

Windsor-Detroit Bridge Authority

Access to Information Act Annual Report 2020-2021



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1. Access to Information Act - Annual Report 2020-2021

1.1 Introduction

The *Access to Information Act* (the ATI Act) gives Canadian citizens, permanent residents and all individuals and corporations present in Canada the right of access to records under the control of a government institution, subject to the payment of the applicable fees and the exemption and exclusion provisions contained in the Act. The ATI Act compliments, but does not replace, other means of obtaining government information.

Windsor-Detroit Bridge Authority (WDBA) is pleased to present Parliament with its Annual Report on the administration of the ATI Act in accordance with section 72 of the Act. This report summarizes WDBA activities for Fiscal Year April 1, 2020, to March 31, 2021.

1.2 Organizational Structure

WDBA is led by a Chief Executive Officer (CEO) and governed by a board of directors who are responsible for overseeing the business activities and other affairs of WDBA. All Directors are approved by the Government of Canada with the Chair and CEO holding office for five years and the directors holding office for up to four years. WDBA is located in Windsor, Ontario.

The powers, duties and functions of the administration of the *Access to Information Act* have been fully delegated by WDBA's CEO to WDBA's Vice President, Corporate Affairs and External Relations (formerly the Vice President, Communications and Stakeholder Relations) who also serves as the organization's ATIP Coordinator. A copy of WDBA's Delegation Order is provided in Appendix A.

WDBA's ATIP requirements are managed through the ATIP Coordinator and supported by the ATIP Analyst/Corporate Communications Specialist. Additional ATIP resources are also contracted as needed.

1.3 Delegation Order

See Appendix A.

1.4 Highlights of the Statistical Report, 2020-2021

Access Requests

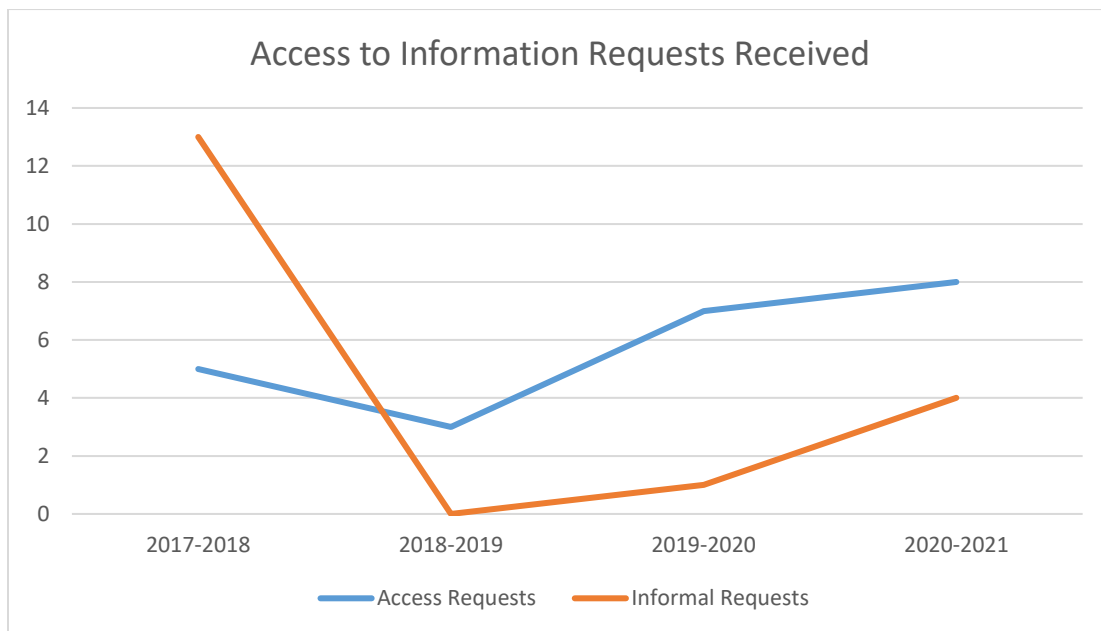
During fiscal year 2020-2021, WDBA received a total of eight formal access to information requests. There were four informal requests for information received during the reporting period. Nine access requests were carried over from the previous reporting period, 2019-2020. There was a total of 17 active requests in 2020-2021.

