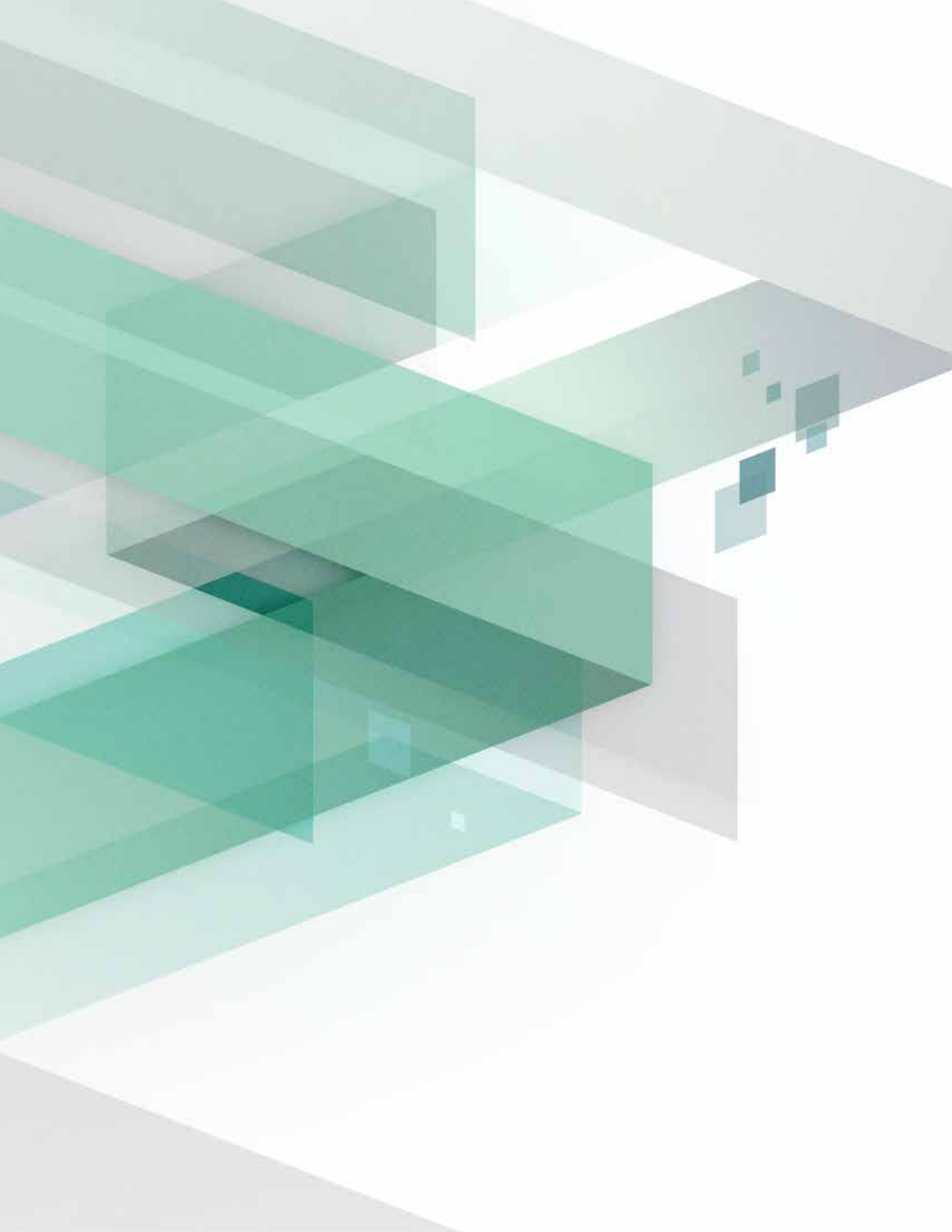




Freedom of Information and Protection of Privacy

Annual Report **2013-14** and **2014-15**



April 2016

Honorable Robert Wanner
Speaker
Legislative Assembly of Alberta
325 Legislature Building
10800 – 97 Avenue
Edmonton, Alberta
T5K 2B6

Dear Sir:

In accordance with section 86 of the *Freedom of Information and Protection of Privacy Act*, I submit the 19th Annual Report of the operation of this Act for two fiscal years: 2013-14 and 2014-15.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Stephanie McLean', with a long horizontal flourish extending to the right.

