

McCowan, Dwayne MTIC:EX

From: Cameron, Tara D MTIC:EX
Sent: February-05-13 1:20 PM
To: Ward, Kathleen MTIC:EX; Hoskins, Chad MTIC:EX
Subject: FW: Minister Meeting material
Attachments: FOI_MO Presentation Feb 2013.pptx

Follow Up Flag: Follow up
Flag Status: Flagged

FYI – final version for your files.

From: Cameron, Tara D CITZ:EX
Sent: Tuesday, February 5, 2013 1:17 PM
To: Taylor, Diane Ruth CITZ:EX
Cc: McDonald, Seanna CITZ:EX
Subject: Minister Meeting material

Hello Diane, attached please find the FOI presentation for Thursday's briefing.

Thank you,

Tara Cameron
Manager, Divisional Operations
Office of the Assistant Deputy Minister
Logistics and Business Services | Shared Services BC
Ministry of Citizens' Services and Open Government
Tel: 250.953.3940



Shared
ServicesBC

Freedom of Information (FOI)

February 7, 2013

Fast Facts

Government has maintained an on-time rate of **89%** despite a huge increase in volume and less staff

In fiscal 2012/13, media requests are up by **62%** and political party requests are up by **47%**

For the first time, government is receiving almost as many **general** requests as **personal** requests

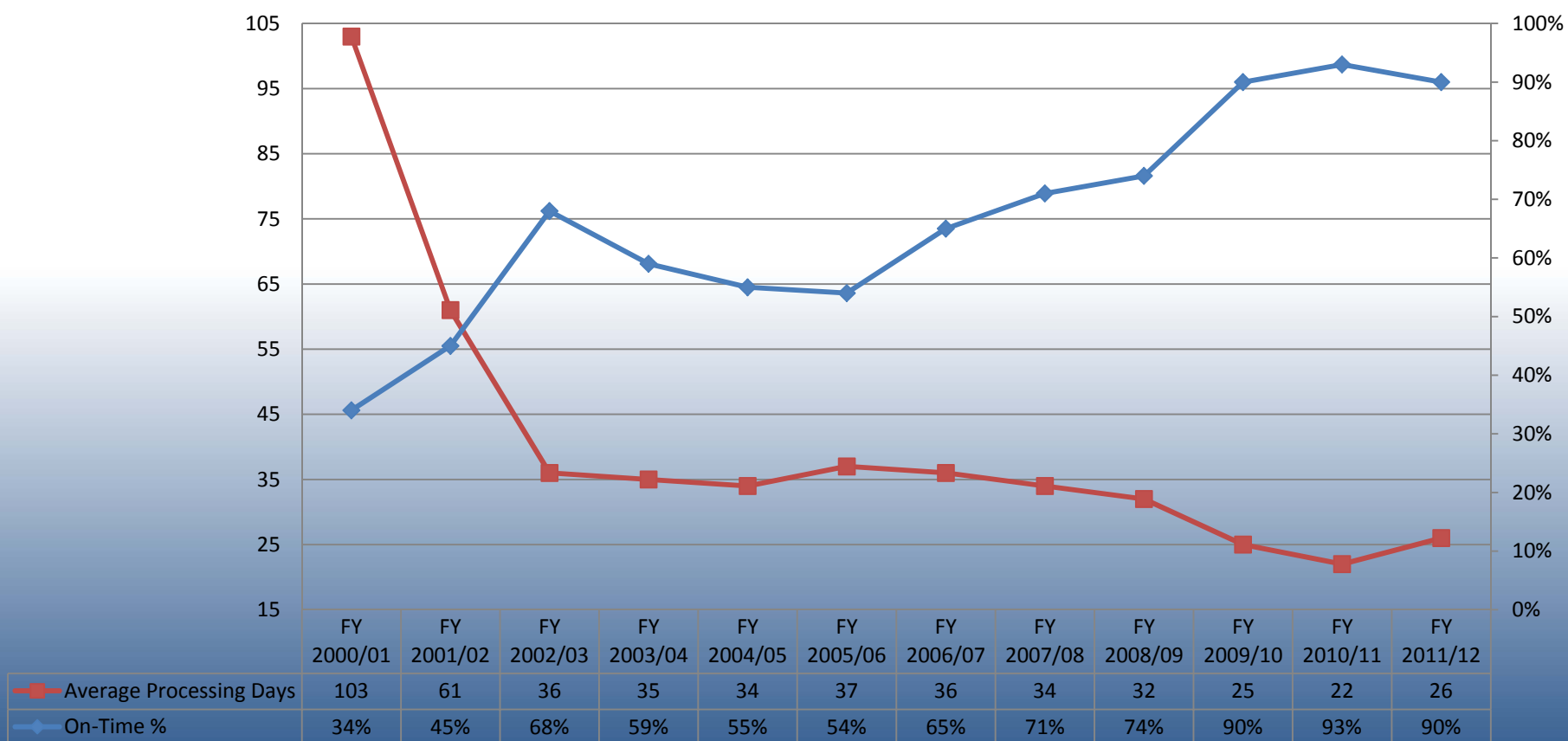
Government is projected to receive over **10,000** FOI requests this fiscal year, a 19% increase over last fiscal