WDBA experienced an increase in the number of access to information and informal requests this year. Overall, WDBA received more requests during 2020-2021 than the 2019-2020 Fiscal Year and any other previous Fiscal Year.

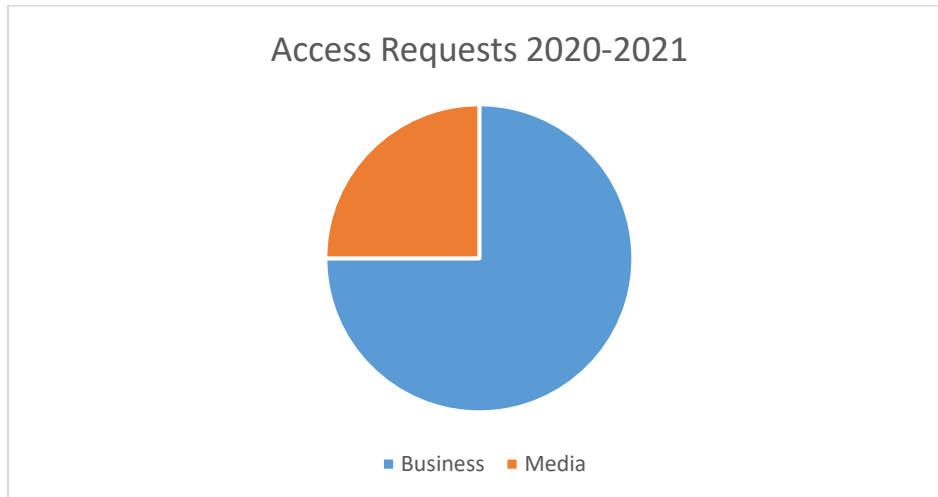
As a continued requirement for this Fiscal Year, WDBA has been requested to describe the impact of COVID-19-related measures on the institution's ability to fulfill its *Access to Information Act* responsibilities, and any mitigation measures that were implemented.

WDBA experienced no direct impact of COVID-19-related measures with regard to access to information requests. There was no interruption in workflow.

The chart below identifies the number of requests received by WDBA during the 2020-2021 reporting period.



The chart below identifies the source of requests received by WDBA during the 2020-2021 reporting period.



Extensions

In accordance with section 9(1) of the ATI Act, requests may be extended beyond the 30-day time limit if the request is for a large number of records and meeting the original timeframe would unreasonably interfere with operations, consultations are necessary, or notice of the request is given to a third party.

During this reporting period, WDBA sought extensions for one request due to interference with operations and required consultations. Notice was provided to the Information Commissioner in instances where WDBA extended the time limit more than thirty days. In 2020-2021, WDBA had one access request where an extension was taken.

Consultations Received from Other Institutions and Organizations

WDBA received one consultation from another institution. The number of consultations received and closed during the reporting period is less than 2019-2020.

Completed Requests

In Fiscal Year 2020-2021, WDBA completed 13 requests, in addition to four informal requests. Four requests have been carried over to the 2021-2022 reporting period.

Requests Under the *Access to Information Act*

Number of requests (2020-2021)	
Type	Number of Requests
Received during reporting period	8
Outstanding from previous reporting period	9
Total	17
Closed during reporting period	13
Carried over to next reporting period	4

WDBA’s 2020-2021 statistical report on the *Access to Information Act* is provided in Appendix B.