Hon. Stephanie McLean
Minister

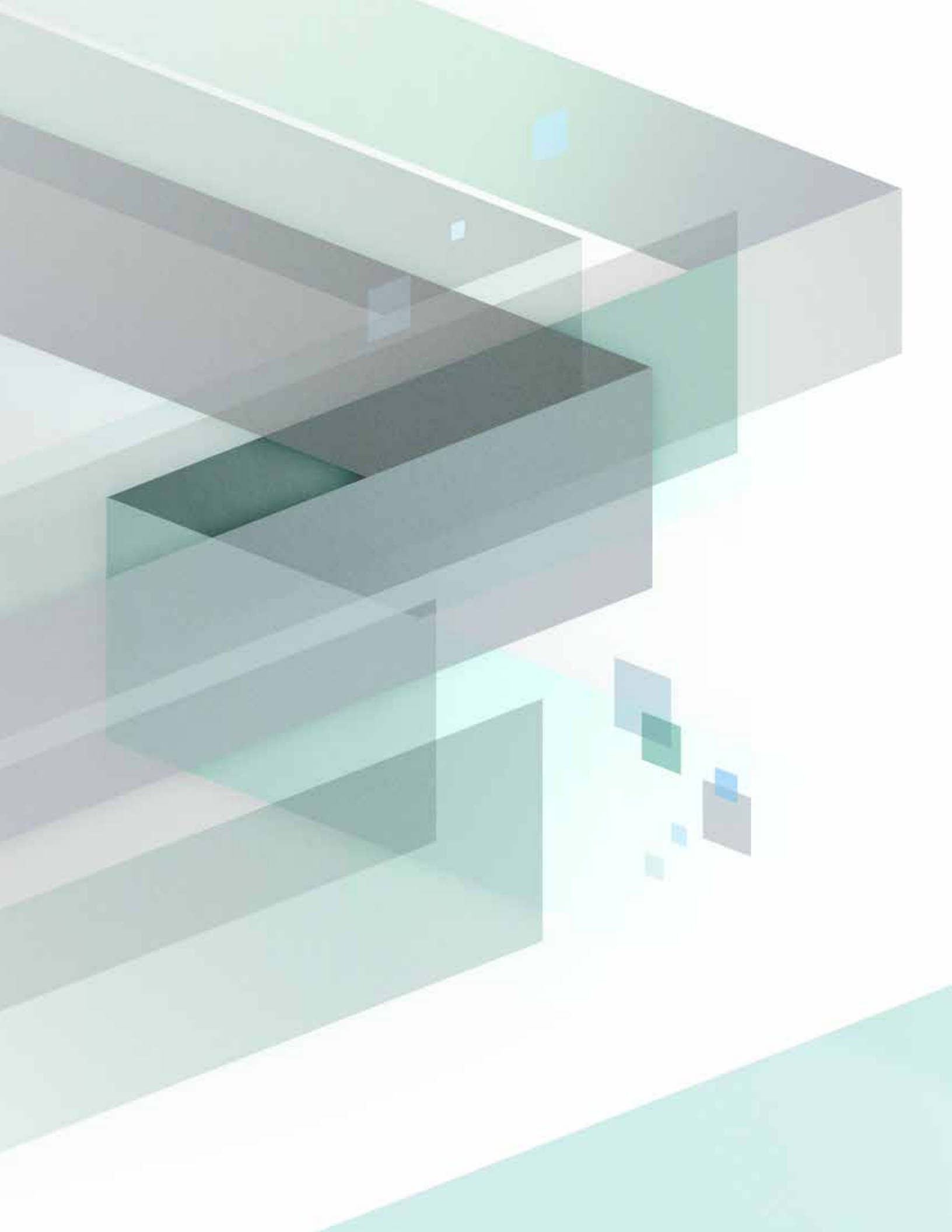


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Service Alberta provides legislative support, guidance and direction to public bodies subject to the FOIP Act. This includes provincial government departments, agencies, boards and commissions; as well as local public bodies operating in Alberta. Public bodies are responsible for the protection of the personal information in their custody and control; and for ensuring formal access to information through the FOIP process. Service Alberta offers support and leadership to public bodies through activities such as training, coordination of services, and creation of resources.

Note: Two fiscal years, 2013-14 and 2014-15, are being provided in the current FOIP report. The identified trends and patterns cover a two-year period of time to provide more information for Albertans.

Providing Access to Public Records

The percentage of FOIP requests received by provincial government bodies from individuals seeking their own personal information:

- In 2013-14 was 56.4%; and
- In 2014-15 was 51.0%.

The percentage of FOIP requests from individuals and organizations seeking general information on government:

- In 2013-14 was 43.6%; and
- In 2014-15 was 49.0%.

As in previous fiscal years, the overall trend for local public bodies is that approximately half of requests were for personal information and half were for general information.

Number of FOIP requests received during the last 5 years

Requests to Provincial Government Departments, Agencies, Boards and Commissions

2013-14 Total Number Access Requests: 2,861*

2014-15 Total Number Access Requests: 2,439*

Why are the statistics changing?

* In the 2012-13 Annual Report and previous years' reports, requests for site assessments, which are done exclusively by Environment and Parks on parcels of land to determine the quality of soil and groundwater on that site, were included in the number of access requests received by that ministry. They will now be reported as a separate category.

Efforts by Environment and Parks to increase access to site assessments by providing them outside a formal access to information request and through their online Environmental Site Assessment Repository (ESAR) have been successful, however, many business applicants still prefer to make a formal access to information request for this information. As a result, any information available publicly is not included in a response to a formal request for a site assessment and a result of "no records found" appears in the reporting for FOIP request statistics. Due to the volume and nature of the site assessment requests, the inclusion of this special type of request impacts the clarity of the total FOIP request statistics.

In 2013-14 site assessments were removed from the total number of access requests to more accurately reflect the availability of information held by the Government of Alberta.

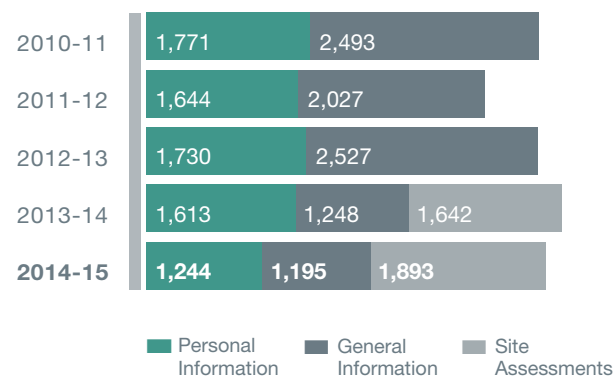
Number of site assessments that are no longer included in the access request totals:

- In 2013-14 = 1642
- In 2014-15 = 1893

The combined total of access requests and site assessments as published for fiscal year 2012-13, was 4,257. Counting site assessments outside of this total means the total number of access requests for 2013-14 is 2,861.

This does not indicate a reduced demand for access to information instead it facilitates accurate reporting and sources of responses.

Number of Requests*



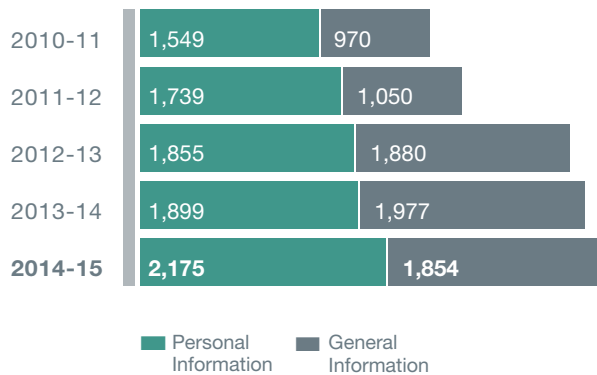
* Excludes requests for correction of personal information
Prior to 2013-14, site assessments were counted as General Information Requests. For additional information on site assessments and the ESAR please see page 22.