One media applicant has made close to **600 FOI requests** this fiscal year to date

Demand for FOI Requests Continues to Increase

Fiscal Year	Total Requests Received	% On-Time
2007/08	5,394	71
2008/09	6,570	74
2009/10	7,654	90
2010/11	7,829	93
2011/12	8,423	90
2012/13 (projected)	10,194	88

On-Time Completion % and Processing Days



Page 6 redacted for the following reason:

Not Responsive

Personal and General Requests

All Government FOI Requests - April 01, 2012 to December 31, 2012				
	Total Requests Closed	Average Processing Time (Business Days)	% On-Time	Average Number (Business Days) Overdue
General	3,255	33	86%	19
Personal	3,736	26	91%	20
Total	6,991	29	89%	19

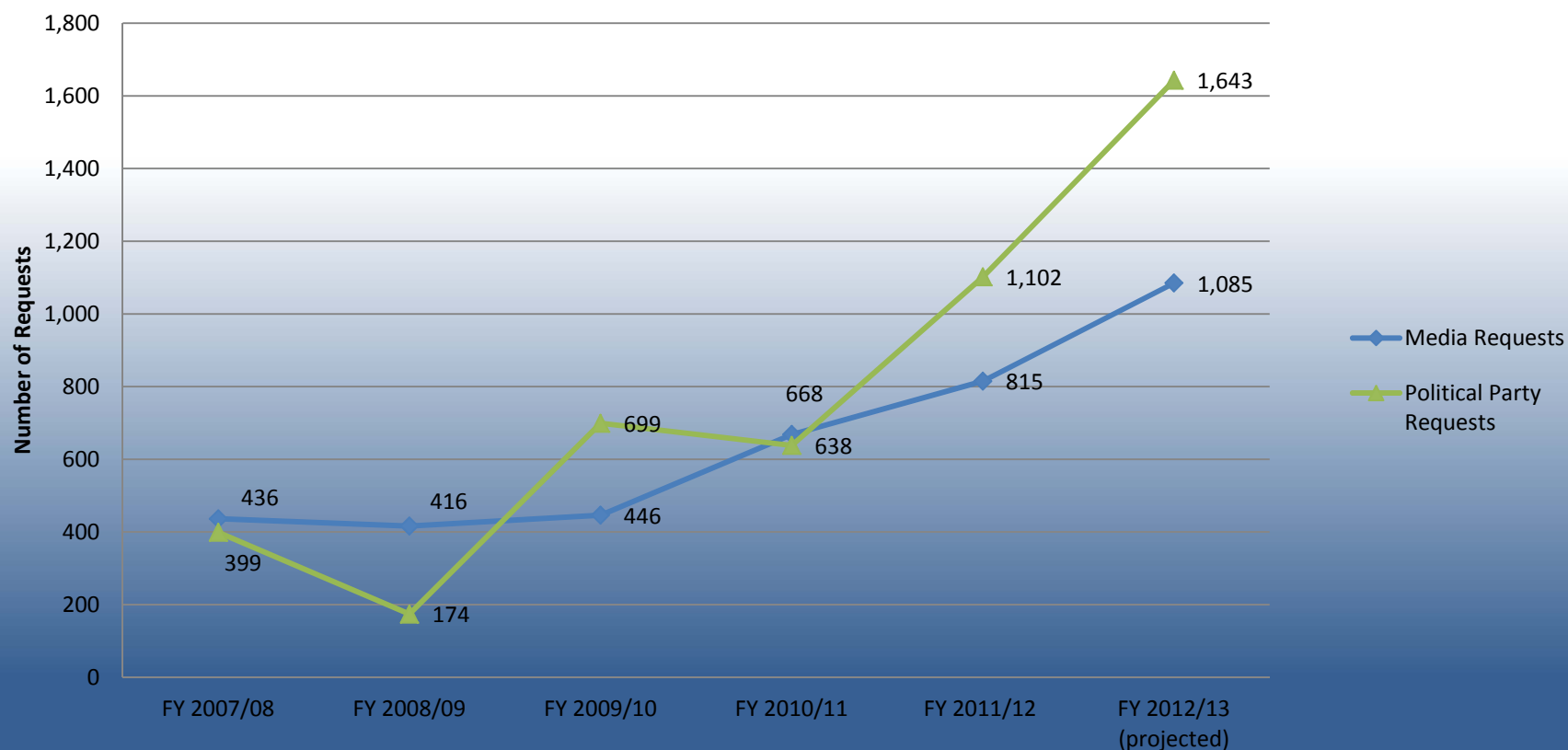
Year to Date by Applicant

Year to Date Comparison for 2011 and 2012
April 1 – December 31
FOI Requests Received by Applicant

