

**ANNUAL REPORT TO PARLIAMENT**

***ACCESS TO INFORMATION ACT***

**APRIL 1, 2016**

**MARCH 31, 2017**

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## 1. About the Corporation

### (i) Introduction

The *Access to Information Act* gives Canadian citizens, as well as people and corporations present in Canada, the right to access federal government records that are not of a personal nature. The Act complements but does not replace other procedures for obtaining Government information. It is not intended to limit in any way the access to Government information that is normally available to the public upon request.

### (ii) Preparation and Tabling of the Annual Report

This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

### (iii) Mandate of Canada Mortgage and Housing Corporation (CMHC)

Canada Mortgage and Housing Corporation (CMHC) derives its authorities from the *Canada Mortgage and Housing Corporation (CMHC) Act* and the *National Housing Act* (NHA). The *CMHC Act* established CMHC as a Crown corporation and set out the various powers and functions of the Corporation.

The NHA provides CMHC with its mandate which, pursuant to section 3, is “to promote housing affordability and choice, to facilitate access to, and competition and efficiency in the provision of housing finance, to protect the availability of adequate funding for housing at low cost, and generally to contribute to the well-being of the housing sector in the national economy.”

### (iv) Administration

The Access to Information and Privacy (ATIP) Office, located at CMHC's National Office in Ottawa, processes all formal requests under the *Access to Information Act* and the *Privacy Act*. The Corporation has approximately 1,900 employees on staff located at National Office and the Regional Business Centres in Halifax, Montréal, Toronto, Calgary and Vancouver.

The Assistant Corporate Secretary and Director, ATIP was the Access to Information and Privacy Coordinator until March 7, 2017, when the ATIP function was realigned to the Public Affairs Division. The Director of Outreach was appointed Access to Information and Privacy Coordinator at CMHC. The day-to-day responsibilities under the Acts are delegated to the ATIP Officer which supports this function.

### (v) Training and Education

During this reporting period the ATIP Office provided 3 English and 1 French customized training sessions to a total of 115 employees in Corporate Relations, Housing Finance and Insurance Underwriting. The training served to inform and, for many, enhance employee awareness of CMHC's access and privacy governance structure and accountability for access and privacy. It also provided information on existing Treasury Board Guidelines, Policies and Directives on the application of the *Access to Information*

*Act* and the *Privacy Act* as well as CMHC's Policy Suite on Privacy (Privacy Framework, Privacy Impact Assessments and Breach Protocols).

CMHC continues to see an increase in the complexity of requests as well as in the volume of records requested under the *Access to Information Act* and recognizes the importance of employee training to ensure accurate and timely responses to requests. Furthermore, through the year, the ATIP Office has been active in providing advice and opinions with respect to informal requests for information and on various ATIP-related matters.

#### **(vi) Implementation of Institution-Specific Policies**

During the reporting period, in compliance with Treasury Board of Canada Secretariat's "Info Source Decentralized Publishing Requirements", CMHC self-published, in both official languages, an updated *Info Source* Chapter on the Canada Mortgage and Housing Corporation website.

Furthermore, in accordance with subsection 7.13 of the *Directive on the Administration of the Access to Information Act*, CMHC continued to publish completed Access to Information request summaries on its website.

Finally, CMHC published its Annual Report to Parliament on the *Access to Information Act* on its website for the first time.

#### **(vii) Monitoring Reports**

The ATIP Office uses an automated case management solution to monitor the time to process Access to Information requests. This software provides CMHC with a flexible and easy-to-use system to manage requests for information and record project details in a secure environment.

In addition, weekly status reports which include the legislated due dates to the requesters, are prepared and submitted to the President's office, Senior Management and the Corporate Relations office at the end of every week.

#### **(viii) Information Holdings**

A description of institutional classes of records and personal information banks for CMHC can be found in the publication *Info Source - Sources of Federal Government and Employee Information – Canada Mortgage and Housing Corporation*, situated on CMHC's website at:

<https://www.cmhc-schl.gc.ca/en/corp/about/upload/info-source-2016.pdf>

#### **(ix) Reading Room**

The Legal Library has been designated as a public reading room and is available to individuals wanting to review CMHC publications and other public materials. The Legal Library is located at National Office at:

Canada Mortgage and Housing Corporation  
700 Montreal Road

Ottawa, Ontario K1A 0P7  
 Telephone Number: (613) 748-2501

Additional reading rooms are available at each of CMHC's Regional Business Centers.

