

	<b>Executive - Consolidated Weekly Summary</b>		
	RSU note: Shaded cells require weekly changes.		
	Reporting Period Queried: Dec 9 to Dec 15, 2013		
	<b>SUMMARY</b>		
	6,551	Total Closed (FY to Date)	
	4950	Total Requests On Time (FY to Date)	
	75.56%	% On Time (FY to Date)	increase %0.08
	649	Active Overdue (Not Closed or On Hold)	
	68.75%	% <i>Adjusted</i> On Time (FY to Date)	
	151	Closed (Current Week)	
	76.82%	% Closed On Time (Current Week)	
	7,200	Closed including <i>active</i> Overdues (OD)	
	2115	Volume of Requests currently managing	
	Note: Previous YTD (Dec 8) was 75.48%		

**Weekly Running Table**

Due Date Ending	General	Personal	Total
Dec-17	127	522	649
Dec-10	102	504	606
Dec-03	99	498	597
Nov-26	109	486	595
Nov-19	109	471	580
Nov-12	100	465	565
Nov-05	99	466	565
Oct-29	96	464	560
Oct-22	108	470	578
Oct-15	85	468	553
Oct-08	85	464	549
Oct-01	100	467	567
Sep-24	68	458	526
Sep-17	62	430	492
Sep-10	73	441	514
Sep-03	64	420	484
Aug-27	68	403	471
Aug-20	55	408	463
Aug-13	56	415	471
Aug-07	59	389	448
Jul-30	77	369	446
Jul-23	77	377	454
Jul-16	78	378	456
Jul-09	45	365	410
Jul-03	46	356	402
Jun-26	41	373	414
Jun-18	41	385	426

Jun-12	43	367	<b>410</b>
Jun-04	58	376	<b>434</b>
May-28	76	373	<b>449</b>
May-21	86	363	<b>449</b>
May-14	94	365	<b>459</b>
May-07	88	368	<b>456</b>
Apr-30	88	374	<b>462</b>
Apr-23	107	361	<b>468</b>
Apr-16	84	350	<b>434</b>
Apr-10	88	346	<b>434</b>
Apr-02	89	346	<b>435</b>
Mar-12	92	330	<b>422</b>
Mar-05	97	316	<b>413</b>
Feb-26	95	303	<b>398</b>
Feb-20	96	294	<b>390</b>
Feb-12	93	280	<b>373</b>
Feb-05	91	263	<b>354</b>
Jan-29	93	244	<b>337</b>
Jan-22	93	234	<b>327</b>
Jan-15	84	229	<b>313</b>
Jan-09	85	212	<b>297</b>
Jan-02	87	212	<b>299</b>
Dec-18	88	183	<b>271</b>
Dec-11	87	181	<b>268</b>
Dec-04	88	158	<b>246</b>
Nov-27	73	165	<b>238</b>
Nov-20	81	162	<b>243</b>
Nov-13	65	163	<b>228</b>
Nov-06	67	159	<b>226</b>
Oct-30	63	164	<b>227</b>

Oct-23	64	158	<b>222</b>
Oct-16	48	153	<b>201</b>
Oct-09	47	138	<b>185</b>
Oct-02	51	124	<b>175</b>
Sep-25	45	113	<b>158</b>
Sep-18	34	93	<b>127</b>
Sep-11	34	83	<b>117</b>
Sep-05	38	66	<b>104</b>
Aug-28	31	51	<b>82</b>
Aug-21	32	55	<b>87</b>
Aug-14	28	39	<b>67</b>
Aug-07	22	32	<b>54</b>
Jul-31	32	39	<b>71</b>
Jul-24	46	29	<b>75</b>
Jul-17	43	34	<b>77</b>
Jul-10	42	32	<b>74</b>
Jul-03	46	34	<b>80</b>
Jun-26	36	34	<b>70</b>
Jun-19	31	26	<b>57</b>
Jun-12	28	27	<b>55</b>
Jun-05	27	23	<b>50</b>
May-30	31	25	<b>56</b>
May-22	29	16	<b>45</b>
May-15	42	17	<b>59</b>
May-08	42	23	<b>65</b>
May-01	49	22	<b>71</b>
Apr-24	45	21	<b>66</b>
Apr-17	53	15	<b>68</b>
Apr-11	44	15	<b>59</b>
Apr-03	55	13	<b>68</b>

Mar-27	37	13	50
Mar-20	51	11	62
Mar-13	64	10	74
Mar-06	64	10	74
Feb-28	59	14	73
Feb-21	64	12	76
Feb-14	64	14	78
Feb-07	49	15	64
Jan-31	50	13	63
Jan-24	62	13	75
Jan-18	66	13	79
Jan-11	76	16	92
Jan-03	50	27	77
Dec-28	43	29	72
Dec-20	47	34	81
Dec-13	53	36	89
Dec-06	57	32	89
Nov-29	44	37	81
Nov-22	47	47	94
Nov-16	39	56	95
Nov-08	37	61	98
Nov-01	37	63	100
Oct-25	34	61	95
Oct-18	32	52	84
Oct-11	33	28	61
Oct-04	29	30	59
Sep-27	14	28	42
Sep-20	17	28	45
Sep-13	13	33	46
Sep-06	12	34	46

Aug-30	12	32	44
Aug-23	13	27	40
Aug-16	11	27	38
Aug-09	13	28	41
Aug-02	13	29	42
Jul-26	17	21	38
Jul-20	19	20	39
Jul-12	12	19	31
Jul-05	13	18	31
Jun-28	12	19	31
Jun-21	?	?	
Jun-14	23	18	
Jun-07	23	13	
May-31	22	15	
May-24	19	17	
May-17	16	13	
May-10	13	16	
Apr-04	13	15	
Apr-26	15	12	
Apr-20	14	11	
Apr-12	15	9	
Apr-05	20	11	
Mar-31	33	11	
Mar-23	18	12	
Mar-15	19	17	
Mar-08	16	17	
Mar-01	18	22	
Feb-22	25	21	
Feb-15	21	25	
Feb-08	27	26	
Feb-02	35	22	
Jan-25	24	24	
Jan-18	22	25	
Jan-12	25	27	
Jan-05	23	29	
Dec-28	16	20	
Dec-20	15	30	

**RSU Calculation Table** - RSU note: manually enter search results in **shaded** cells only. You are to update the **numbers** and **text** in **red** accordingly. Place totals in a 'new' row in running table on left.

DueDate Ending	Dec-17		
	General	Personal	Total
NotClosed	151	524	
Less OnHold	24	2	
	127	522	649

With a due date ending Dec 17 , 2013 there are currently 127 active overdue general requests and 522 active overdue personal requests.

Dec-14	17	22
Dec-07	27	28
Nov-30	27	20
Nov-23	16	30
Nov-16	24	28
Nov-09	20	19
Oct-27	22	16
Oct-20	18	14
Oct-12	12	15
Oct-05	16	9
Sep-28	18	10
Sep-22	15	9
Sep-14	29	12
Sep-08	27	13

# Weekly Running Table

Due Date Ending	General	Personal	Total
<b>Dec-24</b>	<b>99</b>	<b>531</b>	<b>630</b>
Dec-17	127	522	<b>649</b>
Dec-10	102	504	<b>606</b>
Dec-03	99	498	<b>597</b>
Nov-26	109	486	<b>595</b>
Nov-19	109	471	<b>580</b>
Nov-12	100	465	<b>565</b>
Nov-05	99	466	<b>565</b>
Oct-29	96	464	<b>560</b>
Oct-22	108	470	<b>578</b>
Oct-15	85	468	<b>553</b>
Oct-08	85	464	<b>549</b>
Oct-01	100	467	<b>567</b>
Sep-24	68	458	<b>526</b>
Sep-17	62	430	<b>492</b>
Sep-10	73	441	<b>514</b>
Sep-03	64	420	<b>484</b>
Aug-27	68	403	<b>471</b>
Aug-20	55	408	<b>463</b>
Aug-13	56	415	<b>471</b>
Aug-07	59	389	<b>448</b>
Jul-30	77	369	<b>446</b>
Jul-23	77	377	<b>454</b>
Jul-16	78	378	<b>456</b>
Jul-09	45	365	<b>410</b>
Jul-03	46	356	<b>402</b>
Jun-26	41	373	<b>414</b>

Jun-18	41	385	426
Jun-12	43	367	410
Jun-04	58	376	434
May-28	76	373	449
May-21	86	363	449
May-14	94	365	459
May-07	88	368	456
Apr-30	88	374	462
Apr-23	107	361	468
Apr-16	84	350	434
Apr-10	88	346	434
Apr-02	89	346	435
Mar-12	92	330	422
Mar-05	97	316	413
Feb-26	95	303	398
Feb-20	96	294	390
Feb-12	93	280	373
Feb-05	91	263	354
Jan-29	93	244	337
Jan-22	93	234	327
Jan-15	84	229	313
Jan-09	85	212	297
Jan-02	87	212	299
Dec-18	88	183	271
Dec-11	87	181	268
Dec-04	88	158	246
Nov-27	73	165	238
Nov-20	81	162	243
Nov-13	65	163	228
Nov-06	67	159	226