1.5 Training and Awareness

During fiscal year 2020-2021, WDBA promoted ATIP awareness throughout the organization by providing four sessions of mandatory training for all employees. Mandatory ATIP training occurs at WDBA on a biennial basis. The content of the training sessions included a high-level review of the ATI Act legislation, WDBA processes, exemptions, personal information and complaints. Other topics covered included the treatment of records, privacy principles and privacy breaches. In addition to these topics, the all-staff training was presented in collaboration with WDBA’s Information Management Specialist who shared information management principles and best practices. All employees attended the training.

In addition to the mandatory training, the ATIP Analyst also delivered training to WDBA’s Board of Directors.

An ATIP briefing is incorporated into the orientation process for new WDBA hires. Each new employee received this 1-1.5-hour training session within one month following their position’s start date to provide a high-level overview of ATI Act requirements.

During “Right to Know Week,” WDBA internally promoted ATIP. Communiqués were disseminated to employees that highlighted the roles and responsibilities of ATIP staff members. The messaging emphasized the work undertaken to complete ATIP requests and acted as a reminder that anyone seeking advice on interpreting the legislation could approach either the ATIP Coordinator or ATIP Analyst.

1.6 Policies, Guidelines, Procedures, and Initiatives

During the 2020-2021 reporting period, WDBA updated the organization's policy and procedure in compliance with the *Access to Information Act*. WDBA initiatives undertaken during this period included:

- WDBA's manuals used for ATI were reviewed and used to create a new and relevant policy and procedure to outline WDBA's legislated requirements as a Crown corporation in compliance with the *Access to Information Act*. This policy and procedure is also reflective of the updated internal procedures for retrieving, reviewing and releasing documents. The new language ensures the process outlined is seamless and concise.
- This policy and procedure was reviewed by WDBA's Corporate Policy Committee and approved by appropriate delegates, including approval of the policy by WDBA's Board of Directors.

1.7 Summary of Key Issues and Actions Taken on Complaints and Audits

No complaints were made against WDBA under the ATI Act during fiscal year 2020-2021. There are no court actions to report in relation to the ATI Act.

1.8 Monitoring Compliance

WDBA's timeliness and compliance are monitored through internal tracking procedures. WDBA previously used the Access Pro Case Management software but switched to Nuix Discover software during fiscal year 2020-2021 to ensure WDBA's documentation tracking is more efficient and continues to meet deadlines. In addition, the status of each current access request is reported to the ATIP Coordinator on a weekly basis and the CEO is apprised of new requests and closure strategies.

Appendix A: Signed Delegation Order

Delegation of Authority Access to Information Act And Privacy Act

I, the undersigned Bryce Phillips, pursuant to Section 73 of the Access to Information Act and Section 73 of the Privacy Act, hereby authorize those officers and employees of the Windsor-Detroit Bridge Authority occupying the positions identified within the attached schedules to exercise signing authorities or perform any of the CEO's powers, duties or functions specified therein.

Dated at Windsor this 5th day of August, 2020.



Bryce Phillips

Windsor-Detroit Bridge Authority
Chief Executive Officer

Delegation of Authority Under the Access to Information Act						
Provision	Task/Function	Position / Title				
		VP, Communications & Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
4(2.1)	Responsibility of government institutions	X				
7(a)	Notice when access requested	X				
7(b)	Giving access to record	X				
8(1)	Transfer of request to another government institution	X				
9	Extension of time limits	X				
11(2), (3), (4), (5), (6)	Additional fees	X				
12(2)(b)	Language of access	X				

Delegation of Authority Under the Access to Information Act						
Provision	Task/Function	Position / Title				
		VP, Communications & Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
12(3)(b)	Access in an alternative format	X				
13	Exemption - Information obtained in confidence	X				
14	Exemption - Federal-provincial affairs	X				
15	Exemption - International affairs and defense	X				
16	Exemption - Law enforcement and investigations	X				
16.5	Exemption - <i>Public Servants Disclosure Protection Act</i>	X				