Applicant Type	2011	2012	% Change	
	Received	Received	Received	% On-Time
Business	313	237	-32%	-4%
Individual	2,703	2,630	-3%	0%
Interest Group	145	180	24%	-5%
Law Firm	1,593	2,157	34%	1%
Media	574	919	60%	-7%
Other Governments	15	8	-88%	14%
Other Public Body	23	35	52%	7%
Political Party	841	1,235	47%	0%
Researcher	19	123	547%	-9%
Personal Requests	3,758	4,045	8%	0%
General Requests	2,468	3,479	41%	-1%
Grand Total	6,226	7,524	21%	-4%

Changing Nature of FOI Applicants

Requests from Political Parties and Media



Pages 10 through 12 redacted for the following reasons:

Not Responsive

McCowan, Dwayne MTIC:EX

From: Hoskins, Chad MTIC:EX
Sent: June-11-13 9:42 AM
To: Cameron, Tara D MTIC:EX
Cc: Ward, Kathleen MTIC:EX; Williams, Brad M MTIC:EX
Subject: Emailing: FOI_MO Presentation June 2013
Attachments: FOI_MO Presentation June 2013.pptx

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Tara, please find the MO presentation updated. Thanks, Chad

Your message is ready to be sent with the following file or link attachments:

FOI_MO Presentation June 2013

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.



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Freedom of Information (FOI)

February 7, 2013

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Government has maintained an on-time rate of **87%** despite a huge increase in volume and less staff

In fiscal 2012/13, media requests were up by **66%** and political party requests were up by **49%**

For the first time, government is receiving almost as many **general** requests as **personal** requests

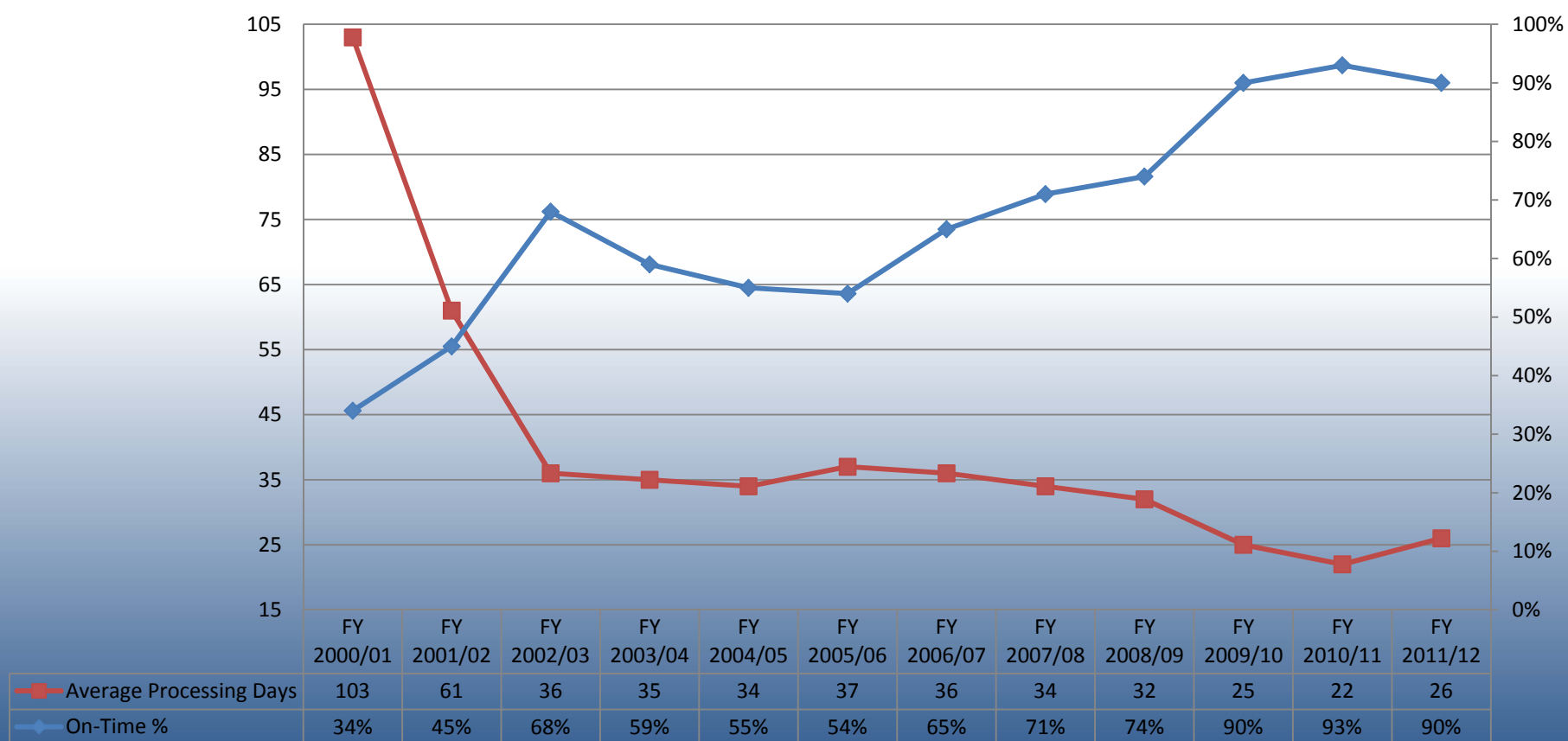
Government received over **10,000** FOI requests in 2012/13, a 23% increase over last fiscal