Requests to Local Public Bodies

**2013-14 Total
Number Access
Requests: 3,876**

**2014-15 Total
Number Access
Requests: 4,029**

Number of Requests*



* Excludes requests for correction of personal information

For Local Public Bodies, the top three sectors that received the most general requests:

- For 2013-14 it was local government at 1,243, followed by police services and commissions at 333 and health care bodies at 318.
- For 2014-15 it was local government at 1,118, followed by police services and commissions at 378 and health care bodies at 229.

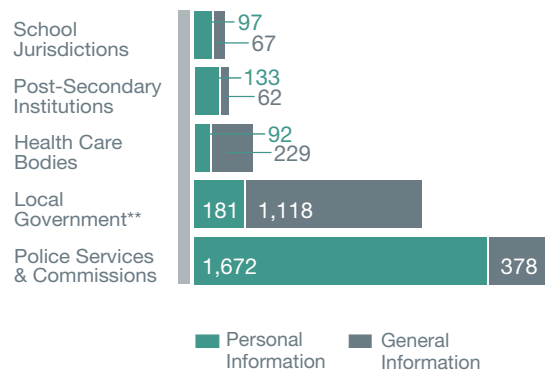
Sectors that received access requests

Requests to Local Public Bodies

**2013-14 Total
Number Access
Requests: 3,876**

**2014-15 Total
Number Access
Requests: 4,029**

Number of Requests*



* Excludes requests for correction of personal information

** Includes municipalities, improvement districts, special areas, regional service commissions, drainage and irrigation districts, housing management bodies, Métis Settlements/General Council, and public libraries

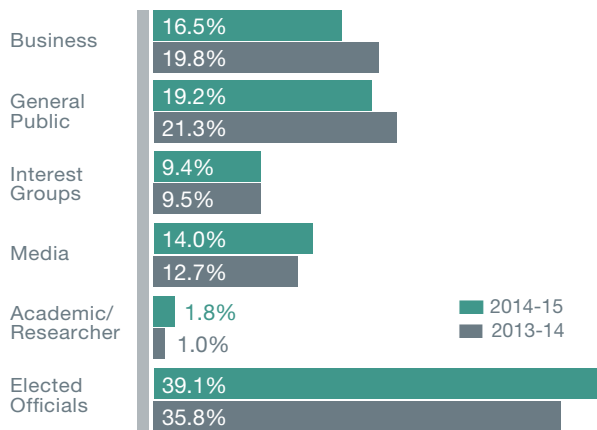
Who made access requests

Requests to Provincial Government Departments, Agencies, Boards and Commissions

**2013-14 Total
Number General
Access Requests:
1,248***

**2014-15 Total
Number General
Access Requests:
1,195***

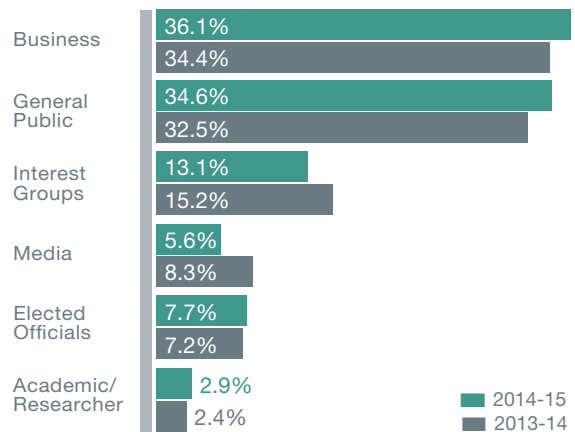
**2014-15 Total Number
General Access Requests: 1,195***



Requests to Local Public Bodies

**2013-14 Total
Number General
Access Requests:
1,976**

**2014-15 Total
Number General
Access Requests:
1,854**



* Lower reported numbers over 2012-13 due to site assessments being removed. Does not indicate a reduction in access to information requests; it is a reflection of more accurate reporting methods by highlighting information available outside the formal FOIP process.

Government of Alberta

Top 10 General Information Requests 2013-14

Environment and Sustainable Resource Development (<i>now Environment and Parks</i>)	128
Justice and Solicitor General	113
Human Services	88
Health	83
Executive Council	77
Alberta Securities Commission	73
Energy	72
Treasury Board and Finance	64
Transportation	60
Education	46

For 2013-14:

- Site assessments provided to applicants by Environment and Parks (*formerly Environment and Sustainable Resource Development, ESRD*) through the Environmental Site Assessment Repository (ESAR) database are not included in the total number of General Information Requests.
- In 2013-14, site assessment reporting was separated from the total number of General Information Requests for the Government of Alberta.
- For 2013-14 ESRD still received the most general requests; in addition, 1642 site assessments were made available through the ESAR.
- In 2013-14, Human Services, Executive Council, Alberta Securities Commission, and Treasury Board and Finance all experienced increases from prior fiscal years.

Top 10 General Information Requests 2014-15

Justice and Solicitor General	114
Executive Council	84
Health	78
Infrastructure	76
Environment and Parks (<i>formerly Environment and Sustainable Resource Development</i>)	75
Alberta Securities Commission	68
Jobs, Skills, Training, and Labour	67
Education	61
Transportation	59
Human Services	56

For 2014-15:

- Justice and Solicitor General has been in the top three for volumes of general requests for three consecutive years.
- Education experienced a significant increase for 2014-15.
- Environment and Parks had 1,893 Site Assessments.

Government of Alberta

Top 10 Personal Information Requests 2013-14

Human Services	577
Child and Family Services Authorities (now under Human Services)	415
Justice and Solicitor General	286
Provincial Archives	83
Innovation and Advanced Education/ Enterprise and Advanced Education (now Advanced Education)	67
Workers' Compensation Board	37
Transportation	30
Health	24
Education	10
Service Alberta	9

For 2013-14:

- Human Services had the most personal requests, followed by Child and Family Services Authorities and Justice and Solicitor General; the same ranking as in 2012-13. Child and Family Services Authorities is now under Human Services.