Oct-30	63	164	<b>227</b>
Oct-23	64	158	<b>222</b>
Oct-16	48	153	<b>201</b>
Oct-09	47	138	<b>185</b>
Oct-02	51	124	<b>175</b>
Sep-25	45	113	<b>158</b>
Sep-18	34	93	<b>127</b>
Sep-11	34	83	<b>117</b>
Sep-05	38	66	<b>104</b>
Aug-28	31	51	<b>82</b>
Aug-21	32	55	<b>87</b>
Aug-14	28	39	<b>67</b>
Aug-07	22	32	<b>54</b>
Jul-31	32	39	<b>71</b>
Jul-24	46	29	<b>75</b>
Jul-17	43	34	<b>77</b>
Jul-10	42	32	<b>74</b>
Jul-03	46	34	<b>80</b>
Jun-26	36	34	<b>70</b>
Jun-19	31	26	<b>57</b>
Jun-12	28	27	<b>55</b>
Jun-05	27	23	<b>50</b>
May-30	31	25	<b>56</b>
May-22	29	16	<b>45</b>
May-15	42	17	<b>59</b>
May-08	42	23	<b>65</b>
May-01	49	22	<b>71</b>
Apr-24	45	21	<b>66</b>
Apr-17	53	15	<b>68</b>
Apr-11	44	15	<b>59</b>

Apr-03	55	13	68
Mar-27	37	13	50
Mar-20	51	11	62
Mar-13	64	10	74
Mar-06	64	10	74
Feb-28	59	14	73
Feb-21	64	12	76
Feb-14	64	14	78
Feb-07	49	15	64
Jan-31	50	13	63
Jan-24	62	13	75
Jan-18	66	13	79
Jan-11	76	16	92
Jan-03	50	27	77
Dec-28	43	29	72
Dec-20	47	34	81
Dec-13	53	36	89
Dec-06	57	32	89
Nov-29	44	37	81
Nov-22	47	47	94
Nov-16	39	56	95
Nov-08	37	61	98
Nov-01	37	63	100
Oct-25	34	61	95
Oct-18	32	52	84
Oct-11	33	28	61
Oct-04	29	30	59
Sep-27	14	28	42
Sep-20	17	28	45
Sep-13	13	33	46

Sep-06	12	34	46
Aug-30	12	32	44
Aug-23	13	27	40
Aug-16	11	27	38
Aug-09	13	28	41
Aug-02	13	29	42
Jul-26	17	21	38
Jul-20	19	20	39
Jul-12	12	19	31
Jul-05	13	18	31
Jun-28	12	19	31
Jun-21	?	?	
Jun-14	23	18	
Jun-07	23	13	
May-31	22	15	
May-24	19	17	
May-17	16	13	
May-10	13	16	
Apr-04	13	15	
Apr-26	15	12	
Apr-20	14	11	
Apr-12	15	9	
Apr-05	20	11	
Mar-31	33	11	
Mar-23	18	12	
Mar-15	19	17	
Mar-08	16	17	
Mar-01	18	22	
Feb-22	25	21	
Feb-15	21	25	
Feb-08	27	26	
Feb-02	35	22	
Jan-25	24	24	
Jan-18	22	25	
Jan-12	25	27	
Jan-05	23	29	
Dec-28	16	20	

**RSU Calculation Table** - RSU note: manually enter search results in **shaded** cells only. You are to update the **numbers** and **text** in **red** accordingly. Place totals in a 'new' row in running table on left.

DueDate Ending	Dec-24		
	General	Personal	Total
NotClosed	120	533	
Less OnHold	21	2	
	99	531	630

With a due date ending Dec 24 , 2013 there are currently 99 active overdue general requests and 531 active overdue personal requests.

Dec-20	15	30
Dec-14	17	22
Dec-07	27	28
Nov-30	27	20
Nov-23	16	30
Nov-16	24	28
Nov-09	20	19
Oct-27	22	16
Oct-20	18	14
Oct-12	12	15
Oct-05	16	9
Sep-28	18	10
Sep-22	15	9
Sep-14	29	12
Sep-08	27	13

	<b>Executive - Consolidated Weekly Summary</b>		
	RSU note: Shaded cells require weekly changes.		
	Reporting Period Queried: Dec 16 to Dec 22, 2013		
	<b>SUMMARY</b>		
	6,781	Total Closed (FY to Date)	
	5099	Total Requests On Time (FY to Date)	
	75.20%	% On Time (FY to Date)	decrease %0.36
	630	Active Overdue (Not Closed or On Hold)	
	68.81%	% <i>Adjusted</i> On Time (FY to Date)	
	174	Closed (Current Week)	
	59.77%	% Closed On Time (Current Week)	
	7,411	Closed including <i>active</i> Overdues (OD)	
	1987	Volume of Requests currently managing	
	Note: Previous YTD (Dec 15) was 75.56%		

## Weekly Running Table

Due Date Ending	General	Personal	Total
<b>Dec-03</b>	<b>99</b>	<b>498</b>	<b>597</b>
Nov-26	109	486	<b>595</b>
Nov-19	109	471	<b>580</b>
Nov-12	100	465	<b>565</b>
Nov-05	99	466	<b>565</b>
Oct-29	96	464	<b>560</b>
Oct-22	108	470	<b>578</b>
Oct-15	85	468	<b>553</b>
Oct-08	85	464	<b>549</b>
Oct-01	100	467	<b>567</b>
Sep-24	68	458	<b>526</b>
Sep-17	62	430	<b>492</b>
Sep-10	73	441	<b>514</b>
Sep-03	64	420	<b>484</b>
Aug-27	68	403	<b>471</b>
Aug-20	55	408	<b>463</b>
Aug-13	56	415	<b>471</b>
Aug-07	59	389	<b>448</b>
Jul-30	77	369	<b>446</b>
Jul-23	77	377	<b>454</b>
Jul-16	78	378	<b>456</b>
Jul-09	45	365	<b>410</b>
Jul-03	46	356	<b>402</b>
Jun-26	41	373	<b>414</b>
Jun-18	41	385	<b>426</b>
Jun-12	43	367	<b>410</b>
Jun-04	58	376	<b>434</b>

May-28	76	373	449
May-21	86	363	449
May-14	94	365	459
May-07	88	368	456
Apr-30	88	374	462
Apr-23	107	361	468
Apr-16	84	350	434
Apr-10	88	346	434
Apr-02	89	346	435
Mar-12	92	330	422
Mar-05	97	316	413
Feb-26	95	303	398
Feb-20	96	294	390
Feb-12	93	280	373
Feb-05	91	263	354
Jan-29	93	244	337
Jan-22	93	234	327
Jan-15	84	229	313
Jan-09	85	212	297
Jan-02	87	212	299
Dec-18	88	183	271
Dec-11	87	181	268
Dec-04	88	158	246
Nov-27	73	165	238
Nov-20	81	162	243
Nov-13	65	163	228
Nov-06	67	159	226
Oct-30	63	164	227
Oct-23	64	158	222
Oct-16	48	153	201

Oct-09	47	138	<b>185</b>
Oct-02	51	124	<b>175</b>
Sep-25	45	113	<b>158</b>
Sep-18	34	93	<b>127</b>
Sep-11	34	83	<b>117</b>
Sep-05	38	66	<b>104</b>
Aug-28	31	51	<b>82</b>
Aug-21	32	55	<b>87</b>
Aug-14	28	39	<b>67</b>
Aug-07	22	32	<b>54</b>
Jul-31	32	39	<b>71</b>
Jul-24	46	29	<b>75</b>
Jul-17	43	34	<b>77</b>
Jul-10	42	32	<b>74</b>
Jul-03	46	34	<b>80</b>
Jun-26	36	34	<b>70</b>
Jun-19	31	26	<b>57</b>
Jun-12	28	27	<b>55</b>
Jun-05	27	23	<b>50</b>
May-30	31	25	<b>56</b>
May-22	29	16	<b>45</b>
May-15	42	17	<b>59</b>
May-08	42	23	<b>65</b>
May-01	49	22	<b>71</b>
Apr-24	45	21	<b>66</b>
Apr-17	53	15	<b>68</b>
Apr-11	44	15	<b>59</b>
Apr-03	55	13	<b>68</b>
Mar-27	37	13	<b>50</b>
Mar-20	51	11	<b>62</b>