One media applicant made over **700 FOI requests** in 2012/13, and over 1,000 in the past 2 years

Demand for FOI Requests Continues to Increase

Fiscal Year	Total Requests Received	% On-Time
2007/08	5,394	71
2008/09	6,570	74
2009/10	7,654	90
2010/11	7,829	93
2011/12	8,423	90
2012/13	10,306	87

On-Time Completion % and Processing Days



Page 18 redacted for the following reason:

Not Responsive

Personal and General Requests

All Government FOI Requests - April 01, 2012 to March, 2013				
	Total Requests Closed	Average Processing Time (Business Days)	% On-Time	Average Number (Business Days) Overdue
General	4,566	33	85%	19
Personal	4,959	26	89%	20
Total	9,525	30	87%	19

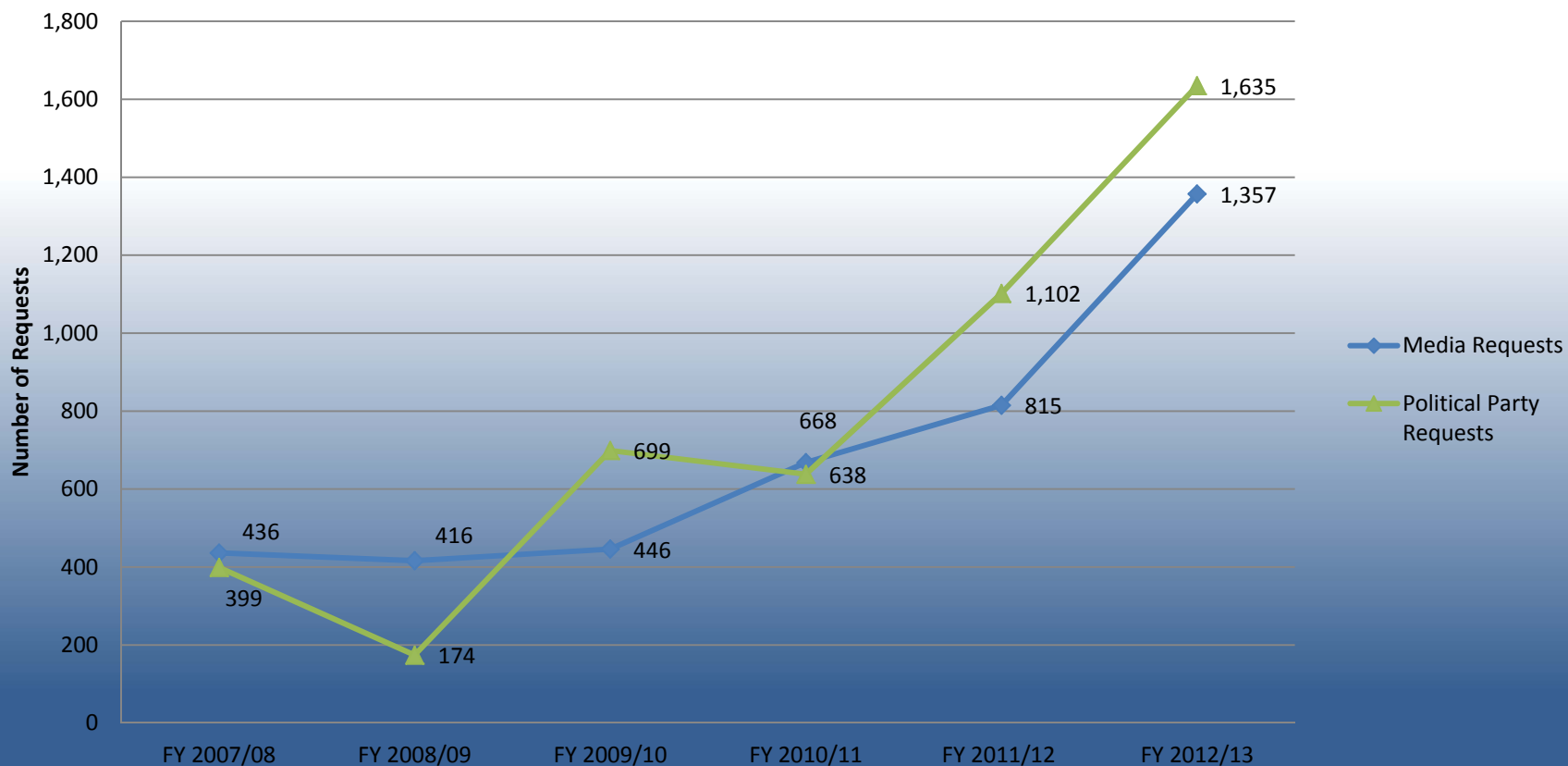
Year to Date by Applicant

Year to Date Comparison for 2011/12 and 2012/13
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FOI Requests Received by Applicant

Applicant Type	2011/12	2012/13	% Change	
	Received	Received	Received	% On-Time
Business	404	304	-33%	-5%
Individual	3,610	3,629	-1%	-3%
Interest Group	186	254	37%	0%
Law Firm	2,192	2,902	24%	-2%
Media	815	1,357	67%	-5%
Other Governments	21	18	-17%	9%
Other Public Body	44	43	0%	3%
Political Party	1,102	1,635	48%	4%
Researcher	36	157	336%	2%
Personal Requests	5,087	5,479	8%	-4%
General Requests	3,317	4,820	45%	-1%
Grand Total	8,404	10,306	23%	-3%

Changing Nature of FOI Applicants

Requests from Political Parties and Media



Pages 22 through 24 redacted for the following reasons:

Not Responsive

McCowan, Dwayne MTIC:EX

From: McDonald, Seanna MTIC:EX
Sent: June-19-13 11:09 AM
To: Hoskins, Chad MTIC:EX; Ward, Kathleen MTIC:EX