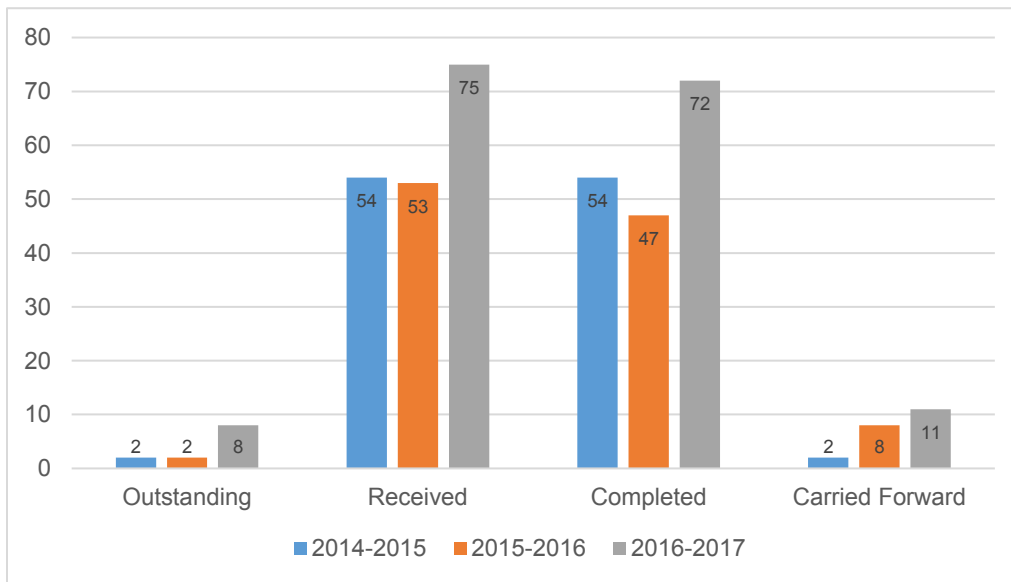
**2. Report on the Access to Information Act**

**(i) Requests under the Act**

During the reporting period, April 1, 2016, to March 31, 2017, CMHC's ATIP Office received a total of 75 new requests under the *Access to Information Act* which is 22 more requests than in 2015-2016. In addition to the new requests, 8 requests were carried over from 2015-2016.

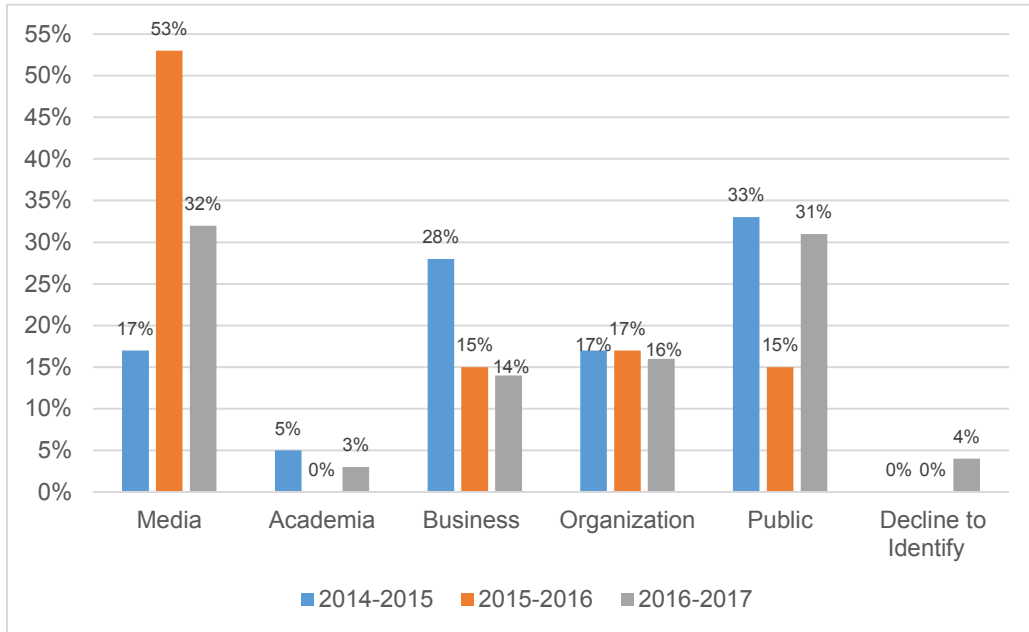
A total of 72 requests were completed during the reporting period and 11 requests will be carried forward to the next reporting period. Chart I provides the request processing trends of the past 3 reporting periods.

