 1, 2024 to March 31, 2025 compared to the previous year?

--

38. Please describe the Public Body's experience (if any) with disrespectful or unreasonable conduct by applicants. For example, have you observed a change in disrespectful or unreasonable conduct by applicants from April 1, 2024 to March 31, 2025 compared to the previous year?

--

39. Please provide any feedback you may have on this section of the survey (Challenges Responding to FOI Requests).

Feedback:

40. Please provide the number of minutes it took you to complete the survey.

Number of minutes to complete survey	
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