

**ALBERTA**

**OFFICE OF THE INFORMATION AND PRIVACY  
COMMISSIONER**

**ORDER ATIA2026-02**

February 12, 2026

**CALGARY POLICE SERVICE**

Case File Number 040939

**Office URL:** [www.oipc.ab.ca](http://www.oipc.ab.ca)

**Summary:** On July 12, 2025, the Applicant made an access request to the Calgary City Police (the Public Body), under the *Access to Information Act* (ATIA/Act).

On November 8, 2025, the Applicant requested a review of the Public Body's failure to respond to the request. The Public Body conceded that it failed to comply with timelines under the Act.

The Adjudicator found that the request was made under the Act and ordered the Public Body to respond to the request as required by the Act.

**Statutes Cited:** **AB:** *Access to Information Act*, S.A. 2024, c. A-1.4, ss. 7, 13, 16, 64.

**I. BACKGROUND**

[para 1] The Applicant made the following request for records on July 12, 2025:

- 1) Please provide an Org Chart for this dept. I anticipate the chart will be clear on structure, if not I seek who is charge of the entire department & who oversees the entire department.
  - 2) How many employees in total work for this dept.
  - 3) Please advise where the budget information can be located for this dept.
  - 4) I seek an audit log outlining all requests received by CPS, the date request was received, the date the request was acknowledged and lha date the data was released to the applicant and if any files involved OIPC.
  - 5) The audit log will reference all Access Request Numbers assigned by CPS and I will be auditing release times and if releases are completed in accordance with FIFO or intentionally being withheld from applicants for longer periods of lime.
- \*\*CPS has 30 days to comply with such requests, however based on personal experience CPS is taking 6+ months to process requests received by myself. The time period provided is until 12/31/26, the date of request is 07/12/25, therefore at the time this request is processed I am

seeking the data from my end date range of 12/26 not 07/25. Failure to produce records in 30 days will automatically be sent to OIPC for review.

[para 2] The Applicant followed up on their request on August 19, 2025, August 28, 2025, and October 9, 2025; neither the access request nor the follow up correspondence has been acknowledged by the Public Body.

[para 3] The Applicant requested a review by the Commissioner for the lack of response.

## **II. RECORDS AT ISSUE**

[para 4] There are no records at issue as the issue in this Inquiry relates to the timeliness of the Public Body's response.

## **III. ISSUE**

[para 5] The issue in this inquiry is:

Did the Public Body comply with section 13 of the Act (time limit for responding)?

## **IV. DISCUSSION OF THE ISSUE**

[para 6] Section 13 of the Act addresses the time limit for responding to a request:

*13(1) The head of a public body must make every reasonable effort to respond to a request not later than 30 business days after the requirements of section 7(2) have been met unless*

- (a) the request has been disregarded under section 9 or declared abandoned under section 10,*
- (b) that time limit is extended under section 16, or*
- (c) the request has been transferred under section 17 to another public body.*

*(2) The failure of the head to respond to a request within the 30-day period or any extended period is to be treated as a decision to refuse access to the record.*

[para 7] The Public Body is required to make all reasonable efforts to respond to an access request no later than 30 business days after the request meets the section 7(2) requirements:

- a) Must be in writing,
- b) Submitted to the public body the applicant believes has custody and control of the record,
- c) Provide enough detail to enable a public body to locate and identify the record within a reasonable time with reasonable effort, and
- d) Be accompanied by a fee where a fee is required by the Act.

[para 8] If a Public Body fails to respond within 30 business days or does not extend the time for responding under section 16 of the Act, the Applicant may ask the Commissioner to review the Public Body's failure to respond to them.

[para 9] On January 27, 2026, the Public Body submitted:

The Calgary Police Service accepts that we have not complied with the processing timelines of the *Access to Information Act*. We have one of the largest volumes of requests under this Act and had a number of employees go on medical leaves, retire and promote within a short period of time. Leaving us with two Analysts who could process requests under the Act. We have been actively hiring and as you can imagine not everyone who thinks they can review police records can actually do so and continue to do it long term while maintaining good mental health. As a result, we have had to continue our efforts to hire people and train them on these complex files. This has created a substantial backlog within the Access & Privacy Section which has been well documented at the Calgary Police Commission, communicated to applicants and to the Office of the Information and Privacy Commissioner on a regular basis. Given the complexity of many of the requests we process, hiring, training and learning takes time.

We have also advocated for additional resources for 2026 with Executive Leadership and the Calgary Police Commission and are being fully supported with the mid-budget adjustment with Calgary City Council for 2026. We have asked for an additional Intake Coordinator to assist with the volume of emails and incoming requests bringing our total to 2 and have recently hired an Administrative Assistant who is currently in training who is addressing our backlog of emails. We have also requested 4 additional Disclosure Analysts. As of December, we received approval for the hiring of the new staff and are in the process of creating positions and prepping for the posting of the positions.

Regarding this specific request, it has been assigned to an Analyst who is currently working on the response. They are processing the other requests made by this Applicant as well. There was a total of 8 requests sent at one time all of which went to the OIPC for Inquiry. I can advise that of the 8 requests received 3 of them are completed, 3 have had records provided and a fee estimate sent for audio or video records and 2 are being processed.

[para 10] The Public Body admits that it has not complied with section 13 of the Act and that an analyst has been assigned to work on the request. There is no indication given as to when the Public Body anticipates providing a response to the Applicant.

[para 11] Based on the submissions before me, I must order the Public Body to respond to the access request.

## **V. ORDER**

[para 12] I make this Order under section 64(3) of the Act.

[para 13] I order the Public Body to respond to the Applicant in accordance with the Public Body's obligations under section 13 of the Act.

[para 14] I further order the Public Body to notify me in writing, within 50 business days of being given a copy of this Order, that it has complied with the Order.

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Pam Gill  
Adjudicator