Mar-13	64	10	<b>74</b>
Mar-06	64	10	<b>74</b>
Feb-28	59	14	<b>73</b>
Feb-21	64	12	<b>76</b>
Feb-14	64	14	<b>78</b>
Feb-07	49	15	<b>64</b>
Jan-31	50	13	<b>63</b>
Jan-24	62	13	<b>75</b>
Jan-18	66	13	<b>79</b>
Jan-11	76	16	<b>92</b>
Jan-03	50	27	<b>77</b>
Dec-28	43	29	<b>72</b>
Dec-20	47	34	<b>81</b>
Dec-13	53	36	<b>89</b>
Dec-06	57	32	<b>89</b>
Nov-29	44	37	<b>81</b>
Nov-22	47	47	<b>94</b>
Nov-16	39	56	<b>95</b>
Nov-08	37	61	<b>98</b>
Nov-01	37	63	<b>100</b>
Oct-25	34	61	<b>95</b>
Oct-18	32	52	<b>84</b>
Oct-11	33	28	<b>61</b>
Oct-04	29	30	<b>59</b>
Sep-27	14	28	<b>42</b>
Sep-20	17	28	<b>45</b>
Sep-13	13	33	<b>46</b>
Sep-06	12	34	<b>46</b>
Aug-30	12	32	<b>44</b>
Aug-23	13	27	<b>40</b>

Aug-16	11	27	38
Aug-09	13	28	41
Aug-02	13	29	42
Jul-26	17	21	38
Jul-20	19	20	39
Jul-12	12	19	31
Jul-05	13	18	31
Jun-28	12	19	31
Jun-21	?	?	
Jun-14	23	18	
Jun-07	23	13	
May-31	22	15	
May-24	19	17	
May-17	16	13	
May-10	13	16	
Apr-04	13	15	
Apr-26	15	12	
Apr-20	14	11	
Apr-12	15	9	
Apr-05	20	11	
Mar-31	33	11	
Mar-23	18	12	
Mar-15	19	17	
Mar-08	16	17	
Mar-01	18	22	
Feb-22	25	21	
Feb-15	21	25	
Feb-08	27	26	
Feb-02	35	22	
Jan-25	24	24	
Jan-18	22	25	
Jan-12	25	27	
Jan-05	23	29	
Dec-28	16	20	
Dec-20	15	30	
Dec-14	17	22	
Dec-07	27	28	
Nov-30	27	20	

**RSU Calculation Table** - RSU note: manually enter search results in *shaded* cells only. You are to update the *numbers* and *text* in *red* accordingly. Place totals in a 'new' row in running table on left.

DueDate Ending	Dec-03		
	General	Personal	Total
NotClosed	121	500	
Less OnHold	22	2	
	99	498	597

With a due date ending Nov 26 , 2013 there are currently 99 active overdue general requests and 498 active overdue personal requests.

Nov-23	16	30
Nov-16	24	28
Nov-09	20	19
Oct-27	22	16
Oct-20	18	14
Oct-12	12	15
Oct-05	16	9
Sep-28	18	10
Sep-22	15	9
Sep-14	29	12
Sep-08	27	13

<b>Executive - Consolidated Weekly Summary</b>			
RSU note: Shaded cells require weekly changes.			
Reporting Period Queried: Nov 25 to Dec 1, 2013			
<b>SUMMARY</b>			
	6,190	Total Closed (FY to Date)	
	4666	Total Requests On Time (FY to Date)	
	75.38%	% On Time (FY to Date)	decrease %0.01
	597	Active Overdue (Not Closed or On Hold)	
	68.75%	% <i>Adjusted</i> On Time (FY to Date)	
	127	Closed (Current Week)	
	73.23%	% Closed On Time (Current Week)	
	6,787	Closed including <i>active</i> Overdues (OD)	
	1911	Volume of Requests currently managing	
Note: Previous YTD (Nov 24) was 75.39%			

**Weekly Running Table**

Due Date Ending	General	Personal	Total
Dec-10	102	504	606
Dec-03	99	498	597
Nov-26	109	486	595
Nov-19	109	471	580
Nov-12	100	465	565
Nov-05	99	466	565
Oct-29	96	464	560
Oct-22	108	470	578
Oct-15	85	468	553
Oct-08	85	464	549
Oct-01	100	467	567
Sep-24	68	458	526
Sep-17	62	430	492
Sep-10	73	441	514
Sep-03	64	420	484
Aug-27	68	403	471
Aug-20	55	408	463
Aug-13	56	415	471
Aug-07	59	389	448
Jul-30	77	369	446
Jul-23	77	377	454
Jul-16	78	378	456
Jul-09	45	365	410
Jul-03	46	356	402
Jun-26	41	373	414
Jun-18	41	385	426
Jun-12	43	367	410

Jun-04	58	376	<b>434</b>
May-28	76	373	<b>449</b>
May-21	86	363	<b>449</b>
May-14	94	365	<b>459</b>
May-07	88	368	<b>456</b>
Apr-30	88	374	<b>462</b>
Apr-23	107	361	<b>468</b>
Apr-16	84	350	<b>434</b>
Apr-10	88	346	<b>434</b>
Apr-02	89	346	<b>435</b>
Mar-12	92	330	<b>422</b>
Mar-05	97	316	<b>413</b>
Feb-26	95	303	<b>398</b>
Feb-20	96	294	<b>390</b>
Feb-12	93	280	<b>373</b>
Feb-05	91	263	<b>354</b>
Jan-29	93	244	<b>337</b>
Jan-22	93	234	<b>327</b>
Jan-15	84	229	<b>313</b>
Jan-09	85	212	<b>297</b>
Jan-02	87	212	<b>299</b>
Dec-18	88	183	<b>271</b>
Dec-11	87	181	<b>268</b>
Dec-04	88	158	<b>246</b>
Nov-27	73	165	<b>238</b>
Nov-20	81	162	<b>243</b>
Nov-13	65	163	<b>228</b>
Nov-06	67	159	<b>226</b>
Oct-30	63	164	<b>227</b>
Oct-23	64	158	<b>222</b>

Oct-16	48	153	<b>201</b>
Oct-09	47	138	<b>185</b>
Oct-02	51	124	<b>175</b>
Sep-25	45	113	<b>158</b>
Sep-18	34	93	<b>127</b>
Sep-11	34	83	<b>117</b>
Sep-05	38	66	<b>104</b>
Aug-28	31	51	<b>82</b>
Aug-21	32	55	<b>87</b>
Aug-14	28	39	<b>67</b>
Aug-07	22	32	<b>54</b>
Jul-31	32	39	<b>71</b>
Jul-24	46	29	<b>75</b>
Jul-17	43	34	<b>77</b>
Jul-10	42	32	<b>74</b>
Jul-03	46	34	<b>80</b>
Jun-26	36	34	<b>70</b>
Jun-19	31	26	<b>57</b>
Jun-12	28	27	<b>55</b>
Jun-05	27	23	<b>50</b>
May-30	31	25	<b>56</b>
May-22	29	16	<b>45</b>
May-15	42	17	<b>59</b>
May-08	42	23	<b>65</b>
May-01	49	22	<b>71</b>
Apr-24	45	21	<b>66</b>
Apr-17	53	15	<b>68</b>
Apr-11	44	15	<b>59</b>
Apr-03	55	13	<b>68</b>
Mar-27	37	13	<b>50</b>

Mar-20	51	11	<b>62</b>
Mar-13	64	10	<b>74</b>
Mar-06	64	10	<b>74</b>
Feb-28	59	14	<b>73</b>
Feb-21	64	12	<b>76</b>
Feb-14	64	14	<b>78</b>
Feb-07	49	15	<b>64</b>
Jan-31	50	13	<b>63</b>
Jan-24	62	13	<b>75</b>
Jan-18	66	13	<b>79</b>
Jan-11	76	16	<b>92</b>
Jan-03	50	27	<b>77</b>
Dec-28	43	29	<b>72</b>
Dec-20	47	34	<b>81</b>
Dec-13	53	36	<b>89</b>
Dec-06	57	32	<b>89</b>
Nov-29	44	37	<b>81</b>
Nov-22	47	47	<b>94</b>
Nov-16	39	56	<b>95</b>
Nov-08	37	61	<b>98</b>
Nov-01	37	63	<b>100</b>
Oct-25	34	61	<b>95</b>
Oct-18	32	52	<b>84</b>
Oct-11	33	28	<b>61</b>
Oct-04	29	30	<b>59</b>
Sep-27	14	28	<b>42</b>
Sep-20	17	28	<b>45</b>
Sep-13	13	33	<b>46</b>
Sep-06	12	34	<b>46</b>
Aug-30	12	32	<b>44</b>

Aug-23	13	27	40
Aug-16	11	27	38
Aug-09	13	28	41
Aug-02	13	29	42
Jul-26	17	21	38
Jul-20	19	20	39
Jul-12	12	19	31
Jul-05	13	18	31
Jun-28	12	19	31
Jun-21	?	?	
Jun-14	23	18	
Jun-07	23	13	
May-31	22	15	
May-24	19	17	
May-17	16	13	
May-10	13	16	
Apr-04	13	15	
Apr-26	15	12	
Apr-20	14	11	
Apr-12	15	9	
Apr-05	20	11	
Mar-31	33	11	
Mar-23	18	12	
Mar-15	19	17	
Mar-08	16	17	
Mar-01	18	22	
Feb-22	25	21	
Feb-15	21	25	
Feb-08	27	26	
Feb-02	35	22	
Jan-25	24	24	
Jan-18	22	25	
Jan-12	25	27	
Jan-05	23	29	
Dec-28	16	20	
Dec-20	15	30	
Dec-14	17	22	
Dec-07	27	28	

**RSU Calculation Table** - RSU note: manually enter search results in **shaded** cells only. You are to update the **numbers** and **text** in **red** accordingly. Place totals in a 'new' row in running table on left.