Top 10 Personal Information Requests 2014-15

Human Services	757
Justice and Solicitor General	231
Transportation	50
Provincial Archives	46
Workers' Compensation Board	29
Health	28
Innovation and Advanced Education (now Advanced Education)	25
Service Alberta	16
Jobs, Skills, Training, and Labour	14
Environment and Parks (formerly ESRD)	8

For 2014-15:

- Transportation saw a significant increase in requests and moved into the third ranking, up from seven in 2013-14.

Local Public Bodies

Top 10 General Information Requests 2013-14

City of Calgary	320
City of Edmonton	316
Alberta Health Services	311
Lethbridge Regional Police Service	147
Calgary Police Service	86
Edmonton School District No. 7	82
City of St. Albert	77
Rocky View County	71
Bow River Irrigation District	58
Lomond Public Library	50

For 2013-14:

- The City of Calgary moved to first, up from third in 2012-13.
- The Bow River Irrigation District and Lomond Public Library are new to the Top 10 for 2013-14.
- Most public bodies experienced a significant increase in the number of requests overall.

Top 10 General Information Requests 2014-15

City of Edmonton	369
City of Calgary	281
Alberta Health Services	220
Lethbridge Regional Police Services	147
Calgary Police Service	120
Edmonton Police Service	101
City of St. Albert	74
Rocky View County	67
Regional Municipality of Wood Buffalo	29
Westlock Inter-Municipal Library Board	27

For 2014-15:

- The City of Edmonton moved to first, up from second in 2013-14.
- The local public bodies in the top 5 for 2014-15 remain the same from 2013-14, with a different order of ranking.
- The Regional Municipality of Wood Buffalo and Westlock Inter-Municipal Library Board are new to the Top 10 for 2014-15.

Local Public Bodies

Top 10 Personal Information Requests 2013-14

Calgary Police Service	1100
Edmonton Police Service	311
Lethbridge Regional Police Service	91
Alberta Health Services	75
City of Calgary	60
Parkland School Division No. 7	28
City of Edmonton	24
University of Alberta	20
University of Calgary	18
Calgary Board of Education/Medicine Hat Police Service	16

For 2013-14:

- The Calgary Police Service and the Edmonton Police Service continue to receive the most personal information requests, as in 2012-13.
- The Lethbridge Regional Police Service moved up to third ranking, up from nine in 2012-13.
- Alberta Health Services remained in fourth ranking.

Top 10 Personal Information Requests 2014-15

Calgary Police Service	1209
Edmonton Police Service	317
Lethbridge Regional Police Service	103
Alberta Health Services	87
Grant MacEwan University	64
City of Calgary	47
City of Edmonton	36
Medicine Hat Police Service	35
Wheatland County	25
City of Red Deer	20

For 2014-15:

- The Calgary Police Service, the Edmonton Police Service, and Lethbridge Regional Police Service continue to receive the most personal information requests.
- Two local public bodies returning to the Top 10 list this year are Grant MacEwan University and the City of Red Deer.
- Alberta Health Services remained in fourth ranking.

Privacy Compliance

In addition to providing access to information, the FOIP Act is about the protection of privacy. Public bodies ensure the rules of FOIP are followed by setting standards of excellence in privacy practices. FOIP offices advise public bodies about privacy compliance standards, including when it is appropriate under the FOIP Act to share information and when it is not, for the benefit and protection of Albertans.

Tools to uphold these standards include completion of a Privacy Impact Assessment (PIA) or a Privacy Scan for each initiative involving personal information. PIAs and Privacy Scans are important to identify risks in order to prevent the unauthorized access to, collection, use disclosure, or destruction of personal information. These risk assessment exercises ensure due diligence in protecting personal information entrusted to public bodies.

In addition to the ongoing privacy consultations constantly occurring within public bodies, all public bodies are encouraged to complete formal PIAs and/or Privacy Scans to ensure compliance with the privacy protections of the Act. While formal statistics on PIAs and Privacy Scans are not collected at this time, these protective measures are being completed to a greater extent than ever in the Government of Alberta. In particular, Human Services completed four PIAs in 2013-14 and six in 2014-15. In addition, three Privacy Scans were completed by Innovation and Advanced Education (IAE). While it is not required for PIAs and Privacy Scans to be submitted to the Office of the Information and Privacy Commissioner (OIPC), all PIAs and Privacy Scans for Human Services and IAE were submitted to the OIPC for acceptance.

Service Alberta has created a PIA template for public bodies to use to identify privacy compliance risks. These templates were launched in 2015 to positive feedback at the Annual Access and Privacy Conference. In 2015, five PIA workshops were held, three in Edmonton and two in Calgary to introduce the template. Service Alberta has completed nine PIAs on the new template since it was developed.

Increasing Capacity in Alberta's FOIP Community

Service Alberta supports the annual Access and Privacy Conference. The conference is held in Edmonton annually each June. The conference offers opportunities for internal and external members of the FOIP community to explore national and international access and privacy issues, discuss best practices and network.

The 2014 and 2015 conferences offered many valuable sessions to benefit the FOIP community. Cutting edge discussions included: employee privacy rights and responsibilities, the right to be forgotten, surveillance issues, privacy as a democratic right, and many other timely topics.

Leaders in the access and privacy world provided remarks and participated in panel discussions. The conferences also featured provincial and federal Information and Privacy Commissioners, speakers from government and agencies, post-secondary institutions, the media, business, school jurisdictions, and law enforcement.

To further support access and privacy expertise, Service Alberta leads a Government of Alberta Community of Practice for networking and knowledge development within the FOIP community. Half-day sessions are held with government, agencies, boards and commissions. In 2013-14, three meetings occurred and in 2014-15 Service Alberta hosted four meetings. The intent is to reinforce standards for the application of the FOIP Act, discuss best FOIP practices, and to network.

Meetings also take place with sector specific public bodies twice each year, alternating between Edmonton and Calgary when possible. The sectors are: municipalities, post-secondary institutions, and school jurisdictions. There were a total of six of these sessions held in each of 2013-14 and 2014-15. These sessions provide learning for FOIP practitioners and an opportunity to meet with Service Alberta, the ministry responsible for the administration of the FOIP Act. The Office of the Information and Privacy Commissioner (OIPC) also provided valuable updates from their office at all the sessions.

