

**Calculating Final Costs for Access Requests**

**Ministerial Bodies**

Guide to Calculating Final Costs

###### Purpose

###### This document provides guidance to Designated Access Officers to understand how to process final costs.

###### Request for Personal Information

Charging Final Costs

The public body (PB) is responsible for calculating final costs associated with their access requests and providing them as part of their final response to the applicant.

Final costs can only be charged if the PB has submitted an Access Information Summary (AIS) to the ATIPP Office and the applicant has signed an Estimate of Cost (EoC) based on the information in the AIS.

In addition to agreeing to pay the EoC, the applicant must pay a %50 deposit if the EoC is $500.00 or greater.

Final costs cannot exceed the amount provided to the applicant in the EoC for the access request.

The Access and Privacy Office (AOC) may waive all or a portion of fees for providing access to an applicant’s personal information or due to financial hardship.

Rates

According to the *ATIPP Regulation*, final costs are calculated at $30 for each processing hour or portion of a processing hour. A processing hour incudes standard activities involved in creating a final response package.[[1]](#footnote-1)

A public body (PB) is expected to process 50 pages of records per processing hour.

If the access request involves records that cannot be measured in pages or will require the purchase of an outside service, the PB should consult with the ATIPP Office on how to measure the volume and cost when submitting their Access Information Summary (AIS). The Access and Privacy Officer (APO) must approve costs not included in processing hour activities.

The applicant receives 10 free processing hours for each access request for personal information.

No Fees Charged

Fees cannot be charged:

1. if an Access Information Summary (AIS) was not submitted to the ATIPP Office by the Public Body (PB) within 10 business days (BD) of the request being activated;
2. if an Estimate of Cost (EoC) is not provided to the applicant 5 BD after an AIS is sent to the ATIPP Office.
3. if the final cost is $30.00 or less; for a portion of a request that is being released under Section 82 of the ATIPP Act, or
4. for a portion of a request that is being released under Section 82 of the ATIPP Act – Public Interest Override and Mandatory Disclosure..

Calculation

1. Determine response page count
	* include final response;
	* include any interim responses;
	* include any withheld in full pages;
	* do not include any other removed pages (duplicates or out of scope).
2. Divide the page count by 50 to determine processing hours for pdf records.
3. Add any additional processing hours for viewing video or audio to the processing hours for pdf records.
4. Subtract 10 free hours from processing hours to determine total charged hours.
5. Multiple total charged hours by $30.
6. Add any additional APO approved costs.
7. Subtract waiver amount if granted
8. Subtract deposit amount if paid.
9. Resulting number is total due.

Fee Calculator

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1. **Example**

Response included 1239 pages of pdf records. The EoC for this request was $450.00. Since the EoC is less than $500.00 no deposit was collected.

1. Determine page count: 1239 pages
2. Processing hours for pdf records: 1239 / 50 = 24.8 hours
3. Add additional processing hours: n/a
4. Subtract 10 free processing hours: 24.8 – 10.0 = 14.8 hours
5. Multiple by $30/hr rate: 14.8 x $30.00 = $444.00
6. Add additional APO approved costs: n/a
7. Final cost (cannot exceed EoC): $444.00
8. Subtract deposit amount if paid: n/a
9. Subtract waiver if granted: n/a
10. **Total: $444.00**

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| --- | --- | --- | --- | --- |
| **Personal Request(10 free processing hours)** | **Standard Records** | **Other Records** | **Service provider** | **Sub-totals** |
| **Page Count /Volume Other Records / Service Provider** | 1239 |   |   |  |
| **Processing Hours:** | 24.8 | 0 |   | 24.8 |
| **Total Charged Hours:(Processing Hours minus 10 free hours)** |   |   |   | 14.8 |
| **Processing Cost($30/hr)** |   |   |   | $444.00 |
| **Other Approved Processing Cost:** |   |   |   |  |
| 0 | 0 | 0 | $0.00 |
| **APPROVED COSTS(from EoC)** |   |   |   | **$450.00** |
| **TOTAL FEE:(cannot exceed EoC)** |   |   |   | **$444.00** |
| **DEPOSIT:(50% EoC total if over $500)** |   |   |  | $0.00 |
| **WAIVED AMOUNT:(By APO, if any)** |   |   |  | $0.00 |
| **FINAL COST OWING** |   |   | **\*must exceed $30.00** | **$444.00** |