Cc: Cameron, Tara D MTIC:EX
Subject: FW: FOI MO Presenation - updated final copy
Attachments: FOI_MO Presentation June 20 2013_Final.pptx

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning – he is the final that was sent to the DM.

Thanks
Seanna

From: McDonald, Seanna CITZ:EX
Sent: Tuesday, June 18, 2013 3:44 PM
To: Taylor, Diane Ruth CITZ:EX
Cc: Lowe, Charmaine CITZ:EX; Plecas, Bobbi CITZ:EX; Hughes, Bette-Jo CITZ:EX; Ahmed, Sarf CITZ:EX; Cameron, Tara D CITZ:EX
Subject: FOI MO Presenation - updated final copy

Good afternoon Diane – here is the attached final copy of the slide deck.

Thanks
Seanna



FREEDOM OF INFORMATION (FOI)

LEGISLATION OVERVIEW AND PRIORITIES AND ADMINISTRATION

Presented to Honourable Andrew Wilkinson

Bobbi Plecas, ADM, Logistics and Business Services
Charmaine Lowe, Executive Director, Legislation, Privacy & Policy

Pages 27 through 44 redacted for the following reasons:

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FOI ADMINISTRATION FAST FACTS

Government has maintained an on-time rate of **87%** despite a 57% increase in volume since 2008/09

In fiscal 2012/13, media requests were up by **68%** and political party requests were up by **48%**

IAO is approved for **115 FTEs**.
Currently, **93** positions are staffed. If staffing had kept pace with request increases since 2008/09, IAO would have **148 FOI staff**

Government received over **10,000** FOI requests in 2012/13 (approx. 4,800 generals; 5,500 personals), a 22% increase over last fiscal

One media applicant made over **700 FOI requests** in 2012/13, and over **1,000** in the past 2 years