Service Alberta also offers training for staff and contractors of public bodies who are responsible for applying the FOIP Act for Albertans. Service Alberta was pleased to offer:

- In 2013-14, 42 courses with 659 public body employees and contractors trained.
- In 2014-15, 43 courses with 876 public body employees and contractors trained.

Local public bodies, government bodies and Albertans can call the Service Alberta HelpDesk Line with questions about access and privacy under the FOIP Act. The HelpDesk queries:

- In 2013-14, totaled 1,254 FOIP queries, along with 567 *Personal Information Protection Act* (PIPA) queries.
- In 2014-15, totaled 1,209 FOIP queries, along with 707 PIPA queries.

Publications and Resources

Service Alberta maintains a catalogue of over 40 publications and informational resources which are found on the FOIP Services website at www.servicealberta.ca/foip. These resources and publications help to support FOIP staff across government and local public bodies by providing guidelines on best practices. In addition, Albertans can use the publications to better understand how to access information through the formal FOIP process. The website and resources also inform the public about their privacy rights.

Resources include:

- FOIP Guidelines and Practices manual
- Guidance documents, including brochures, bulletins, Frequently Asked Questions sheets, discussion papers
- Forms and templates for use by the public and in FOIP offices
- Directory of Personal Information Banks
- Previous and current Annual Reports and detailed FOIP statistics

National Initiatives

As part of the monthly teleconferences of the national Privacy Subcommittee reporting to the Public Sector Chief Information Officer Council and the Public Sector Service Delivery Council, Service Alberta has shared best practices including face-to-face meetings held at the 2014 Access and Privacy Conference. In 2015, Service Alberta participated via teleconference with participants across the country instead of in person; this was an opportunity to showcase successes in Alberta and to explore initiatives in other provinces on behalf of Albertans.



Information Released to Albertans

In 2013-14

- Provincial public bodies processed a total of 2,769 requests, of these:
 - 1,604 were personal; 9.9% were totally disclosed and 50.4% were partially disclosed.
 - 1,165 were general; and 19.6% were totally disclosed and 43.0% were partially disclosed.*

In 2014-15:

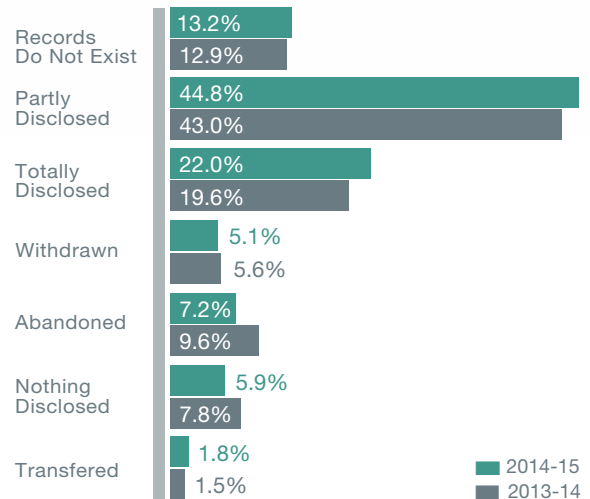
- Provincial public bodies processed a total of 2,512 requests, of these:
 - 1,230 were personal; 11.9% were totally disclosed and 50.9% were partially disclosed.
 - 1,282 were general; and 22% were totally disclosed and 44.8% were partially disclosed.*

* Note: Site assessment requests to Environment and Parks (formerly *Environment and Sustainable Resource Development*) are dealt with separately. Total site assessments were:

- 1,642 in 2013-14, and
- 1,893 in 2014-15.

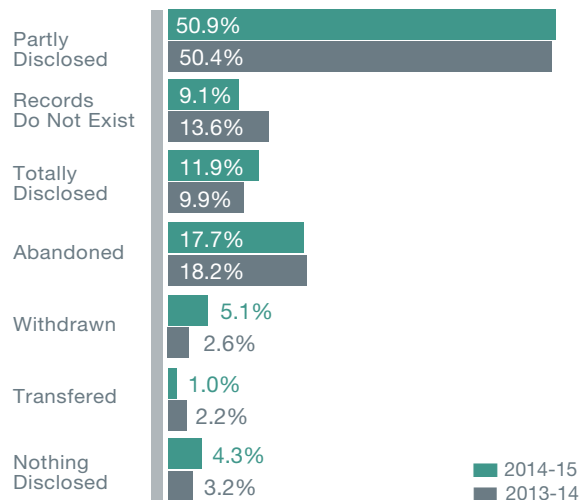
How access requests were processed

Disposition of General requests by Provincial Government Departments, Agencies, Boards and Commissions



Nothing disclosed includes requests for information that is publicly available or requests for records that are exempt from the FOIP Act.

Disposition of Personal requests by Provincial Government Departments, Agencies, Boards and Commissions



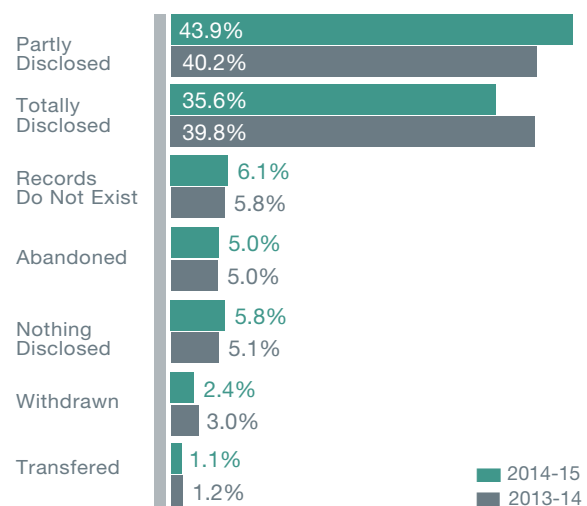
Nothing disclosed includes requests for information that is publicly available or requests for records that are exempt from the FOIP Act.

For local public bodies

- In 2013-14: 39.8% of general requests were totally disclosed and 40.2% were partially disclosed.
- In 2014-15: 35.6% of general requests were totally disclosed and 43.9% were partially disclosed.