**Sample of what to include at the end of a final response letter (based on the calculations above):**

**Final Cost**

**Total Owing = $444.00**

**Breakdown:**

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| 1239 pages processed @ 50 pages/hour = 24.8 hours |
| Less 10 free hours = 14.8 hours |
| 14.8 hours @ $30.00/hour = $444.00 |
| Estimate of Cost (EoC) = $450.00 |
| Final Cost (cannot exceed EoC) = $444.00 |

* 1230 pages granted in part have been charged
* 9 pages withheld in full have been charged
* Duplicate and out of scope material has been removed and has not been charged
1. **Example**

Response included 2082 pages of pdf records and 4.5 hours of video surveillance review. The EoC for this request is $1000.00. The applicant was granted a $500 waiver. The total estimated amount the applicant owed was reduced to $500 (after the waiver was applied). A $250 deposit was collected since this amount was equal to or over $500.

1. Determine page count: 2082 pages
2. Processing hours for pdf records: 2082 / 50 = 41.6 hours
3. Add additional processing hours: 24.8 + 4.5 = 46.1
4. Subtract 10 free processing hours: 46.1 – 10.0 = 36.1 hours
5. Multiple by $30/hr rate: 36.1 x $30.00 = $1,083.00
6. Add additional APO approved costs: n/a

**NOTE:** Final cost ($1083.00) is greater than the EoC ($1,000), so EoC amount used for final cost.

1. Final cost (cannot exceed EoC): $1,000
2. Subtract deposit amount if paid: $1,000 - $250.00 = $750.00
3. Subtract waiver if granted: $750.00 - $500.00 = $250.00
4. **Total: $250.00**

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| --- | --- | --- | --- | --- |
| **Personal Request(10 free processing hours)** | **Standard Records** | **Other Records** | **Service provider** | **Sub-totals** |
| **Page Count /Volume Other Records / Service Provider** | 2082 | Video |   |  |
| **Processing Hours:** | 41.6 | 4.5 |   | 46.1 |
| **Total Charged Hours:(Processing Hours minus 10 free hours)** |   |   |   | 36.1 |
| **Processing Cost($30/hr)** |   |   |   | $1,083.00 |
| **Other Approved Processing Cost:** |   |   |   |  |
| 0 | 0 | 0 | $0.00 |
| **APPROVED COSTS(from EoC)** |   |   |   | **$1,000.00** |
| **TOTAL FEE:(cannot exceed EoC)** |   |   |   | **$1,000.00** |
| **DEPOSIT:(50% EoC total if over $500)** |   |   |  | $250.00 |
| **WAIVED AMOUNT:(By APO, if any)** |   |   |  | $500.00 |
| **FINAL COST OWING** |   |   | **\*must exceed $30.00** | **$250.00** |

**Sample of what to include at the end of a final response letter (based on the calculations above):**

**Final Cost**

**Total Owing = $250.00**

**Breakdown:**

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| 2082 pages processed @ 50 pages/hour + 4.5 hours video processing = 46.1 hours |
| Less 10 free hours = 36.1 hours |
| 36.1 hours @ $30.00/hour = $1083.00 |
| Estimate of Cost (EoC) = $1,000.00 |
| Final Cost (cannot exceed EoC) = $1,000.00 |
| Less $500.00 Waiver = $500.00 |
| Less $250.00 deposit = $250.00 |

* 2082 pages granted in part have been charged.
* 4.5 hours of video withheld in full have been charged.
* Duplicate and out of scope material has been removed and has not been charged.
1. **Example**

Response included 765 pages of pdf records and required the services of a coder hired on contract to retrieve information from a database at a cost of $375.00. The EoC was for $600.00 so a deposit of $300.00 has been paid by the applicant.