Delegation of Authority Under the Access to Information Act						
Provision	Task/Function	Position / Title				
		VP, Communications & Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
17	Exemption - Safety of individuals	X				
18	Exemption - Economic interests of Canada	X				
18.1	Exemption - Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.					X
19	Exemption - Personal information	X				
20	Exemption - Third-party information	X				

Delegation of Authority Under the Access to Information Act						
Provision	Task/Function	Position / Title				
		VP, Communications & Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
21	Exemption - Operations of Government	X				
22	Exemption - Testing procedures, tests and audits	X				
22.1	Exemption - Audit working papers and draft audit reports	X				
23	Exemption - Solicitor-client privilege	X				
24	Exemption - Statutory prohibitions	X				
25	Severability	X				
26	Exception - Information to be published	X				

Delegation of Authority Under the Access to Information Act						
Provision	Task/Function	Position / Title				
		VP, Communications & Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
27(1), (4)	Third-party notification	X				
28(1)(b), (2), (4)	Third-party notification	X				
29(1)	Where the Information Commissioner recommends disclosure	X				
33	Advising Information Commissioner of third- party involvement	X				
35(2)(b)	Right to make representations	X				
37(4)	Access to be given to complainant	X				

Delegation of Authority Under the Access to Information Act						
Provision	Task/Function	Position / Title				
		VP, Communications & Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
43(1)	Notice to third party (application to Federal Court for review)	X				
44(2)	Notice to applicant (application to Federal Court by third party)	X				
52(2)(b), (3)	Special rules for hearings	X				
71(1)	Facilities for inspection of manuals	X				
72	Annual report to Parliament	X				

Delegation of Authority Under the Access to Information Regulations						
Provision	Task/Function	Position / Title				
		VP, Communications and Stakeholder Relations	ATIP Officer	Program Directors	All	N/A
6(1)	Transfer of request	X				
7(2)	Search and preparation fees	X				
7(3)	Production and programming fees	X				
8	Providing access to record(s)	X				
8.1	Limitations in respect of format	X				

Delegation of Authority Under the Privacy Act						
Provision	Task/Function	Position / Title				
		ATIP Coordinator	ATIP Officer	Program Directors	All	N/A
8(2)(j)	Disclosure for research purposes	X				
8(2)(m)	Disclosure in the public interest or in the interest of the individual	X				
8(4)	Copies of requests under 8(2)(e) to be retained	X				
8(5)	Notice of disclosure under 8(2)(m)	X				
9(1)	Record of disclosures to be retained	X				
9(4)	Consistent uses	X				
10	Personal information to be included in personal information banks	X				

Delegation of Authority Under the Privacy Act						
Provision	Task/Function	Position / Title				
		ATIP Coordinator	ATIP Officer	Program Directors	All	N/A
14	Notice where access requested	X				
15	Extension of time limits	X				
17(2)(b)	Language of access	X				
17(3)(b)	Access to personal information in alternative format	X				
18(2)	Exemption (exempt bank) - Disclosure may be refused	X				
19(1)	Exemption - Personal information obtained in confidence	X				
19(2)	Exemption - Where authorized to disclose	X				
20	Exemption - Federal-provincial affairs	X				

Delegation of Authority Under the Privacy Act						
Provision	Task/Function	Position / Title				
		ATIP Coordinator	ATIP Officer	Program Directors	All	N/A
21	Exemption - International affairs and defense	X				
22	Exemption - Law enforcement and investigation	X				
22.3	Exemption - Public Servants Disclosure Protection Act	X				
23	Exemption - Security clearances	X				
24	Exemption - Individuals sentenced for an offence	X				X
25	Exemption - Safety of individuals	X				
26	Exemption - Information about another individual	X				

Delegation of Authority Under the Privacy Act						
Provision	Task/Function	Position / Title				
		ATIP Coordinator	ATIP Officer	Program Directors	All	N/A
27	Exemption - Solicitor-client privilege	X				
28	Exemption - Medical record	X				
31	Notice of intention to investigate	X				
33(2)	Right to make representation	X				
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	X				
35(4)	Access to be given	X				
36(3)	Report of findings and recommendations (exempt banks)	X				