**Chart I: Processing Trends of Requests Under the Act**



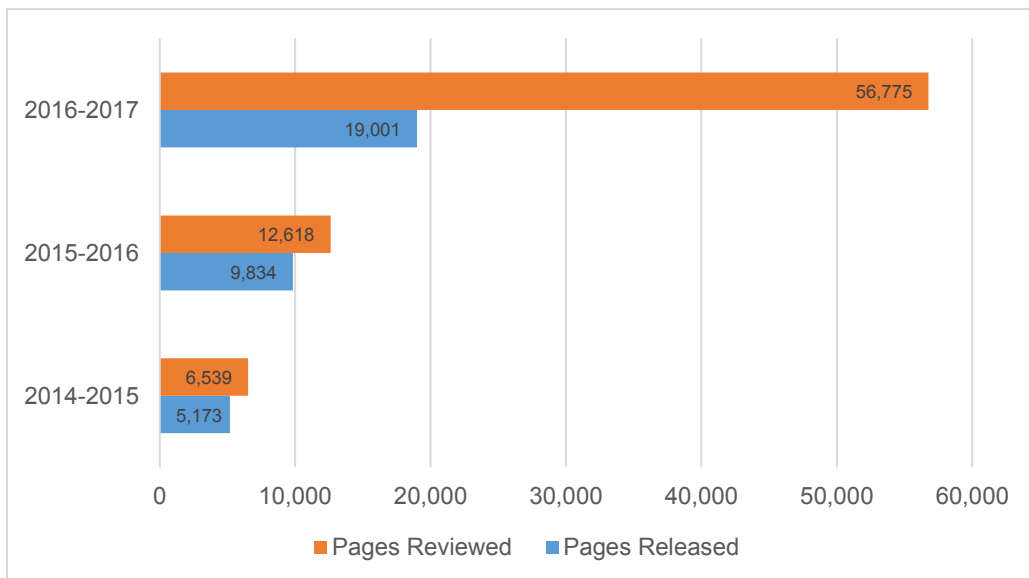
The total number of requests received during the reporting period is equal to the total number of sources of requests. The Media were the main source of requests which accounted for a total of 24 requests, or 32% of all requests. This was followed closely by the Public for a total of 23 requests, or 31% of all requests received by CMHC. Furthermore, Organization accounted for 12 requests or 16% of all requests and Business for 11 requests, or 14% of all requests. Only 3 requests, or 4% of all requests Declined to Identify. Finally, the remaining 2 requests or 3% of the total requests were from Academia. Chart II provides a comparison of the sources of the requests received over the last 3 reporting periods.

**Chart II: Requests Received Under the Act by Source**



Responses to formal Access to Information requests involved a page-by-page review of over 56,775 pages (44,157 more pages than last year). This represents a significant increase of approximately 350% year-over-year. Of the 56,775 pages reviewed, 19,001 relevant pages were recommended for release. Chart III provides the trends related to relevant pages reviewed and released by CMHC over the last 3 reporting periods.

**Chart III: Relevant Pages Reviewed and Released**



The substance of the requests covered the entire range of programs and business activities of CMHC. Requests for information were received on the various products and services CMHC delivers to Canadians through the following key business areas:

Assisted Housing and Aboriginal Housing, Insurance, Capital Markets, Securitization and Corporate Development, Research and Policy.