1. Determine page count: 765 pages
2. Processing hours for pdf records: 765 / 50 = 15.3 hours
3. Add additional processing hours: n/a
4. Subtract 10 free processing hours: 15.3 – 10.0 = 5.3 hours
5. Multiple by $30/hr rate: 5.3 x $30.00 = $159.00
6. Add additional APO approved costs for service contract: $159.00 + $375.00 = $535.00
7. Final Cost (cannot exceed EoC): $535
8. Subtract deposit amount if paid: $535 - $300.00 = $384.00
9. Subtract waiver if given: n/a
10. **Total: $234.00**

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| --- | --- | --- | --- | --- |
|  **Personal Request(10 free processing hours)** | **Standard Records** | **Other Records** | **Service provider** | **Sub-totals** |
| **Page Count /Volume Other Records / Service Provider** | 765 |   | Company 1 |  |
| **Processing Hours:** | 15.3 | 0 |   | 15.3 |
| **Total Charged Hours:(Processing Hours minus 10 free hours)** |   |   |   | 5.3 |
| **Processing Cost($30/hr)** |   |   |   | $159.00 |
| **Other Approved Processing Cost:** |   |   | Coding |  |
| 0 | 0 | $375.00 | $375.00 |
| **APPROVED COSTS(from EoC)** |   |   |   | **$600.00** |
| **TOTAL FEE:(cannot exceed EoC)** |   |   |   | **$534.00** |
| **DEPOSIT:(50% EoC total if over $500)** |   |   |  | $300.00 |
| **WAIVED AMOUNT:(By APO, if any)** |   |   |  | $0.00 |
| **FINAL COST OWING** |   |   | **\*must exceed $30.00** | **$234.00** |

**Sample of what to include at the end of a final response letter (based on the calculations above):**

**Final Cost**

**Total Owing = $234.00**

|  |
| --- |
| 765 pages processed @ 50 pages/hour = 15.3 hours |
| Less 10 free hours = 5.3 hours |
| 5.3 hours @ $30.00/hour = $159.00 |
| Additional approved costs $375.00 coding services = $534.00 |
| Estimate of Cost (EoC) = $600.00 |
| Final Cost (cannot exceed EoC) = $534.00 |
| Less $300.00 deposit = $234.00 |

* 765 pages granted in part have been charged.
* Duplicate and out of scope material has been removed and has not been charged.

###### Request for Program Information

Charging Final Costs

The public body (PB) is responsible for calculating final costs associated with their access requests and providing them as part of their final response to the applicant.

Final costs can only be charged if the PB has submitted an Access Information Summary (AIS) to the ATIPP Office and the applicant has signed an Estimate of Cost (EoC) based on the information in the AIS.

In addition to agreeing to pay the EoC, the applicant must pay a %50 deposit if the EoC is $500.00 or greater.

Final costs cannot exceed the amount provided to the applicant in the EoC for the access request.

The Access and Privacy Office (AOC) may waive all or a portion of fees due to financial hardship.

Rates

According to the ATIPP Regulation final costs are calculated at $30 for each processing hour or portion of a processing hour. A processing hour incudes standard activities involved in creating a final response package.[[2]](#footnote-2)

A public body (PB) is expected to process 50 pages of records per processing hour.

If the access request involves records that cannot be measured in pages or will require the purchase of an outside service, the PB should consult with the ATIPP Office on how to measure the volume and cost when submitting their Access Information Summary (AIS). The Access and Privacy Officer (APO) must approve costs not included in processing hour activities.

The applicant receives 5 free processing hours for each access request for program information.

No Fees Charged

Fees cannot be charged:

1. if an Access Information Summary (AIS) was not submitted to the ATIPP Office by the Public Body (PB) within 10 business days (BD) of the request being activated;
2. if an Estimate of Cost (EoC) is not provide to the applicant 5 BD after an AIS is sent to the ATIPP Office.
3. if the final cost is $30.00 or less;
4. for a portion of a request that is being released under Section 82 of the ATIPP Act – Public Interest Override and Mandatory Disclosure.