DueDate Ending	Dec-10		
	General	Personal	Total
NotClosed	124	506	
Less OnHold	22	2	
	102	504	606

With a due date ending Dec 3 , 2013 there are currently **102** active overdue general requests and **504** active overdue personal requests.

Nov-30	27	20
Nov-23	16	30
Nov-16	24	28
Nov-09	20	19
Oct-27	22	16
Oct-20	18	14
Oct-12	12	15
Oct-05	16	9
Sep-28	18	10
Sep-22	15	9
Sep-14	29	12
Sep-08	27	13

	<b>Executive - Consolidated Weekly Summary</b>		
	RSU note: Shaded cells require weekly changes.		
	Reporting Period Queried: Dec 2 to Dec 8, 2013		
	<b>SUMMARY</b>		
	6,375	Total Closed (FY to Date)	
	4812	Total Requests On Time (FY to Date)	
	75.48%	% On Time (FY to Date)	increase %0.10
	606	Active Overdue (Not Closed or On Hold)	
	68.93%	% <i>Adjusted</i> On Time (FY to Date)	
	138	Closed (Current Week)	
	78.26%	% Closed On Time (Current Week)	
	6,981	Closed including <i>active</i> Overdues (OD)	
	2138	Volume of Requests currently managing	
	Note: Previous YTD (Dec 1) was 75.38%		

## Insley, Kara MTIC:EX

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**From:** Hoskins, Chad MTIC:EX  
**Sent:** Thursday, December 19, 2013 9:25 AM  
**To:** Ward, Kathleen MTIC:EX  
**Cc:** Williams, Brad M MTIC:EX  
**Subject:** FW: Weekly Reports Dec 2 to 15, 2013  
**Attachments:** Executive - consolidated weekly summary (Dec 2 to Dec 15, 2013).xlsx; Weekly Baseline (Dec 15, 2013).pdf; Weekly Perf (Dec 2 to Dec 15, 2013).pdf; Weekly Volume (Dec 2 to Dec 15, 2013).pdf; YTD (December 15, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.56%** of requests closed on time (fiscal year-to-date), slightly up from last week. Of the **151** requests closed last week, **76.82%** were closed on time.

According to current data in CRTS, there are **649** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **649** overdue files into account we would be at **68.75%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **2115** open requests.

Thanks, Chad

## Insley, Kara MTIC:EX

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**From:** Hoskins, Chad MTIC:EX  
**Sent:** Monday, December 30, 2013 1:41 PM  
**To:** Ward, Kathleen MTIC:EX  
**Cc:** Williams, Brad M MTIC:EX  
**Subject:** FW: Weekly Reports Dec 9 to 22, 2013  
**Attachments:** Executive - consolidated weekly summary (Dec 9 to Dec 22, 2013).xlsx; Weekly Baseline (Dec 22, 2013).pdf; Weekly Perf (Dec 9 to Dec 22, 2013).pdf; Weekly Volume (Dec 9 to Dec 22, 2013).pdf; YTD (December 22, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.20%** of requests closed on time (fiscal year-to-date), slightly down from last week. Of the **174** requests closed last week, **59.77%** were closed on time.

According to current data in CRTS, there are **630** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **630** overdue files into account we would be at **68.81%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1987** open requests.

Thanks, Chad

## Insley, Kara MTIC:EX

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**From:** Hoskins, Chad MTIC:EX  
**Sent:** Wednesday, December 4, 2013 4:29 PM  
**To:** Ward, Kathleen MTIC:EX  
**Cc:** Williams, Brad M MTIC:EX  
**Subject:** FW: Weekly reports Nov 18 to Dec 1, 2013  
**Attachments:** Executive - consolidated weekly summary (Nov 18 to Dec 1, 2013).xlsx; Weekly Baseline (Dec 1, 2013).pdf; Weekly Perf (Nov 18 to Dec 1, 2013).pdf; Weekly Volume (Nov 18 to Dec 1, 2013).pdf; YTD (December 1, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.38%** of requests closed on time (fiscal year-to-date), slightly down from last week. Of the **127** requests closed last week, **73.23%** were closed on time.

According to current data in CRTS, there are **597** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **597** overdue files into account we would be at **68.75%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1911** open requests.

Thanks, Chad

## Insley, Kara MTIC:EX

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**From:** Hoskins, Chad MTIC:EX  
**Sent:** Wednesday, December 11, 2013 1:42 PM  
**To:** Ward, Kathleen MTIC:EX  
**Cc:** Williams, Brad M MTIC:EX  
**Subject:** FW: Weekly Reports Nov 25 to Dec 8, 2013  
**Attachments:** Executive - consolidated weekly summary (Nov 25 to Dec 8, 2013).xlsx; Weekly Baseline (Dec 8, 2013).pdf; Weekly Perf (Nov 25 to Dec 8, 2013).pdf; Weekly Volume (Nov 25 to Dec 8, 2013).pdf; YTD (December 8, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.48%** of requests closed on time (fiscal year-to-date), slightly up from last week. Of the **138** requests closed last week, **78.26%** were closed on time.

According to current data in CRTS, there are **606** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **606** overdue files into account we would be at **68.93%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **2138** open requests.

Thanks, Chad

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%

## **Insley, Kara MTIC:EX**

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**From:** Williams, Brad M MTIC:EX  
**Sent:** Thursday, January 9, 2014 11:29 AM  
**To:** Hoskins, Chad MTIC:EX; Ward, Kathleen MTIC:EX  
**Subject:** ready for next week.....and dates for chad

**Follow Up Flag:** Follow up  
**Due By:** Tuesday, January 14, 2014 4:00 PM  
**Flag Status:** Flagged

### **2013 (dec 31 – jan 13)**

Please find attached last week's corporate FOI performance report. We are at **88.99%** of requests closed on time (fiscal year-to-date), the same as last week. Of the **151** requests closed last week, **88.74%** were closed on time.

According to current data in CRTS, there are **313** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **313** overdue files into account we would be at **85.32%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1617** open requests.

Thanks, Chad

### **2012 (jan 2 – jan 15)**

Please find attached last week's corporate FOI performance report. We are at **89.91%** of requests closed on time (fiscal year-to-date), down slightly from last week. Of the **137** requests closed last week, **87.59%** were closed on time.

According to current data in CRTS, there are **79** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **79** overdue files into account we would be at **87.59%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1129** open requests.

### **2011 (jan 3 – jan 16)**

Hello everyone,

Please find attached last week's corporate FOI performance report. We are at 93.31% of requests closed on time, slightly down from last week. Of the 139 requests closed last week, **88.49%** were closed on time.

According to current data in CRTS, there are 47 open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the 47 overdue files into account we would be at 92.60% on time.

In terms of volume, staff are currently managing **757** open requests.