As well, information was requested on the following functions which support CMHC: Financial Operations, Human Resources, Office the Chief Risk Officer as well as requests for information regarding briefings to the Minister.

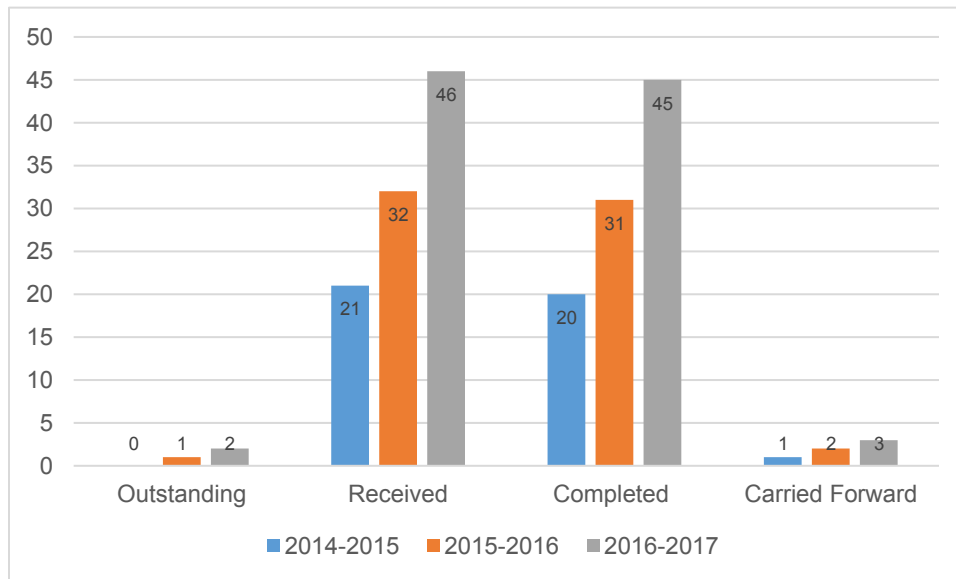
All of the requesters wished to receive copies of the information requested either on paper, on a CD or electronically.

**(ii) Other Requests**

During this same period, the ATIP Office also received 43 consultations from other Government of Canada Institutions and 3 consultations from other Organizations regarding Access to Information requests involving CMHC records or issues. In addition to these 46 consultations received, 2 consultations from other Government of Canada Institutions were outstanding from 2015-2016.

The ATIP Office was able to complete 45 of these 48 total consultations, meaning 2 consultations from other Government of Canada Institutions and 1 from other Organization will be carried over to the next reporting period. Year-over-year, this represents an increase of approximately 45% more consultations completed in 2016-2017. Chart IV provides the consultations processing trends of the last 3 reporting periods.

**Chart IV: Processing Trends for Consultations**



CMHC’s ATIP Office was asked to review 910 pages of information, also an increase from last year of 278 pages.

In addition, CMHC processed and completed 26 informal requests, which is 1 less than the previous reporting period. These numbers do not include the numerous e-mails or telephone calls fielded by the ATIP Office from potential applicants.

Moreover, the ATIP Office acted as a resource for CMHC officials and offered advice and guidance on the provisions of the legislation and its application to various CMHC activities.

**(iii) Disposition of Completed Requests**

The disposition of the 72 requests completed in 2016-2017 was as follows:

- 20 fully disclosed;
- 44 partially disclosed;
- 0 excluded in entirety;
- 0 exempted in entirety;
- 0 transferred to another institution;
- 1 abandoned by applicant; and
- 7 unable to process (no records).