DEMAND FOR FOI REQUESTS CONTINUES TO INCREASE

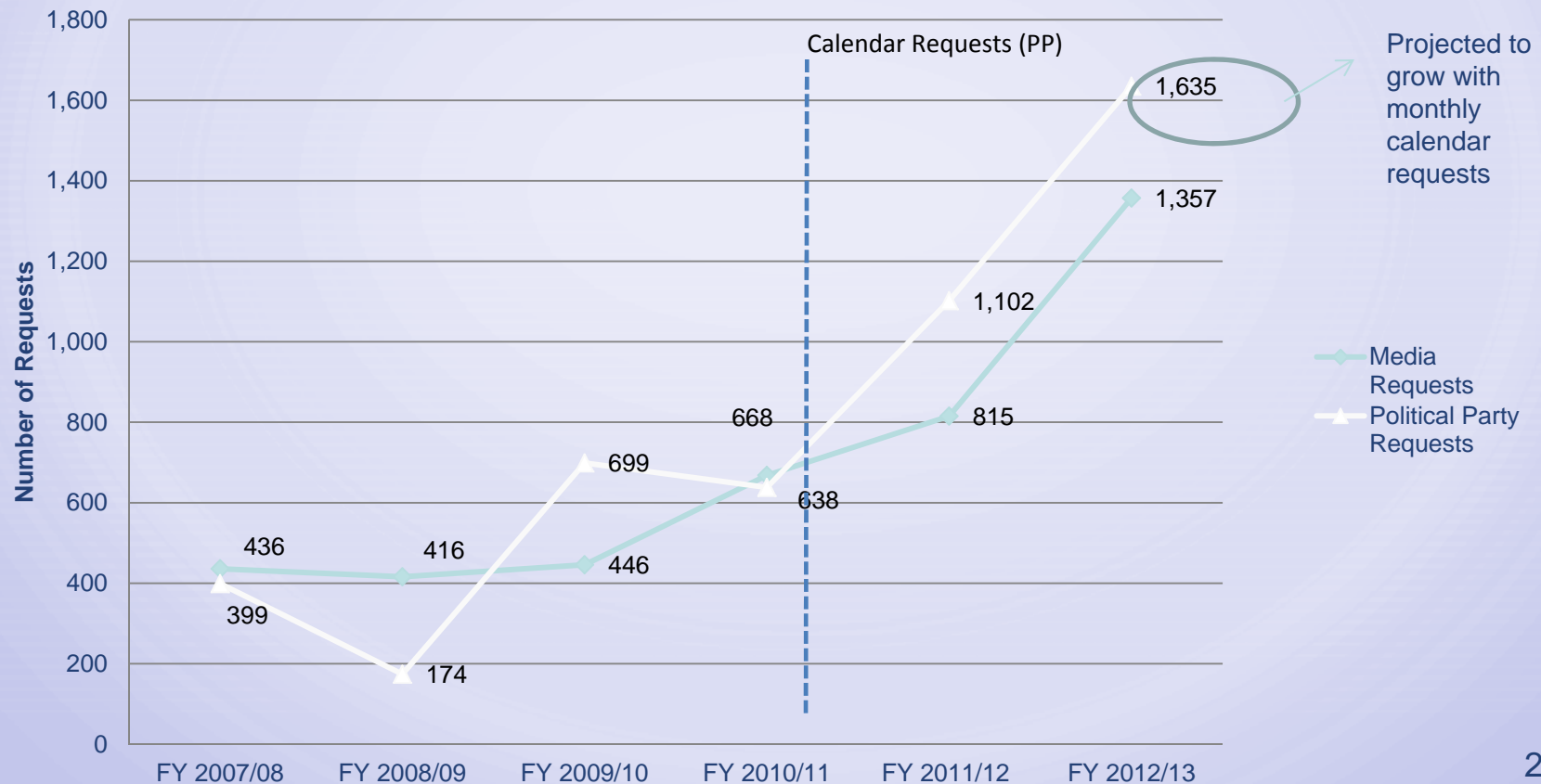
Fiscal Year	General Requests	Personal Requests	Total Requests Received	% On-Time
2007/08	1,805	3,589	5,394	71
2008/09	1,693	4,877	6,570	74
2009/10	2,532	5,122	7,654	90
2010/11	2,756	5,073	7,829	93
2011/12	3,329	5,094	8,423	90
2012/13	4,815	5,484	10,299	87
2013/14 (projected)	4,000	5,500	9,500	75

Page 47 redacted for the following reason:

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CHANGING NATURE OF FOI APPLICANTS

Requests from Political Parties and Media



Page 49 redacted for the following reason:

Not Responsive



RISKS TO INFORMATION ACCESS OPERATIONS

- **Timeliness:**
 - Government is projecting to receive approximately 9,500 requests this fiscal year. IAO is currently at 77% on-time. If the remainder of this year's requests are closed at a rate of 90% on-time, government would end the year at 81% on-time. A more realistic projection is 75%
 - There are approximately 450 requests in backlog that are already overdue
- **Volume Increase**
 - Request volume has increased an average of 14% each year over the past 6 years
- **FOI Resources**
 - IAO currently has 22 vacancies. It takes approximately 6 months to train a new FOI analyst
 - FOI classifications have not kept pace with the changing nature of FOI work. This results in a high rate of staff leaving IAO for higher-paying positions in the public service
- **IT Implementation**
 - IAO is launching a new end to end solution in November 2013. Administrative efficiencies will not be realized until 2014/15



STRATEGIES TO DEAL WITH 10K FOI REQUESTS

1. Business process improvements – continue with staff improvement program and leverage gains through corporate Lean initiative
2. Implementation of new IT system – government has procured an end to end FOI technical solution to reduce the administrative burden. Scheduled for launch in November 2013

3.