**Brad Williams, CMA** | Director | Information Access Operations  
Logistics and Business Services | Shared Services BC  
*Ph:* 250.356.7343 | *e:* [brad.williams@gov.bc.ca](mailto:brad.williams@gov.bc.ca) |  
*m:* PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K7

**CRITERIA:**

EndDate Range= 2013-04-01 12:00:00AM to 2013-12-01

11:59:59PM

Status= Closed

Category Type= Formal

Request Type= General or Personal

\*Sorted by request number in decending order

Overdue calculation:

(total processing time - non business days - s. 7 on hold days - time

extension days - 30 business days) = &gt; 0



# Freedom of Information and Protection of Privacy Information Access Operations

Report developed October 17, 2010

Data refreshed: December 04, 2013

## Baseline Comparisons

Fiscal 13/14

2013-04-01 12:00:00AM to 2013-12-01 11:59:59PM

	All Government							
	Previous Fiscal Year				Current Fiscal Year			
	April 01, 2012 to March 31, 2013				2013-04-01 12:00:00AM to 2013-12-01 11:59:59			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
General	4566	33	85%	19	3,142	34	80%	20
Personal	4959	26	89%	25	3,053	48	70%	60
Total	9525	30	87%	22	6,195	41	75%	44

	Previous Fiscal Year				Applicant Type				Current Fiscal Year			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
Business	304	24	92%	19	173	32	91%	42	173	32	91%	42
Individual	3220	33	87%	24	2,395	49	71%	59	2,395	49	71%	59
Interest Group	233	39	87%	20	166	38	81%	18	166	38	81%	18
Law Firm	2709	21	92%	23	1,348	39	78%	48	1,348	39	78%	48
Media	1215	33	79%	17	817	39	70%	26	817	39	70%	26
Other Governments	15	10	100%		7	56	86%	29	7	56	86%	29
Other Public Body	42	29	95%	41	26	36	88%	50	26	36	88%	50
Political Party	1633	35	86%	21	1,229	31	82%	15	1,229	31	82%	15
Researcher	154	26	93%	12	34	33	82%	9	34	33	82%	9
Total	9525	30	87%	22	6,195	41	75%	44	6,195	41	75%	44

	Ministry Breakdown							
	Previous FY Total Requests	Total Requests Closed	Previous FY Average Processing Time (Business Days)	Average Processing Time (Business Days)	Previous FY % On Time	% On Time	Previous FY Average Number (Business Days) Overdue	Average Number (Business Days) Overdue
Aboriginal Relations and Reconciliation	107	58	26	30	97%	90%	9	8
Advanced Education	131	98	36	32	93%	85%	23	28
Agriculture	99	83	32	25	96%	98%	14	4
Children and Family Development	1479	1,229	43	77	85%	56%	36	82
Community, Sport and Cultural Development	125	88	34	39	90%	91%	23	34
Education	154	103	32	45	90%	83%	10	44
Energy and Mines	392	181	35	40	78%	72%	14	21
Environment	355	238	31	35	92%	72%	7	13
Finance	577	428	32	33	76%	76%	13	24
Forests, Lands and Natural Resource Operations	356	266	32	35	99%	97%	7	14
Health	234	192	38	42	86%	85%	13	30
International Trade		41		24		93%		6
Jobs, Tourism and Skills Training	224	175	40	53	79%	67%	25	37
Justice	2610	1,409	24	34	86%	69%	22	26
Natural Gas Development		86		27		84%		9
Office of the Premier	577	358	25	28	92%	75%	9	10
Social Development and Social Innovation	1273	707	20	19	92%	95%	24	15
Technology, Innovation and Citizens' Services	460	251	31	29	83%	82%	19	15
Transportation and Infrastructure	372	204	27	27	95%	100%	12	
Total	9525	6,195	30	41	87%	75%	22	44

**CRITERIA:**

EndDate Range= 2013-04-01 12:00:00AM to 2013-12-15

11:59:59PM

Status= Closed

Category Type= Formal

Request Type= General or Personal

\*Sorted by request number in decending order

Overdue calculation:

(total processing time - non business days - s. 7 on hold days - time

extension days - 30 business days) = &gt; 0



# Freedom of Information and Protection of Privacy

## Information Access Operations

Report developed October 17, 2010

Data refreshed: December 18, 2013

### Baseline Comparisons

Fiscal 13/14

2013-04-01 12:00:00AM to 2013-12-15 11:59:59PM

	All Government							
	Previous Fiscal Year				Current Fiscal Year			
	April 01, 2012 to March 31, 2013				2013-04-01 12:00:00AM to 2013-12-15 11:59:59			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
General	4566	33	85%	19	3,353	34	80%	21
Personal	4959	26	89%	25	3,199	48	70%	60
Total	9525	30	87%	22	6,552	41	76%	44

	Applicant Type							
	Previous Fiscal Year				Current Fiscal Year			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
Business	304	24	92%	19	181	32	91%	40
Individual	3220	33	87%	24	2,527	48	71%	59
Interest Group	233	39	87%	20	168	38	81%	18
Law Firm	2709	21	92%	23	1,411	40	78%	49
Media	1215	33	79%	17	862	39	70%	26
Other Governments	15	10	100%		8	52	88%	29
Other Public Body	42	29	95%	41	26	36	88%	50
Political Party	1633	35	86%	21	1,334	31	82%	15
Researcher	154	26	93%	12	35	32	83%	9
Total	9525	30	87%	22	6,552	41	76%	44

	Ministry Breakdown							
	<a href="#">Previous FY Total Requests</a>	Total Requests Closed	<a href="#">Previous FY Average Processing Time (Business Days)</a>	Average Processing Time (Business Days)	<a href="#">Previous FY % On Time</a>	% On Time	<a href="#">Previous FY Average Number (Business Days) Overdue</a>	Average Number (Business Days) Overdue
Aboriginal Relations and Reconciliation	107	65	26	30	97%	91%	9	8
Advanced Education	131	104	36	31	93%	86%	23	28
Agriculture	99	90	32	25	96%	97%	14	3
Children and Family Development	1479	1,277	43	77	85%	56%	36	82
Community, Sport and Cultural Development	125	94	34	39	90%	91%	23	34
Education	154	109	32	44	90%	83%	10	44
Energy and Mines	392	188	35	41	78%	72%	14	22
Environment	355	251	31	36	92%	71%	7	13
Finance	577	446	32	32	76%	77%	13	23
Forests, Lands and Natural Resource Operations	356	280	32	35	99%	97%	7	13
Health	234	207	38	42	86%	85%	13	30
International Trade		46		28		91%		15
Jobs, Tourism and Skills Training	224	183	40	52	79%	68%	25	37
Justice	2610	1,481	24	35	86%	69%	22	27
Natural Gas Development		95		27		84%		9
Office of the Premier	577	389	25	29	92%	75%	9	11
Social Development and Social Innovation	1273	756	20	19	92%	95%	24	15
Technology, Innovation and Citizens' Services	460	267	31	30	83%	81%	19	18
Transportation and Infrastructure	372	224	27	27	95%	100%	12	
Total	9525	6,552	30	41	87%	76%	22	44

**CRITERIA:**

EndDate Range= 2013-04-01 12:00:00AM to 2013-12-22

11:59:59PM

Status= Closed

Category Type= Formal

Request Type= General or Personal

\*Sorted by request number in decending order

**Overdue calculation:**

(total processing time - non business days - s. 7 on hold days - time

extension days - 30 business days) = &gt; 0



# Freedom of Information and Protection of Privacy

## Information Access Operations

Report developed October 17, 2010

Data refreshed: December 30, 2013

### Baseline Comparisons

Fiscal 13/14

2013-04-01 12:00:00AM to 2013-12-22 11:59:59PM

	All Government							
	Previous Fiscal Year				Current Fiscal Year			
	April 01, 2012 to March 31, 2013				2013-04-01 12:00:00AM to 2013-12-22 11:59:59			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
General	4566	33	85%	19	3,511	34	80%	20
Personal	4959	26	89%	25	3,271	48	70%	60
Total	9525	30	87%	22	6,782	41	75%	43

	Applicant Type							
	Previous Fiscal Year				Current Fiscal Year			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
Business	304	24	92%	19	184	31	91%	40
Individual	3220	33	87%	24	2,593	48	71%	58
Interest Group	233	39	87%	20	173	40	80%	20
Law Firm	2709	21	92%	23	1,435	40	78%	51
Media	1215	33	79%	17	887	39	70%	26
Other Governments	15	10	100%		8	52	88%	29
Other Public Body	42	29	95%	41	27	37	89%	50
Political Party	1633	35	86%	21	1,438	31	81%	13
Researcher	154	26	93%	12	37	33	84%	9
Total	9525	30	87%	22	6,782	41	75%	43

	Ministry Breakdown							
	<u>Previous FY</u> Total Requests	Total Requests Closed	<u>Previous FY</u> Average Processing Time (Business Days)	Average Processing Time (Business Days)	<u>Previous FY</u> % On Time	% On Time	<u>Previous FY</u> Average Number (Business Days) Overdue	Average Number (Business Days) Overdue
Aboriginal Relations and Reconciliation	107	69	26	30	97%	90%	9	7
Advanced Education	131	105	36	31	93%	85%	23	26
Agriculture	99	100	32	26	96%	93%	14	2
Children and Family Development	1479	1,306	43	77	85%	56%	36	82
Community, Sport and Cultural Development	125	99	34	38	90%	89%	23	25
Education	154	116	32	43	90%	83%	10	40
Energy and Mines	392	191	35	42	78%	72%	14	23
Environment	355	266	31	36	92%	71%	7	13
Finance	577	457	32	33	76%	76%	13	25
Forests, Lands and Natural Resource Operations	356	287	32	35	99%	97%	7	13
Health	234	216	38	43	86%	85%	13	32
International Trade		52		28		83%		7
Jobs, Tourism and Skills Training	224	197	40	51	79%	67%	25	35
Justice	2610	1,517	24	35	86%	69%	22	26
Natural Gas Development		103		27		84%		9
Office of the Premier	577	406	25	29	92%	74%	9	11
Social Development and Social Innovation	1273	777	20	19	92%	95%	24	15
Technology, Innovation and Citizens' Services	460	285	31	32	83%	80%	19	24
Transportation and Infrastructure	372	233	27	27	95%	100%	12	
Total	9525	6,782	30	41	87%	75%	22	43