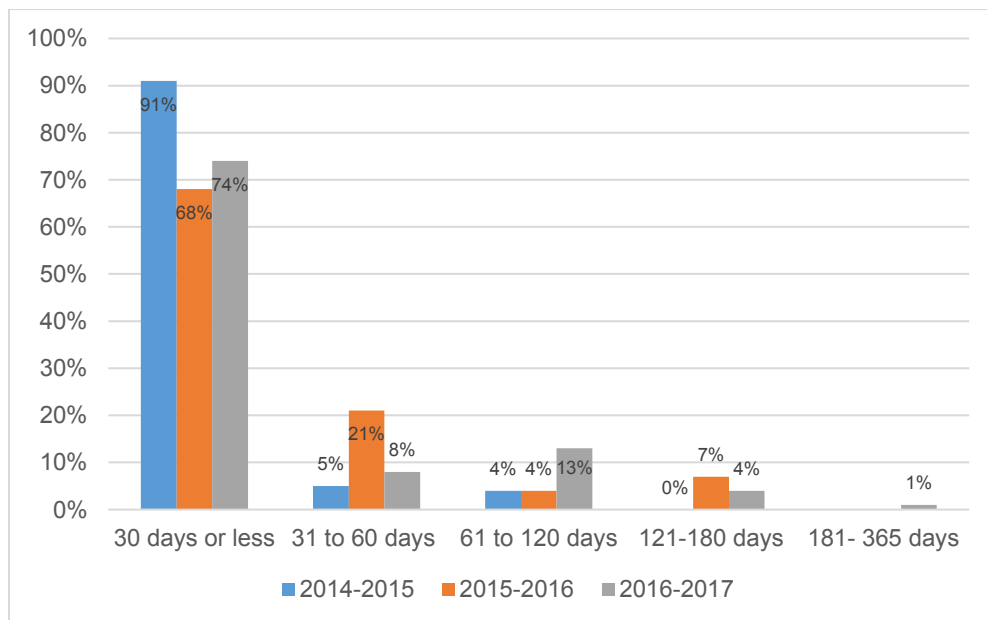
**iv) Completion Time and Extensions**

The 72 requests completed in 2016-2017 were responded to within the following time frames:

- 53 or 74% within 30 days or less;
- 6 or 8% within 31 to 60 days;
- 9 or 13% within 61 to 120 days;
- 3 or 4% within 121-180 days; and
- 1 or 1% within 181-365 days.

Chart V compares the percentage of requests completed within the specified time frames over the last 3 reporting periods.

**Chart V: Completion Time of Requests**





In 9 instances, the ATIP Office found it necessary to seek an extension to the prescribed time limit to search through a large volume of records or to consult other government institutions or third parties.

#### **(v) Exemptions Invoked**

In 2016–2017, the CMHC ATIP Office invoked a total of 163 exemptions pursuant to specific sections of the [Access to Information Act](#). The exemptions were as follows:

- Section 14: exempting records expected to be injurious to the conduct of the Government of Canada of federal-provincial affairs (2);
- Section 18 : exempting records expected to prejudice the economic interests of Canada (42);
- Section 19: exempting records containing personal information (24);
- Section 20: exempting records containing third-party business information (36);
- Section 21: exempting records information related to the internal decision-making processes of government (53);
- Section 23: exempting records related to solicitor-client privilege (5); and
- Section 26: refusal of access where information to be published (1).

#### **(vi) Exclusions Cited**

Only 3 requests had exclusions cited under section 69 for Confidences of the Queen's Privy Council for Canada.

#### **(vii) Complaints and Investigations**

There were no new complaints filed against CMHC with the Information Commissioner during the reporting period. In 2016-2017, 10 complaint investigations were completed where 2 were found "not well-founded", 2 were found "well-founded" and 6 were "discontinued".

No new court cases were filed in 2016-2017.

#### **(viii) Fees**

During the reporting period, the fees collected for application fees for 56 requests amounted to \$280.00 and the fees were waived or refunded on 16 requests. In 2016-2017, fees were not assessed for searching, volume or preparation.

#### **(ix) Costs**

During 2016-2017, an estimated \$250,083 in salary costs and \$83,368 in administrative costs were incurred by the ATIP Office to administer the *Access to Information Act*.

The detailed Statistical Report is at Annex "A" of this report.