4.

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Performance Projections

Year	On-Time Percentage
2013/14	75

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Page 52 redacted for the following reason:

Not Responsive



QUESTIONS?

McCowan, Dwayne MTIC:EX

From: Plecas, Bobbi AVED:EX
Sent: July-26-13 3:56 PM
To: Ward, Kathleen MTIC:EX; Hoskins, Chad MTIC:EX
Subject: FW: IAO Staffing Rationale July 2013
Attachments: IAO Staffing Rationale July 2013.docx

Follow Up Flag: Follow up
Flag Status: Flagged

From: Ahmed, Sarf CITZ:EX
Sent: Friday, July 26, 2013 2:20 PM
To: Jacobson, John MTIC:EX
Cc: Plecas, Bobbi CITZ:EX
Subject: FW: IAO Staffing Rationale July 2013

John

FYI for discussion with JD on Monday. I will bring hard copies. Key points to stress would be:

- a) Our timeliness percentages are down this year and will remain so in 14/15 as well

s.13

From: Plecas, Bobbi CITZ:EX
Sent: Friday, July 26, 2013 1:56 PM
To: Ahmed, Sarf CITZ:EX
Cc: Cameron, Tara D CITZ:EX
Subject: IAO Staffing Rationale July 2013

Here is the updated note. I believe I have captured our conversation accurately.

IAO Staffing Rationale – July 2013

In fiscal 2013/2014, FOI analysts are carrying a caseload of approximately 112 files. This caseload is not sustainable – timeliness is decreasing and the overdue backlog is increasing.

A sustainable caseload is 105 requests per analyst. At this level, the backlog will not continue to grow and timeliness will be in the range of 75-80 per cent.

Based on an average annual increase of 15 per cent more FOI requests per year, it is estimated that government will receive 11,000 FOI requests in 2013/14. In addition, IAO currently has a backlog of 450 requests that are overdue.

Currently, there are 98 FOI staff in IAO.

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Figure 1: Average Caseload for FOI analysts

Total Number of Requests	Number of FOI Staff	Caseload
11,000	105	105

New staff (seven) are in addition to a number (21) of internal staffing actions to effect reorganizations that will allow for maximum performance. IAO is looking to re-structure their organization to reduce administrative staff to take advantage of new IT services and reflect increased specialization of function.

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Request

Increase staff complement by 7 net new permanent staff and establish internal competitions so that IAO can backfill departing staff and allow more experienced analysts to carry out advanced work. Staffing requests will be submitted to maintain that number through future competitions. The costs will be covered internally to the division. 21 of the 28 proposed staffing actions will be filled by internal candidates.

Detailed requests:

Classification	Staffing Action Required	Internal or External?
AO24 x 5	<ul style="list-style-type: none"> Post a permanent internal competition for 5 - AO24 Team Leads. This group will act as technical experts and trainers to implement the new IT solution. 	Internal
AO21 x 6	<ul style="list-style-type: none"> Extend a TA for the AO21 Reports and Standards Team Lead and post the internal position to be filled permanently. Post an internal competition for 5 – AO21 Senior FOI Analysts to backfill current and expected vacancies. 	Internal
AO18 x 9	<ul style="list-style-type: none"> Offer permanent positions to 9 of the 12 successful candidates on the existing AO18 eligibility list created in May 2013. Depending on acceptance of offers, 2-4 individuals are from within the public service. Repost an external AO18 competition to establish a new eligibility list as and when required. 	2 x Internal 7 x External
AO14 x 6	<ul style="list-style-type: none"> Post a permanent internal competition for 6 - AO14 positions and establish an eligibility list. 	Internal
CLK 11 x 2	<ul style="list-style-type: none"> Post a permanent internal competition for a CLK 11 Intake Administrator for backfill on a vacant position. Post a permanent internal competition for a CLK 11 Administrative staff to support the branch. 	Internal

McCowan, Dwayne MTIC:EX

From: Plecas, Bobbi AVED:EX
Sent: July-16-13 11:24 AM
To: Ward, Kathleen MTIC:EX
Cc: Cameron, Tara D MTIC:EX
Subject: RE: Service plan targets

Follow Up Flag: Follow up
Flag Status: Flagged

Thanks for thinking of this KW.

Tara – for my expected meeting with Sarf/John D

From: Ward, Kathleen CITZ:EX
Sent: Tuesday, July 16, 2013 8:48 AM
To: Plecas, Bobbi CITZ:EX
Subject: Service plan targets

s.13

Regards,

Kathleen Ward | Executive Director | Information Access Operations | Shared Services BC
Ph: 250 387-9807 | **e:** Kathleen.Ward@gov.bc.ca | **m:** PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K1



INFORMATION
ACCESS OPERATIONS
A BRANCH *of* SHARED SERVICES BC

McCowan, Dwayne MTIC:EX

From: Ward, Kathleen MTIC:EX
Sent: August-22-13 10:44 AM
To: Olson, Alisha PREM:EX
Cc: Sime, Mark MTIC:EX
Subject: briefing materials as requested
Attachments: FOI_DMP Presentation Aug2013.pptx

Follow Up Flag: Follow up
Flag Status: Flagged

As per John Dyble's request here are the briefing materials.