**CRITERIA:****EndDate Range=** 2013-04-01 12:00:00AM to 2013-12-08

11:59:59PM

**Status=** Closed**Category Type=** Formal**Request Type=** General or Personal

\*Sorted by request number in decending order

**Overdue calculation:**

(total processing time - non business days - s. 7 on hold days - time

extension days - 30 business days) = &gt; 0



# Freedom of Information and Protection of Privacy

## Information Access Operations

Report developed October 17, 2010

Data refreshed: December 11, 2013

### Baseline Comparisons

Fiscal 13/14

2013-04-01 12:00:00AM to 2013-12-08 11:59:59PM

	All Government							
	Previous Fiscal Year				Current Fiscal Year			
	April 01, 2012 to March 31, 2013				2013-04-01 12:00:00AM to 2013-12-08 11:59:59			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
General	4566	33	85%	19	3,246	34	80%	21
Personal	4959	26	89%	25	3,128	48	70%	61
Total	9525	30	87%	22	6,374	41	75%	44

	Applicant Type							
	Previous Fiscal Year				Current Fiscal Year			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
Business	304	24	92%	19	177	32	91%	40
Individual	3220	33	87%	24	2,467	48	71%	59
Interest Group	233	39	87%	20	167	38	81%	18
Law Firm	2709	21	92%	23	1,384	39	78%	49
Media	1215	33	79%	17	838	39	70%	26
Other Governments	15	10	100%		8	52	88%	29
Other Public Body	42	29	95%	41	26	36	88%	50
Political Party	1633	35	86%	21	1,272	31	82%	15
Researcher	154	26	93%	12	35	32	83%	9
Total	9525	30	87%	22	6,374	41	75%	44

	Ministry Breakdown							
	<u>Previous FY</u> Total Requests	Total Requests Closed	<u>Previous FY</u> Average Processing Time (Business Days)	Average Processing Time (Business Days)	<u>Previous FY</u> % On Time	% On Time	<u>Previous FY</u> Average Number (Business Days) Overdue	Average Number (Business Days) Overdue
Aboriginal Relations and Reconciliation	107	59	26	30	97%	90%	9	8
Advanced Education	131	101	36	32	93%	85%	23	28
Agriculture	99	87	32	25	96%	97%	14	3
Children and Family Development	1479	1,253	43	77	85%	56%	36	82
Community, Sport and Cultural Development	125	90	34	40	90%	91%	23	34
Education	154	106	32	44	90%	83%	10	44
Energy and Mines	392	182	35	40	78%	72%	14	21
Environment	355	245	31	36	92%	71%	7	13
Finance	577	440	32	32	76%	77%	13	24
Forests, Lands and Natural Resource Operations	356	276	32	35	99%	97%	7	14
Health	234	200	38	42	86%	86%	13	30
International Trade		44		26		93%		6
Jobs, Tourism and Skills Training	224	178	40	53	79%	67%	25	37
Justice	2610	1,447	24	34	86%	69%	22	27
Natural Gas Development		92		26		85%		9
Office of the Premier	577	372	25	28	92%	76%	9	10
Social Development and Social Innovation	1273	730	20	19	92%	95%	24	15
Technology, Innovation and Citizens' Services	460	259	31	30	83%	81%	19	18
Transportation and Infrastructure	372	213	27	27	95%	100%	12	
Total	9525	6,374	30	41	87%	75%	22	44

**CRITERIA:**

EndDate Range= 2013-04-01 12:00:00AM to 2014-01-05

11:59:59PM

Status= Closed

Category Type= Formal

Request Type= General or Personal

\*Sorted by request number in decending order

Overdue calculation:

(total processing time - non business days - s. 7 on hold days - time

extension days - 30 business days) = &gt; 0



# Freedom of Information and Protection of Privacy

## Information Access Operations

Report developed October 17, 2010

Data refreshed: January 08, 2014

### Baseline Comparisons

Fiscal 13/14

2013-04-01 12:00:00AM to 2014-01-05 11:59:59PM

	All Government							
	Previous Fiscal Year				Current Fiscal Year			
	April 01, 2012 to March 31, 2013				2013-04-01 12:00:00AM to 2014-01-05 11:59:59			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
General	4566	33	85%	19	3,621	34	79%	20
Personal	4959	26	89%	25	3,364	48	70%	59
Total	9525	30	87%	22	6,985	41	75%	42

	Applicant Type							
	Previous Fiscal Year				Current Fiscal Year			
	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue	Total Requests Closed	Average Processing Time (Business Days)	% On Time	Average Number (Business Days) Overdue
Business	304	24	92%	19	186	31	91%	38
Individual	3220	33	87%	24	2,676	48	71%	57
Interest Group	233	39	87%	20	175	40	80%	20
Law Firm	2709	21	92%	23	1,462	41	77%	51
Media	1215	33	79%	17	921	39	70%	25
Other Governments	15	10	100%		8	52	88%	29
Other Public Body	42	29	95%	41	27	37	89%	50
Political Party	1633	35	86%	21	1,493	31	81%	13
Researcher	154	26	93%	12	37	33	84%	9
Total	9525	30	87%	22	6,985	41	75%	42

	Ministry Breakdown							
	<u>Previous FY</u> Total Requests	Total Requests Closed	<u>Previous FY</u> Average Processing Time (Business Days)	Average Processing Time (Business Days)	<u>Previous FY</u> % On Time	% On Time	<u>Previous FY</u> Average Number (Business Days) Overdue	Average Number (Business Days) Overdue
Aboriginal Relations and Reconciliation	107	74	26	32	97%	89%	9	6
Advanced Education	131	105	36	31	93%	85%	23	26
Agriculture	99	106	32	25	96%	93%	14	2
Children and Family Development	1479	1,337	43	77	85%	56%	36	81
Community, Sport and Cultural Development	125	101	34	38	90%	89%	23	25
Education	154	117	32	43	90%	83%	10	40
Energy and Mines	392	199	35	43	78%	70%	14	22
Environment	355	276	31	37	92%	70%	7	13
Finance	577	475	32	33	76%	75%	13	25
Forests, Lands and Natural Resource Operations	356	298	32	35	99%	97%	7	12
Health	234	220	38	43	86%	85%	13	32
International Trade		54		28		83%		7
Jobs, Tourism and Skills Training	224	205	40	51	79%	66%	25	33
Justice	2610	1,572	24	35	86%	69%	22	26
Natural Gas Development		107		27		85%		9
Office of the Premier	577	410	25	29	92%	74%	9	11
Social Development and Social Innovation	1273	790	20	19	92%	95%	24	15
Technology, Innovation and Citizens' Services	460	297	31	32	83%	79%	19	23
Transportation and Infrastructure	372	242	27	27	95%	100%	12	
<b>Total</b>	<b>9525</b>	<b>6,985</b>	<b>30</b>	<b>41</b>	<b>87%</b>	<b>75%</b>	<b>22</b>	<b>42</b>

## Insley, Kara MTIC:EX

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**From:** Kukucska, Cindy L MTIC:EX  
**Sent:** Friday, December 6, 2013 4:42 PM  
**To:** Williams, Brad M MTIC:EX  
**Cc:** Ward, Kathleen MTIC:EX  
**Subject:** Weekly Numbers from IAO Intake - December 6, 2013

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

1. Total Number of **General** requests with a start date from this past week = 357 (last week 115)

- Political Party – 283
- Media – 42
- Individual – 14
- Law Firm – 6
- Interest Group – 7
- Business – 4
- Researcher – 1
- Other Public Body – 0
- Other Government – 0

2. Total Number of Consultations = 19 (last week 14)

3. Although included in the above numbers already, x new Cross-Government Requests:

- Media – 2 request (8 files in total)
- Political Party – 6 requests (252 files in total)

4. Total Number of **Personal** requests with a received date from this past week = 65 (last week 77)

.CindyK

## Insley, Kara MTIC:EX

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**From:** Kukucska, Cindy L MTIC:EX  
**Sent:** Friday, January 3, 2014 4:31 PM  
**To:** Hoskins, Chad MTIC:EX  
**Cc:** Ward, Kathleen MTIC:EX  
**Subject:** Weekly Numbers from IAO Intake - January 3, 2014

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

1. Total Number of **General** requests (files) with a start date from this past week = 60 (last week 25)

- Political Party – 8
- Media – 39
- Individual – 12
- Law Firm – 1
- Interest Group – 0
- Business – 0
- Researcher – 0
- Other Public Body – 0
- Other Government – 0

2. Total Number of Consultations = 8 (last week 1)

3. Although included in the above numbers already, 2 new Cross-Government Requests:

- Media – 1 request (25 files in total)
- Political Party – 1 request (4 files in total)

4. Total Number of **Personal** requests with a received date from this past week = 33 (last week 35)

.CindyK

**NOTE:** This **Weekly Performance** report tracks all FOI requests closed for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It indicates the number and percentage of requests closed on time and the number and percentage of requests that were overdue when they were closed. It also indicates whether the numbers of requests closed on time are up (1) or down (-1) from the previous week.