**Annex A: Statistical Report on the *Access to Information Act***

**Statistical Report on the Access to Information Act**Name of institution: Canada Mortgage and Housing CorporationReporting period: 2016-04-01 to 2017-03-31**Part 1: Requests Under the Access to Information Act****1.1 Number of requests**

	Number of Requests
Received during reporting period	75
Outstanding from previous reporting period	8
<b>Total</b>	<b>83</b>
Closed during reporting period	72
Carried over to next reporting period	11

**1.2 Sources of requests**

Source	Number of Requests
Media	24
Academia	2
Business (private sector)	11
Organization	12
Public	23
Decline to Identify	3
<b>Total</b>	<b>75</b>

**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	
26	0	0	0	0	0	0	26

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

**Part 2: Requests Closed During the Reporting Period**

**2.1 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	11	8	1	0	0	0	0	20
Disclosed in part	12	14	5	9	3	1	0	44
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	4	3	0	0	0	0	0	7
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>28</b>	<b>25</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>72</b>

**2.2 Exemptions**

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	25	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	16	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	1	21(1)(a)	21
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	27
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	4
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)	0	16.1(1)(d)	0	19(1)	24	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	5
15(1) - Def.*	0	16.3	0	20(1)(b)	32	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	1
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	2		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

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

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**2.3 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)	3	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

**2.4 Format of information released**

Disposition	Paper	Electronic	Other Formats
All disclosed	11	0	9
Disclosed in part	32	9	3
<b>Total</b>	<b>43</b>	<b>9</b>	<b>12</b>

**2.5 Complexity**

**2.5.1 Relevant pages processed and disclosed**

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	859	529	20
Disclosed in part	55,916	18,472	44
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	1
Neither confirmed nor denied	0	0	0

**2.5.2 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	18	236	2	293	0	0	0	0	0	0
Disclosed in part	22	724	10	1,300	0	0	10	11,073	2	5,375
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>41</b>	<b>960</b>	<b>12</b>	<b>1,593</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>11,073</b>	<b>2</b>	<b>5,375</b>

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**2.5.3 Other complexities**

<b>Disposition</b>	<b>Consultation Required</b>	<b>Assessment of Fees</b>	<b>Legal Advice Sought</b>	<b>Other</b>	<b>Total</b>
All disclosed	0	0	0	0	0
Disclosed in part	4	0	0	0	4
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
<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>

**2.6 Deemed refusals**

**2.6.1 Reasons for not meeting statutory deadline**

<b>Number of Requests Closed Past the Statutory Deadline</b>	<b>Principal Reason</b>			
	<b>Workload</b>	<b>External Consultation</b>	<b>Internal Consultation</b>	<b>Other</b>
12	1	0	8	3

**2.6.2 Number of days past deadline**

<b>Number of Days Past Deadline</b>	<b>Number of Requests Past Deadline Where No Extension Was Taken</b>	<b>Number of Requests Past Deadline Where An Extension Was Taken</b>	<b>Total</b>
1 to 15 days	6	6	12
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	0	0
<b>Total</b>	<b>6</b>	<b>6</b>	<b>12</b>

**2.7 Requests for translation**

<b>Translation Requests</b>	<b>Accepted</b>	<b>Refused</b>	<b>Total</b>
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Part 3: Extensions****3.1 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	0	0	0	0
Disclosed in part	11	0	0	3
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
<b>Total</b>	11	0	0	3

**3.2 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	2	0	0	0
31 to 60 days	2	0	0	0
61 to 120 days	7	0	0	3
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	11	0	0	3

**Part 4: Fees**

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	56	\$280	16	\$80
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	56	\$280	16	\$80

**Part 5: Consultations Received From Other Institutions and Organizations****5.1 Consultations received from other Government of Canada institutions and organizations**

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	43	844	3	58
Outstanding from the previous reporting period	2	109	0	0
<b>Total</b>	45	953	3	58
Closed during the reporting period	43	910	2	43
Pending at the end of the reporting period	2	43	1	15

**5.2 Recommendations and completion time for consultations received from other Government of Canada**

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	17	7	0	0	0	0	0	24
Disclose in part	8	6	4	0	0	0	0	18
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
<b>Total</b>	26	13	4	0	0	0	0	43

**5.3 Recommendations and completion time for consultations received from other organizations**

Recommendation	Number of Days Required to Complete Consultation Requests							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	
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	1	0	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	2	0	0	0	0	0	0	2



**Part 6: Completion Time of Consultations on Cabinet Confidences**

**6.1 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 Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	3	3	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
<b>Total</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**6.2 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 Requests	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Part 7: Complaints and Investigations**

