

CRITERIA:

END Date range: (Fiscal)

April 01, 2010 to March 31, 2011

REQUEST Type= Formal

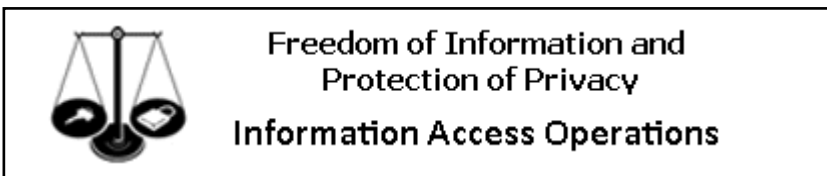
CATEGORY Type= General or Personal

STATUS Type= Closed

Note: Workdays exclude weekends, statutory holidays and on hold days.

Note: A processing time of 30 days or more, does not necessarily indicate a failure to respond to a request as the Act authorizes extensions of time in certain circumstances.

Note: Totals reflect number of requests "closed" during the date range, not number of requests "received".



**Freedom of Information and
Protection of Privacy
Information Access Operations**

PROCESSING TIMES

30, 60, more than 60 days

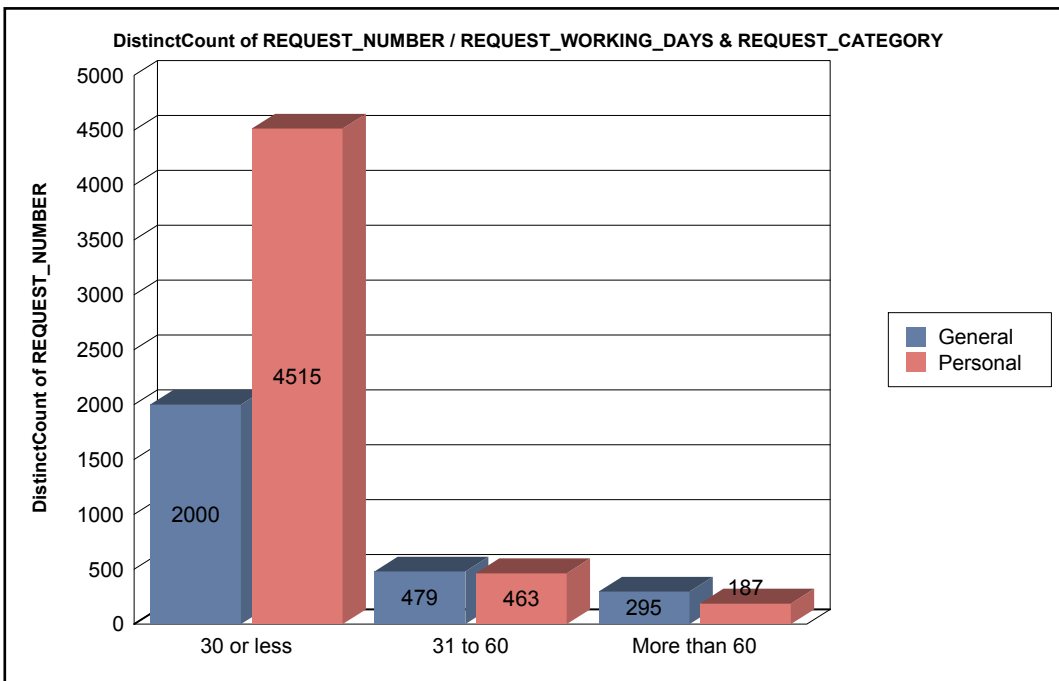
1 Yr Fiscal

2010/2011

April 01, 2010 to March 31, 2011

Total Requests: 7,939

TOTAL RECEIVED and PROCESSED: grouped by number of working days, (includes time for extensions granted), in groupings of 30 or less; 31 to 60 and more than 60 days. This graph compares a fiscal trendline for requests received and processed within the working day groupings.



Value in **blue** shows number requests received and processed within 30, 60 or more than 60 working days. Value in **red** shows the working day average.

	General	Personal	Workday Avg. Total Requests
30 or less	19 2,000	10 4,515	13 6,515
31 to 60	50 479	47 463	49 942
more than 60	113 295	83 187	102 482
Total	2,774	5,165	7,939