Delegation of Authority Under the Privacy Act						
Provision	Task/Function	Position / Title				
		ATIP Coordinator	ATIP Officer	Program Directors	All	N/A
37(3)	Report of findings and recommendations (compliance review)	X				
51(2)(b)	Special rules for hearings	X				
51(3)	Ex parte representations	X				
72(1)	Report to Parliament	X				

Delegation of Authority Under the Privacy Regulations						
Provision	Task/Function	Position / Title				
		ATIP Coordinator	ATIP Officer	Program Directors	All	N/A
9	Reasonable facilities and time provided to examine personal information	X				
11(2)	Notification that correction to personal information has been made	X				
11(4)	Notification that correction to personal information has been refused	X				
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	X				

14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	X				
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Appendix B: Statistical Report on the *Access to Information Act*



Statistical Report on the *Access to Information Act*

Name of institution: Windsor-Detroit Bridge Authority

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	8
Outstanding from previous reporting period	9
Total	17
Closed during reporting period	13
Carried over to next reporting period	4

1.2 Sources of requests

Source	Number of Requests
Media	2
Academia	0
Business (private sector)	6
Organization	0
Public	0
Decline to Identify	0
Total	8

1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
0	0	4	0	0	0	0	4

Note: All requests previously recorded as “treated informally” will now be accounted for in this section only.

Section 2: Decline to act vexatious, made in bad faith or abuse of right requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	more Than 365 Days	
All disclosed	0	2	0	0	0	1	0	3
Disclosed in part	1	3	0	1	0	1	3	9
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1	6	0	1	0	2	3	13

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	1	18(a)	2	20.1	0
13(1)(b)	1	16(2)(a)	0	18(b)	2	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	1	16(2)(c)	1	18(d)	0	21(1)(a)	2
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	2
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	2	16.1(1)(d)	0	19(1)	5	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	3	23.1	0
15(1) - S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	1	26	0
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	2		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	0	16.6	0				
16(1)(c)	0	17	0				
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

3.4 Format of information released

Paper	Electronic	Other
0	12	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
90039	9104	13

3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	3	74	0	0	0	0	0	0	0	0
Disclosed in part	2	82	1	20	0	0	4	8802	2	126
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	6	156	1	20	0	0	4	8802	2	126

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	12
Percentage of requests closed within legislated timelines (%)	92.3

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
1	0	0	0	1

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	1	1
Total	0	1	1

3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 4: Extensions

4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	0	0	0
Disclosed in part	4	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	5	0	0	0

4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	1	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	4	0	0	0
Total	5	0	0	0

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Requests	Amount	Requests	Amount
Application	8	\$40	0	\$0
Other fees	0	\$0	0	\$0
Total	8	\$40	0	\$0

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Request	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Request	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
1	0	0	0	0	0

Section 9: Court Action

9.1 Court actions on complaints received before June 21, 2019 and on-going

Section 41 (before June 21, 2019)	Section 42	Section 44
0	0	0

9.2 Court actions on complaints received after June 21, 2019

Section 41 (after June 21, 2019)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

Section 10: Resources Related to the Access to Information Act

10.1 Costs

Expenditures		Amount
Salaries		\$129,545
Overtime		\$0
Goods and Services		\$36,972
• Professional services contracts	\$36,972	
• Other	\$0	
Total		\$166,517

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.648
Part-time and casual employees	1.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	1.648

Note: Enter values to three decimal places.

Appendix C: COVID-19 Supplemental Statistical Report



Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*

Name of institution: Windsor-Detroit Bridge Authority

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	52	0	52
Protected B Paper Records	0	52	0	52
Secret and Top Secret Paper Records	0	52	0	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	52