Calculation

1. Determine response page count
	* Include final response;
	* Include any interim responses;
	* Include any withheld in full pages;
	* Do not include any other removed pages (duplicates or out of scope).
2. Divide the page count by 50 to determine processing hours for pdf records.
3. Add any additional processing hours for viewing video or audio to the processing hours for pdf records.
4. Subtract 5 free hours from processing hours to determine total charged hours.
5. Multiple total charged hours by $30.
6. Add any additional APO approved costs.
7. Subtract waiver amount if granted.
8. Subtract deposit amount if paid.
9. Resulting number is total due.
10. **Example**

Response included 678 pages of pdf records and 2 hours of video surveillance tape. The EoC was for $350.00. Since the EoC is less than $500.00 no deposit was collected.

1. Determine page count: 678 pages
2. Processing hours for pdf records: 678 / 50 = 13.6 hours
3. Add additional processing hours: 13.6 + 2.0 = 15.6 hours
4. Subtract 5 free processing hours: 15.6 – 5.0 = 10.6 hours
5. Multiple by $30/hr rate: 10.6 x $30.00 = $318.00
6. Add any additional APO approved costs: n/a
7. Subtract deposit amount if paid: n/a
8. Subtract waiver if given: n/a
9. **Total: $318.00**

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| --- | --- | --- | --- | --- |
| **Program Request(5 free processing hours)** | **Standard Records** | **Other Records** | **Service provider** | **Sub-totals** |
| **Page Count /Volume Other Records / Service Provider** | 678 | Video |   |  |
| **Processing Hours:** | 13.6 | 2.0 |   | 15.6 |
| **Total Charged Hours:(Processing Hours minus 5 free hours)** |   |   |   | 10.6 |
| **Processing Cost($30/hr)** |   |   |   | $318.00 |
| **Other Approved Processing Cost:** |   |   |   |  |
| 0 | 0 | 0 | $0.00 |
| **APPROVED COSTS(from EoC)** |   |   |   | **$350.00** |
| **TOTAL FEE:(cannot exceed EoC)** |   |   |   | **$318.00** |
| **DEPOSIT:(50% EoC total if over $500)** |   |   |  | $0.00 |
| **WAIVED AMOUNT:(By APO, if any)** |   |   |  | $0.00 |
| **FINAL COST OWING** |   |   | **\*must exceed $30.00** | **$318.00** |

**Sample of what to include at the end of a final response letter (based on the calculations above):**

**Final Cost**

**Total Owing = $318.00**

**Breakdown:**

|  |
| --- |
| 678 pages processed @ 50 pages/hour + 2.0 hours video processing = 15.6 hours |
| Less 5 free hours = 10.6 hours |
| 10.6 hours @ $30.00/hour = $318.00 |
| Estimate of Cost (EoC) = $350.00 |
| Final Cost (cannot exceed EoC) = $318.00 |

* 678 pages granted in part have been charged.
* 2.0 hours video withheld in full have been charged
* Duplicate and out of scope material has been removed and has not been charged.
1. **Example**

Response included 2145 pages of pdf records. The Access and Privacy Officer (APO) approved $10 in additional costs for blueprint imaging by an outside printer. The EoC was for $1100.00 and the applicant has paid a deposit of $550.00

1. Determine page count: 2145 pages
2. Processing hours for pdf records: 2145 / 50 = 42.9 hours
3. Subtract 5 free processing hours: 42.9 – 5.0 = 37.9 hours
4. Multiple by $30/hr rate: 37.9 x $30.00 = $1,137.00
5. Add additional APO approved costs for blueprint imaging: $10.00 + $1,137.00 = $1,147.00