General and personal requests are reported separately by ministry and in summary. The graphs represent the percentages of requests On time vs the percentages of time Overdue for both the current week and the last week.

**Please note:** This report only provides statistics where there have been processing activities within ministries. For example, if no requests have been closed within a ministry during the two week reporting period, that ministry will not appear under either the "General" or "Personal" categories.



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

Report developed March 2, 2009

Data refreshed: December 18, 2013

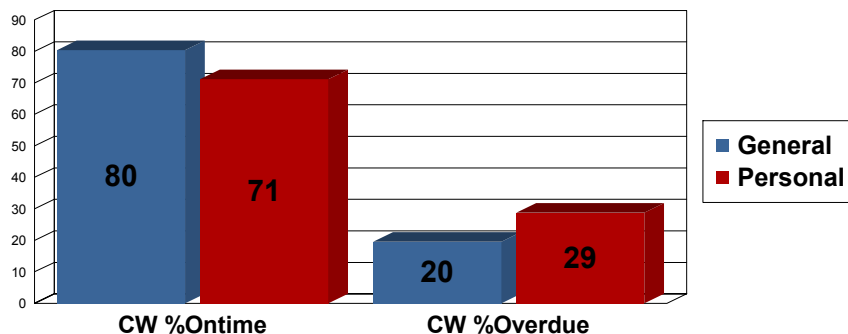
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### Weekly Performance Report Percentage of Requests On Time vs Overdue

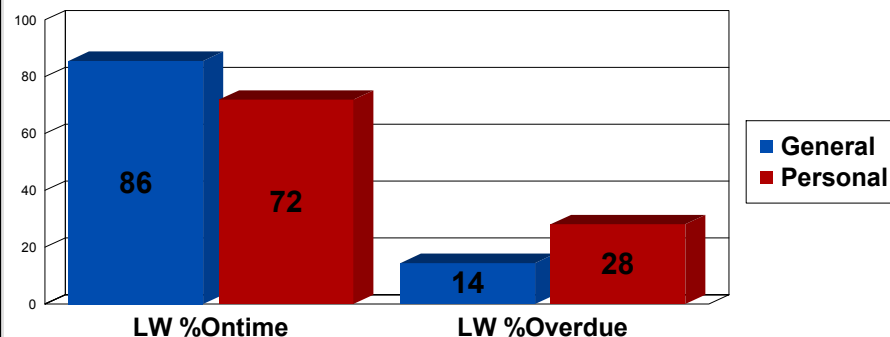
Current Week compared to Last Week  
[Closed, Closed Ontime, Closed Overdue, % Ontime]

**Reporting period:** December 02, 2013 to December 15, 2013

**Current Week Percentage  
On Time vs Overdue**



**Last Week Percentage  
On Time vs Overdue**



	Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	92	74	18	80.43%	118	101	17	85.59%	-27
Personal	59	42	17	71.19%	89	64	25	71.91%	-22
<b>Total</b>	<b>151</b>	<b>116</b>	<b>35</b>	<b>76.82%</b>	<b>207</b>	<b>165</b>	<b>42</b>	<b>79.71%</b>	<b>-49</b>

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Aboriginal Relations and Reconciliation		5	5	0	100.00%	2	2	0	100.00%	3
		Total	5	5	0	100.00%	2	2	0	100.00%	3
	Advanced Education		3	3	0	100.00%	3	3	0	100.00%	0
		Total	3	3	0	100.00%	3	3	0	100.00%	0
	Agriculture		3	3	0	100.00%	4	3	1	75.00%	0
		Total	3	3	0	100.00%	4	3	1	75.00%	0
	Children and Family Development		9	7	2	77.78%	4	2	2	50.00%	5
		Total	9	7	2	77.78%	4	2	2	50.00%	5
	Community, Sport and Cultural Development		4	4	0	100.00%	2	2	0	100.00%	2
		Total	4	4	0	100.00%	2	2	0	100.00%	2
	Education		1	1	0	100.00%	4	4	0	100.00%	-3
		Total	1	1	0	100.00%	4	4	0	100.00%	-3
	Energy and Mines		6	4	2	66.67%	1	1	0	100.00%	3
		Total	6	4	2	66.67%	1	1	0	100.00%	3
	Environment		3	1	2	33.33%	8	6	2	75.00%	-5

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Environment	Environmental Assessment Office	1	1	0	100.00%	0	0	0		1
		Total	4	2	2	50.00%	8	6	2	75.00%	-4
	Finance		1	1	0	100.00%	4	4	0	100.00%	-3
		BC Public Service Agency	2	2	0	100.00%	3	3	0	100.00%	-1
		Total	3	3	0	100.00%	7	7	0	100.00%	-4
	Forests, Lands and Natural Resource Operations		2	1	1	50.00%	11	11	0	100.00%	-10
		Total	2	1	1	50.00%	11	11	0	100.00%	-10
	Health		5	3	2	60.00%	10	10	0	100.00%	-7
		Total	5	3	2	60.00%	10	10	0	100.00%	-7
	International Trade		0	0	0		5	4	1	80.00%	-4
		Total	0	0	0		5	4	1	80.00%	-4
	Jobs, Tourism and Skills Training		2	1	1	50.00%	4	4	0	100.00%	-3
		Total	2	1	1	50.00%	4	4	0	100.00%	-3
	Justice		8	8	0	100.00%	10	6	4	60.00%	2
		Total	8	8	0	100.00%	10	6	4	60.00%	2

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Natural Gas Development		3	2	1	66.67%	5	5	0	100.00%	-3
		Housing	0	0	0		1	1	0	100.00%	-1
		Total	3	2	1	66.67%	6	6	0	100.00%	-4
	Office of the Premier		17	12	5	70.59%	14	12	2	85.71%	0
		Total	17	12	5	70.59%	14	12	2	85.71%	0
	Social Development and Social Innovation		1	0	1	0.00%	4	2	2	50.00%	-2
		Total	1	0	1	0.00%	4	2	2	50.00%	-2
	Technology, Innovation and Citizens' Services		6	5	1	83.33%	10	7	3	70.00%	-2
		Total	6	5	1	83.33%	10	7	3	70.00%	-2
	Transportation and Infrastructure		10	10	0	100.00%	9	9	0	100.00%	1
		Total	10	10	0	100.00%	9	9	0	100.00%	1
	Total		92	74	18	80.43%	118	101	17	85.59%	-27
Personal	Children and Family Development		12	5	7	41.67%	24	14	10	58.33%	-9
		Total	12	5	7	41.67%	24	14	10	58.33%	-9
	Education		1	1	0	100.00%	0	0	0		1
		Total	1	1	0	100.00%	0	0	0		1

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
Personal	Environment		0	0	0		1	0	1	0.00%	0
		Total	0	0	0		1	0	1	0.00%	0
	Finance	BC Public Service Agency	3	2	1	66.67%	5	5	0	100.00%	-3
		Total	3	2	1	66.67%	5	5	0	100.00%	-3
	Jobs, Tourism and Skills Training		0	0	0		2	2	0	100.00%	-2
		Total	0	0	0		2	2	0	100.00%	-2
	Justice		22	13	9	59.09%	33	19	14	57.58%	-6
		Total	22	13	9	59.09%	33	19	14	57.58%	-6
	Social Development and Social Innovation		20	20	0	100.00%	24	24	0	100.00%	-4
		Total	20	20	0	100.00%	24	24	0	100.00%	-4
	Transportation and Infrastructure		1	1	0	100.00%	0	0	0		1
		Total	1	1	0	100.00%	0	0	0		1
	Total		59	42	17	71.19%	89	64	25	71.91%	-22
	Total		151	116	35	76.82%	207	165	42	79.71%	-49

**NOTE:** This **Weekly Performance** report tracks all FOI requests closed for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It indicates the number and percentage of requests closed on time and the number and percentage of requests that were overdue when they were closed. It also indicates whether the numbers of requests closed on time are up (1) or down (-1) from the previous week.