Regards,

Kathleen Ward | Executive Director | Information Access Operations | Shared Services BC
Ph: 250 387-9807 | *e:* Kathleen.Ward@gov.bc.ca | *m:* PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K1



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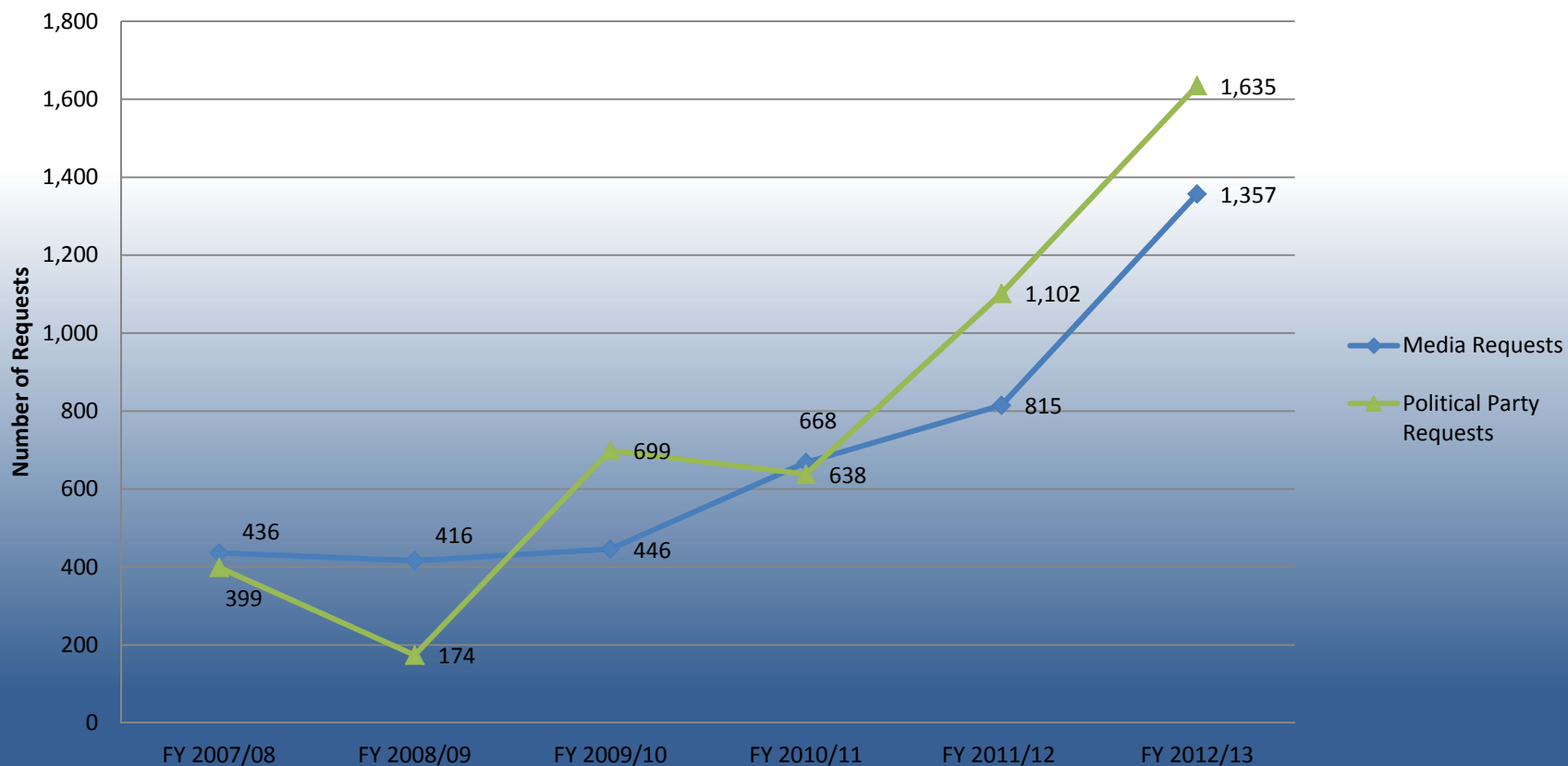
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Generals and Personals On-Time Percentage by Fiscal Year
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	FY 2007/08	FY 2008/09	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
Generals	57%	65%	89%	91%	86%	85%	80%
Personals	78%	78%	90%	95%	93%	89%	70%