**NOTE:** Final cost ($1,137.00) is greater than the EoC ($1,100), so EoC amount used for final cost

1. Final cost (cannot exceed EoC): $1,100
2. Subtract deposit amount if paid: $1,100.00 - $550.00 = $550.00
3. Subtract waiver if given: n/a
4. **Total: $550.00**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program Request(5 free processing hours)** | **Standard Records** | **Other Records** | **Service provider** | **Sub-totals** |
| **Page Count /Volume Other Records / Service Provider** | 2145 |   |   |  |
| **Processing Hours:** | 42.9 | 0 |   | 42.9 |
| **Total Charged Hours:(Processing Hours minus 5 free hours)** |   |   |   | 37.9 |
| **Processing Cost($30/hr)** |   |   |   | $1,137.00 |
| **Other Approved Processing Cost:** | Blueprint imaging |   |   |  |
| $10.00 | 0 | 0 | $10.00 |
| **APPROVED COSTS(from EoC)** |   |   |   | **$1,100.00** |
| **TOTAL FEE:(cannot exceed EoC)** |   |   |   | **$1,100.00** |
| **DEPOSIT:(50% EoC total if over $500)** |   |   |  | $550.00 |
| **WAIVED AMOUNT:(By APO, if any)** |   |   |  | $0.00 |
| **FINAL COST OWING** |   |   | **\*must exceed $30.00** | **$550.00** |

**Sample of what to include at the end of a final response letter (based on the calculations above):**

**Final Cost**

**Total Owing = $550.00**

**Breakdown:**

|  |
| --- |
| 2145 pages processed @ 50 pages = 42.9 hours |
| Less 5 free hours = 37.9 hours |
| 37.9 hours @ $30.00/hour = $1,137.00 |
| Additional approved cost $10.00 blueprint imaging = $1,147.00 |
| Estimate of Cost (EoC) = $1,100.00 |
| Final Cost (cannot exceed EoC) = $1,100.00 |
| Less $550.00 deposit = $550.00 |

* 2142 pages granted in part have been charged.
1. **Example**

Response included 765 pages of pdf records and required the services of a coder hired on contract to retrieve information from a database at a cost of $275.00. The EoC was for $600.00 so a deposit of $300.00 has been paid by the applicant.

1. Determine page count: 765 pages
2. Processing hours for pdf records: 765 / 50 = 15.3 hours
3. Subtract 5 free processing hours: 15.3 – 5.0 = 10.3 hours
4. Multiple by $30/hr rate: 10.3 x $30.00 = $309.00
5. Add additional APO approved costs for service contract: $309.00 + $275.00 = $584.00
6. Final cost (cannot exceed EoC): $584.00
7. Subtract deposit amount if paid: $584 - $300.00 = $284.00
8. Subtract waiver if given: n/a
9. **Total: $284.00**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program Request(5 free processing hours)** | **Standard Records** | **Other Records** | **Service provider** | **Sub-totals** |
| **Page Count /Volume Other Records / Service Provider** | 765 |   | Company 1 |  |
| **Processing Hours:** | 15.3 | 0 |   | 15.3 |
| **Total Charged Hours:(Processing Hours minus 5 free hours)** |   |   |   | 10.3 |
| **Processing Cost($30/hr)** |   |   |   | $309.00 |
| **Other Approved Processing Cost:** |   |   | Coding |  |
| 0 | 0 | $275.00 | $275.00 |
| **APPROVED COSTS(from EoC)** |   |   |   | **$600.00** |
| **TOTAL FEE:(cannot exceed EoC)** |   |   |   | **$584.00** |
| **DEPOSIT:(50% EoC total if over $500)** |   |   |  | $300.00 |
| **WAIVED AMOUNT:(By APO, if any)** |   |   |  | $0.00 |
| **FINAL COST OWING** |   |   | **\*must exceed $30.00** | **$284.00** |

**Sample of what to include at the end of a final response letter (based on the calculations above):**

**Final Cost**

**Total Owing = $284.00**

|  |
| --- |
| 765 pages processed @ 50 pages/hour = 15.3 hours |
| Less 5 free hours = 10.3 hours |
| 10.3 hours @ $30.00/hour = $309.00 |
| Additional approved costs $275.00 coding services = $584.00 |
| Estimate of Cost (EoC) = $600.00 |
| Final Cost (cannot exceed EoC) = $584.00 |
| Less $300.00 deposit = $284.00 |

* 765 pages granted in part have been charged.
* Duplicate and out of scope material has been removed and has not been charged
1. See ATIPP Regulation section 14(1)(a). [↑](#footnote-ref-1)
2. See ATIPP Regulation section 14(1)(a). [↑](#footnote-ref-2)