Section 32	Section 35	Section 37	Total
0	4	10	14

**Part 8: Court Action**

Section 41	Section 42	Section 44	Total
0	0	0	0

**Part 9: Resources Related to the Access to Information Act**

**9.1 Costs**

Expenditures		Amount
Salaries		\$250,083
Overtime		\$0
Goods and Services		\$83,368
• Professional services contracts	\$0	
• Other	\$83,368	
<b>Total</b>		<b>\$333,451</b>

**9.2 Human Resources**

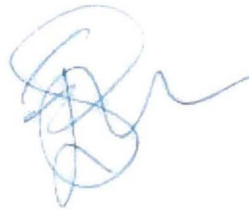
Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	1.54
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	<b>1.54</b>

**Note:** Enter values to two decimal places.

**Annex B: Delegation Order**

Delegation Order / Décret de délégation

<p>Order Under Section 73 of the <i>Access to Information Act</i> and Section 73 of the <i>Privacy Act</i></p> <p>Pursuant to the authority conferred upon me by Section 73 of the <i>Access to Information Act</i> and Section 73 of the <i>Privacy Act</i>, I designate the persons holding the positions set out in the attached Schedule, including any person designated in writing to act in the place of the holder of such position, to exercise the powers, duties and perform the functions of the President as the head of a government institution under the Acts as set out in the Schedule opposite each position.</p>	<p>Arrêté en vertu de l'article 73 de la <i>Loi sur l'accès à l'information</i> et de l'article 73 de la <i>Loi sur la protection des renseignements personnels</i></p> <p>En vertu de l'autorité que me confère l'article 73 de la <i>Loi sur l'accès à l'information</i> et de l'article 73 de la <i>Loi sur la protection des renseignements personnels</i>, les personnes occupant des postes mentionnés à l'annexe ci-joint, y compris une personne désignée par écrit pour agir à la place du titulaire de tel poste, sont autorisées à exercer les pouvoirs et les fonctions ainsi qu'à assumer les attributions qui m'ont été confiés en ma qualité de responsable d'une institution fédérale aux termes des Lois, et énoncés dans l'annexe à l'égard de chaque poste.</p>
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President / Président  
Canada Mortgage and Housing Corporation  
Société canadienne d'hypothèques et de logement

Date: June 15, 2017

*Access to Information Act*

<b>Position</b>	<b>Sections</b>
Vice-President, Public Affairs	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Coordinator, Access to Information and Privacy and Chief Privacy Officer	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Access to Information and Privacy Officer	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.

*Access to Information Act Regulations*

<b>Position</b>	<b>Sections</b>
Vice-President, Public Affairs	6(1); 7(2); 7(3); 8
Coordinator, Access to Information and Privacy and Chief Privacy Officer	6(1); 7(2); 7(3); 8
Access to Information and Privacy Officer	6(1); 7(2); 7(3); 8

## Alternative Text and Data for Figures

Chart I: Processing Trends of Requests Under the Act

	2014-2015	2015-2016	2016-2017
Outstanding	2	2	8
Received	54	53	75
Completed	54	47	72
Carried Forward	2	8	11

Chart II: Requests Received Under the Act by Source

Source	2014-2015	2015-2016	2016-2017
Media	17%	53%	32%
Academia	5%	0%	3%
Business	28%	15%	14%
Organization	17%	17%	16%
Public	33%	15%	31%
Decline to Identify	0%	0%	4%

Chart III: Relevant Pages Reviewed and Released

Number of Pages	2014-2015	2015-2016	2016-2017
Pages Released	5,173	9,834	19,001
Pages Reviewed	6,539	12,618	56,775

Chart IV: Processing Trends for Consultations

Consultations	2014-2015	2015-2016	2016-2017
Outstanding	0	1	2
Received	21	32	46
Completed	20	31	45
Carried Forward	1	2	3

Chart V: Completion Time of Requests

	2014-2015	2015-2016	2016-2017
30 days or less	91%	68%	74%
31 to 60 days	5%	21%	8%
61 to 120 days	4%	4%	13%
121-180 days	0%	7%	4%
181- 365 days			1%