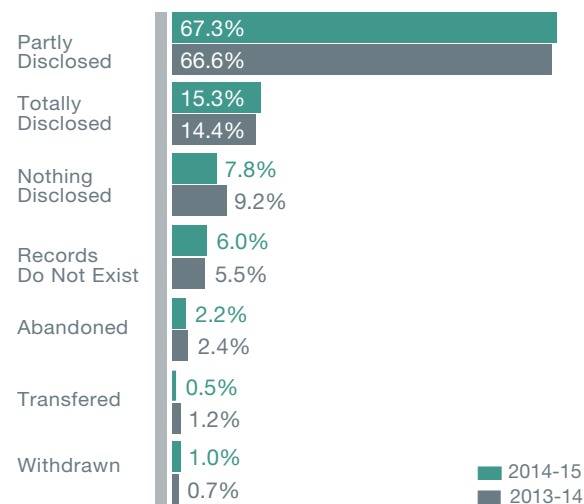
How access requests were processed

Disposition of General requests by Local Public Bodies



* Nothing disclosed includes requests for information that is publicly available or requests for records that are exempt from the FOIP Act.

Disposition of Personal requests by Local Public Bodies



* Nothing disclosed includes requests for information that is publicly available or requests for records that are exempt from the FOIP Act.

Routine Disclosure (RD) and Proactive Disclosure: Access to Information Outside the FOIP Process

The government is committed to being transparent and is working to provide tools so that Albertans have more direct and online access to information that can be released outside of a FOIP request.

Routine release and proactive disclosure are terms used to describe alternative means of access to information without a formal FOIP access request. As government increasingly makes information available through other means, it is anticipated that information will become more routinely available in a timely and efficient manner.

Routine Disclosure: Environment and Parks Environment

Environment and Parks provides the majority of responses to general requests for information outside of the formal FOIP process in the Government of Alberta.

As a result of the large volume of requests received, Environment and Parks routinely makes available the following information:

1. Environmental Site Assessment Repository (ESAR):
Due to the large volume of site assessment requests received, the department developed the ESAR to provide applicants with documents including scientific and technical information about assessed and/or reclaimed sites throughout Alberta. In order to remove as many barriers as possible, these documents have been made available online through a searchable database. This process makes accessing the information easier for Albertans.

In 2013-14 163,008, and in 2014-15 194,607, documents were downloaded from the ESAR.

2. Routine Disclosure: The Government of Alberta regularly identifies and makes information available to Albertans through RD. The type of information released by RD includes environment site-assessment information; for example, scientific and/or technical reports documenting the nature and extent of soil, ground and surface water contamination, remedial measures taken to clean up the site or status of the site, internal or external correspondence/documentation relating to either deficiencies in the reports, additional investigation assessments that should be undertaken, or new information not contained in the reports. Infrequently, when site assessment records cannot be routinely disclosed, a FOIP request must still be made.

Environment and Parks Routine Disclosure

Year	Number of RD Requests	Number of Pages of Information Disclosed
2013-14	1,551	66,551
2014-15	1,651	71,936*

* Decrease in number of pages of information disclosed from 2013-14 due to increased amount of information available through ESAR.

Proactive Disclosure: Open Government Portal (open.alberta.ca)

The Open Government Portal is made up of open data and publications and the content is not subject to privacy, security or legislative restrictions. Open data and publications have minimal restrictions on use or re-use.

- Open data is government-owned information that is made available to the public in a structured, machine-readable format. Whenever possible, open data is released proactively for use by Albertans.
- Publications are government owned information resources that are made available in a variety of formats; including, reports, studies, maps, and legislation. They are available for downloading and use by the general public.

Examples of datasets include:

- Summary of Results by Electoral Division 1982 -2015 (supplied by Elections Canada)
- Average Vacancy rates, Alberta and Major Urban Centres (supplied by Seniors)
- Diploma Exam Results (supplied by Education)
- Frequency and Ranking of Baby Names by Year and Gender (supplied by Service Alberta – Registry Services)
- Alberta Registry Agents (supplied by Service Alberta)
- Grand Disclosure (supplied by Treasury Board and Finance)

Examples of Publications include:

- Agriculture Statistics Yearbook
- Alberta International Trade Review
- Population Projection Alberta 2015-2041
- Pierre Grey's Lakes Provincial Park Campground Guide

By sharing these information sources the Government of Alberta is increasing the transparency of government business, promoting economic opportunity and increasing citizen involvement in government.

Fees

Fees are standard and set out in Schedule 2 of the FOIP Regulation.

- In 2013-14, government ministries, agencies, boards and commissions collected approximately \$70,000 in fees to process the 1,248 general requests and 1,613 personal requests received in 2013-14. These provincial bodies waived approximately 32% of request fees assessed in support of the public interest or for reasons of inability to pay, compared to 17% in 2012-13.
- In 2014-15, government ministries, agencies, boards and commissions collected approximately \$96,000 in fees to process the 1,195 general requests and 1,244 personal requests received in 2014-15. These provincial bodies waived approximately 29% of request fees assessed in support of the public interest or for reasons of inability to pay.

Why Information was Not Released

The following tables summarize the sections of the FOIP Act cited by provincial public bodies as the reasons for not fully releasing information. There are three reasons for not releasing information: exemptions, exclusions, and exceptions.

Exemptions are when records are not considered responsive to a request because they fall outside the scope of the FOIP Act. Exclusions apply to records to which the right of access does not extend. Finally, exceptions to disclosure are applied to protect:

- Personal information, if disclosure is an unreasonable invasion of privacy
- The business interests of third parties
- The decision-making process, or
- For other limited and specific reasons outlined in the FOIP Act

The number of occurrences is the total number of requests where a particular section of the FOIP Act was applied. Note that because several sections may be used in a single request, the number of occurrences is not related to the number of requests completed.

Sections of the Act Applied Exceptions

Sections of the Act Used	Number of Occurrences 2013-14	Number of Occurrences 2014-15
12 Refuse to confirm or deny existence of a record	15	17
16 Third party - business/tax interests	143	198
17 Third party - personal information	1136	1079
18 Harmful to individual or public safety	33	53
19 Confidential evaluations	12	14
20 Law enforcement	137	163
21 Intergovernmental relations	210	220
22 Cabinet and Treasury Board confidences	62	67
23 Local public body confidences	2	3
24 Advice from officials	610	568
25 Harmful to economic or other interests of a public body	104	121
26 Testing procedures, tests and audits	18	28
27 Privileged information	369	374
28 Harmful to conservation	0	1
29 Information otherwise available to the public	58	55

Sections of the Act Applied Exemptions and Exclusions

Sections of the Act Used		Number of Occurrences 2013-14	Number of Occurrences 2014-15	Sections of the Act Used		Number of Occurrences 2013-14	Number of Occurrences 2014-15
4(1)(a)	Court/judicial records	161	168	4(1)(o)	Personal/constituency records of members of Executive Council	10	6
4(1)(b)	(Quasi) judicial notes, communications, draft decisions	4	5	4(1)(p)	Speaker/MLA records in Legislative Assembly Office	7	15
4(1)(c)	Quality Assurance Records (Health)	1	1	4(1)(q)	Communications between MLAs and/or members of Executive Council	86	79
4(1)(d)	Records of Officers of the Legislature	11	19	4(1)(r)	Treasury Branch Records	1	0
4(1)(f)	Advice to the Ethics Commissioner re: Conflict of Interest	0	1	4(1)(u)	Health information as defined in the Health Information Act	0	1
4(1)(g)	Examination/test questions	3	3	5	Other legislation paramount	6	5
4(1)(i)	Post-Secondary Research Material	1		6(4)(a)	Ministerial briefing for a new portfolio	10	2
4(1)(j)	Non-public body records in Provincial Archives	0	1	6(4)(b)	Ministerial briefing for a session of the Legislative Assembly	14	21
4(1)(j.1)	Published works collected by a library	0	1	6(7)	Audit Records of Chief Internal Auditor of Alberta	1	1
4(1)(k)	Incomplete prosecution records	14	8				
4(1)(l)	Registry records	57	49				
4(1)(m)	Personal/Constituency Records of an Elected Official	0	5				

Response Times

Government ministries, agencies, boards and commissions fulfill a high volume of FOIP access requests within a short time, ensuring effective access to government information to Albertans.

In 2013-14:

- 67.9% of requests to provincial public bodies went to applicants within 30 days and 85.6% within 60 days. For local public bodies, 83.7% of requests were processed within 30 days and 94.1% within 60 days.

In 2014-15:

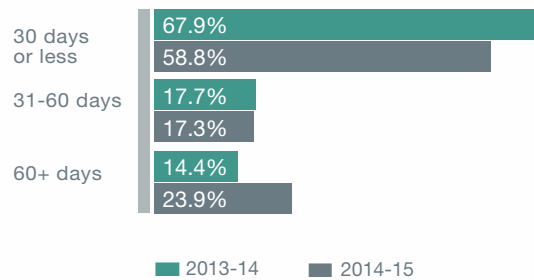
- 58.8% of requests to provincial public bodies went to applicants within 30 days and 76.1% within 60 days. For local public bodies, 81.5% of requests were processed within 30 days and 93.4% within 60 days.

Response times fell between 2013-14 and 2014-15, due to the complex nature of the information and volume of records being requested. The FOIP Act states that a request must normally be completed within 30 days of the date it was received by the public body. The Act does allow the head of a public body to extend the completion date by another 30 days under three circumstances: if consultation is required with another public body or a third party, if the request wording requires clarification to identify which records the applicant wants, or if the request is for a very large volume of records.

Response times

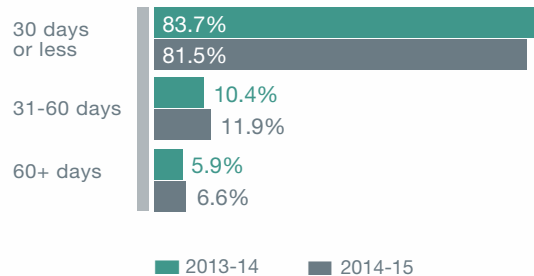
Percentage of completed requests and the number of days to complete the request

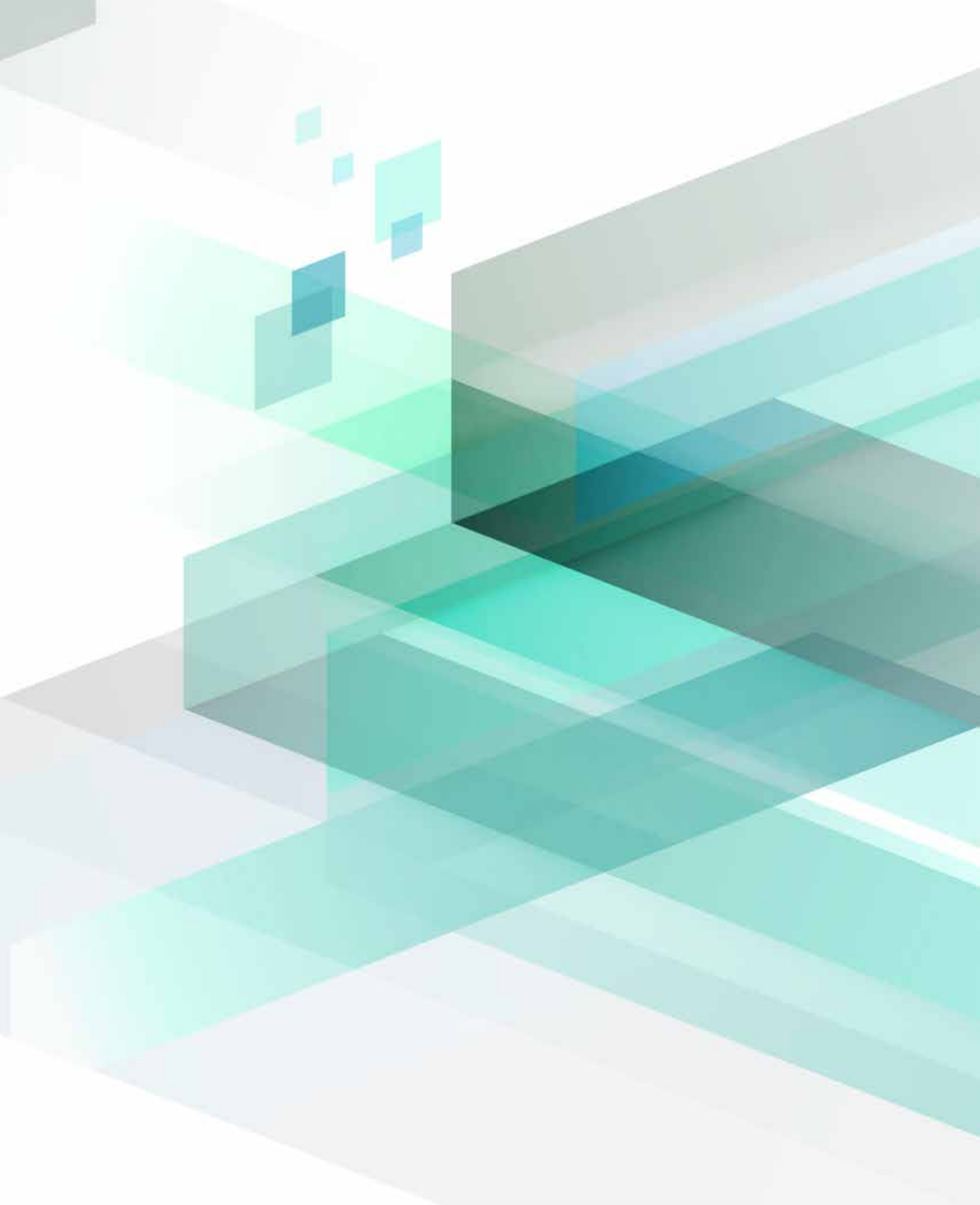
Requests to Provincial Government Departments, Agencies, Boards and Commissions

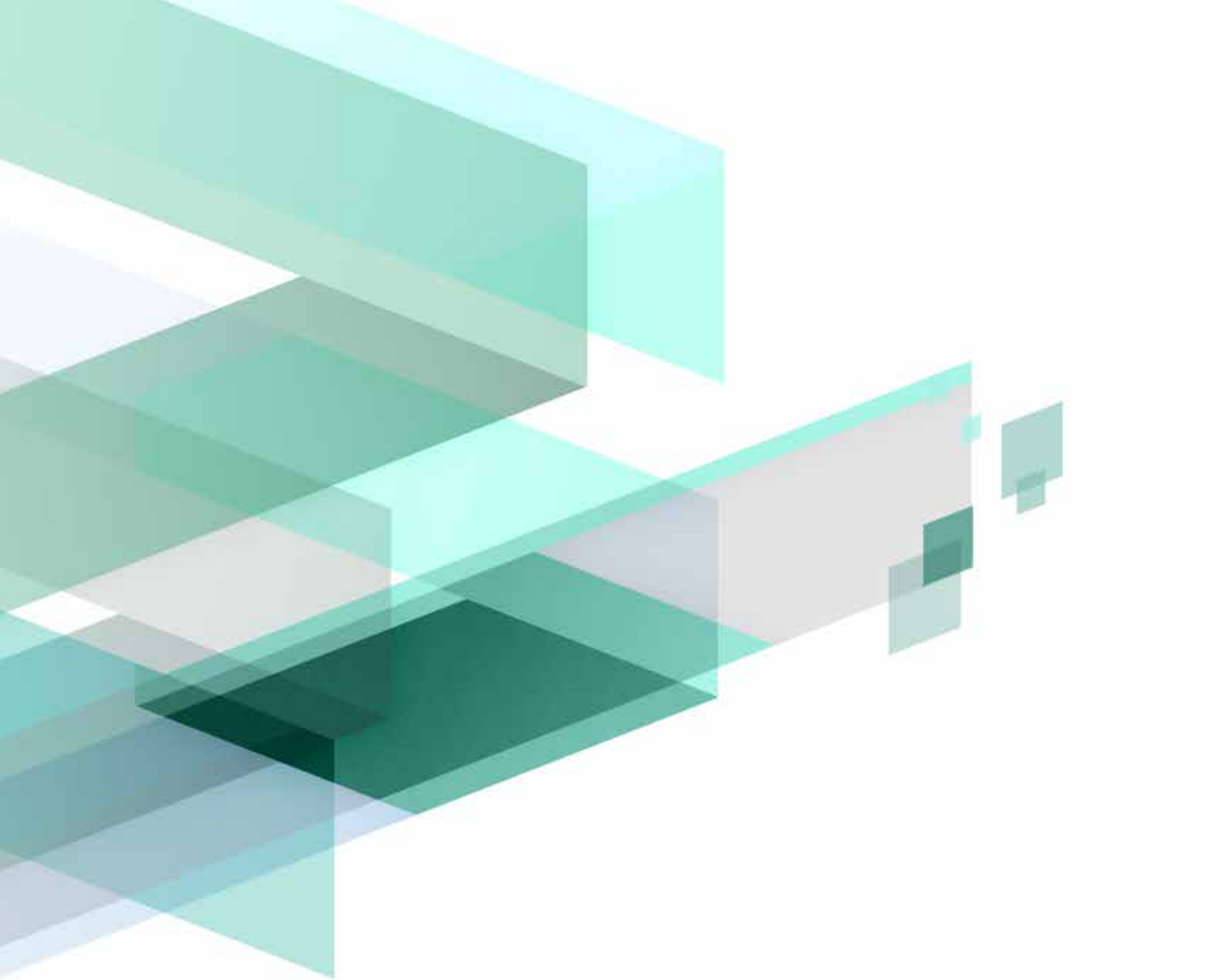


Percentage of completed requests and the number of days to complete the request

Requests to Local Public Bodies







Contact Information

Information Access and Protection
Service Alberta

Office hours:	Monday to Friday, 8:15 a.m. to 4:30 p.m.
Office phone:	780-422-2657
FOIP Helpdesk:	780-427-5848
Toll free:	In Alberta, dial 310-0000 then enter 780-427-5848
Fax:	780-427-1120
E-mail:	foiphelpdesk@gov.ab.ca
Website:	www.servicealberta.ca/foip
FOIP Statistics:	www.servicealberta.ca/foip/resources/statistics.cfm

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