General and personal requests are reported separately by ministry and in summary. The graphs represent the percentages of requests On time vs the percentages of time Overdue for both the current week and the last week.

**Please note:** This report only provides statistics where there have been processing activities within ministries. For example, if no requests have been closed within a ministry during the two week reporting period, that ministry will not appear under either the "General" or "Personal" categories.



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

Report developed March 2, 2009

Data refreshed: December 30, 2013

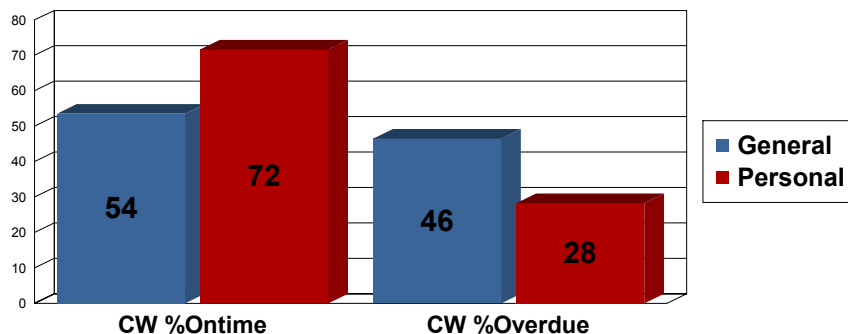
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### Weekly Performance Report Percentage of Requests On Time vs Overdue

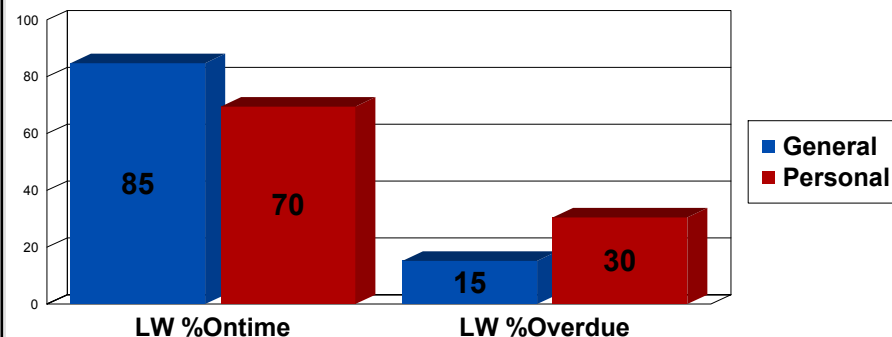
Current Week compared to Last Week  
[Closed, Closed Ontime, Closed Overdue, % Ontime]

**Reporting period:** December 09, 2013 to December 22, 2013

**Current Week Percentage  
On Time vs Overdue**



**Last Week Percentage  
On Time vs Overdue**



	Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	114	61	53	53.51%	151	128	23	84.77%	-67
Personal	60	43	17	71.67%	82	57	25	69.51%	-14
<b>Total</b>	<b>174</b>	<b>104</b>	<b>70</b>	<b>59.77%</b>	<b>233</b>	<b>185</b>	<b>48</b>	<b>79.40%</b>	<b>-81</b>

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Aboriginal Relations and Reconciliation		3	2	1	66.67%	7	7	0	100.00%	-5
		Total	3	2	1	66.67%	7	7	0	100.00%	-5
	Advanced Education		1	0	1	0.00%	3	3	0	100.00%	-3
		Total	1	0	1	0.00%	3	3	0	100.00%	-3
	Agriculture		6	2	4	33.33%	7	7	0	100.00%	-5
		Total	6	2	4	33.33%	7	7	0	100.00%	-5
	Children and Family Development		1	1	0	100.00%	11	9	2	81.82%	-8
		Total	1	1	0	100.00%	11	9	2	81.82%	-8
	Community, Sport and Cultural Development		5	2	3	40.00%	4	4	0	100.00%	-2
		Total	5	2	3	40.00%	4	4	0	100.00%	-2
	Education		4	2	2	50.00%	5	5	0	100.00%	-3
		Total	4	2	2	50.00%	5	5	0	100.00%	-3
	Energy and Mines		2	1	1	50.00%	7	5	2	71.43%	-4
		Total	2	1	1	50.00%	7	5	2	71.43%	-4
	Environment		10	5	5	50.00%	7	5	2	71.43%	0

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Environment	Environmental Assessment Office	0	0	0		3	3	0	100.00%	-3
		Total	10	5	5	50.00%	10	8	2	80.00%	-3
	Finance		6	5	1	83.33%	2	1	1	50.00%	4
		BC Public Service Agency	1	0	1	0.00%	3	3	0	100.00%	-3
		Total	7	5	2	71.43%	5	4	1	80.00%	1
	Forests, Lands and Natural Resource Operations		3	3	0	100.00%	7	6	1	85.71%	-3
		Total	3	3	0	100.00%	7	6	1	85.71%	-3
	Health		4	3	1	75.00%	9	6	3	66.67%	-3
		Total	4	3	1	75.00%	9	6	3	66.67%	-3
	International Trade		5	0	5	0.00%	3	2	1	66.67%	-2
		Total	5	0	5	0.00%	3	2	1	66.67%	-2
	Jobs, Tourism and Skills Training		11	5	6	45.45%	7	6	1	85.71%	-1
		Total	11	5	6	45.45%	7	6	1	85.71%	-1
	Justice		10	7	3	70.00%	12	10	2	83.33%	-3
		Total	10	7	3	70.00%	12	10	2	83.33%	-3

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Natural Gas Development		3	3	0	100.00%	4	3	1	75.00%	0
		Housing	3	2	1	66.67%	1	1	0	100.00%	1
		Total	6	5	1	83.33%	5	4	1	80.00%	1
	Office of the Premier		15	6	9	40.00%	20	15	5	75.00%	-9
		Total	15	6	9	40.00%	20	15	5	75.00%	-9
	Social Development and Social Innovation		4	3	1	75.00%	1	0	1	0.00%	3
		Total	4	3	1	75.00%	1	0	1	0.00%	3
	Technology, Innovation and Citizens' Services		12	5	7	41.67%	13	12	1	92.31%	-7
		Citizens' Services	1	0	1	0.00%	0	0	0		0
		Total	13	5	8	38.46%	13	12	1	92.31%	-7
	Transportation and Infrastructure		4	4	0	100.00%	15	15	0	100.00%	-11
		Total	4	4	0	100.00%	15	15	0	100.00%	-11
	Total			114	61	53	53.51%	151	128	23	84.77%
Personal	Children and Family Development		25	14	11	56.00%	16	7	9	43.75%	7
		Total	25	14	11	56.00%	16	7	9	43.75%	7

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
Personal	Education		0	0	0		1	1	0	100.00%	-1
		Total	0	0	0		1	1	0	100.00%	-1
	Environment		1	0	1	0.00%	0	0	0		0
		Total	1	0	1	0.00%	0	0	0		0
	Finance	BC Public Service Agency	2	0	2	0.00%	3	2	1	66.67%	-2
		Total	2	0	2	0.00%	3	2	1	66.67%	-2
	Health		3	3	0	100.00%	0	0	0		3
		Total	3	3	0	100.00%	0	0	0		3
	Jobs, Tourism and Skills Training		0	0	0		1	1	0	100.00%	-1
		Total	0	0	0		1	1	0	100.00%	-1
	Justice		15	12	3	80.00%	33	18	15	54.55%	-6
		Total	15	12	3	80.00%	33	18	15	54.55%	-6
	Social Development and Social Innovation		14	14	0	100.00%	27	27	0	100.00%	-13
		Total	14	14	0	100.00%	27	27	0	100.00%	-13
	Transportation and Infrastructure		0	0	0		1	1	0	100.00%	-1

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
Personal	Transportation and Infrastructure	Total	0	0	0		1	1	0	100.00%	-1
	Total		60	43	17	71.67%	82	57	25	69.51%	-14
Total			174	104	70	59.77%	233	185	48	79.40%	-81

**NOTE:** This **Weekly Performance** report tracks all FOI requests closed for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It indicates the number and percentage of requests closed on time and the number and percentage of requests that were overdue when they were closed. It also indicates whether the numbers of requests closed on time are up (1) or down (-1) from the previous week.

General and personal requests are reported separately by ministry and in summary. The graphs represent the percentages of requests On time vs the percentages of time Overdue for both the current week and the last week.

**Please note:** This report only provides statistics where there have been processing activities within ministries. For example, if no requests have been closed within a ministry during the two week reporting period, that ministry will not appear under either the "General" or "Personal" categories.



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

Report developed March 2, 2009

Data refreshed: December 04, 2013

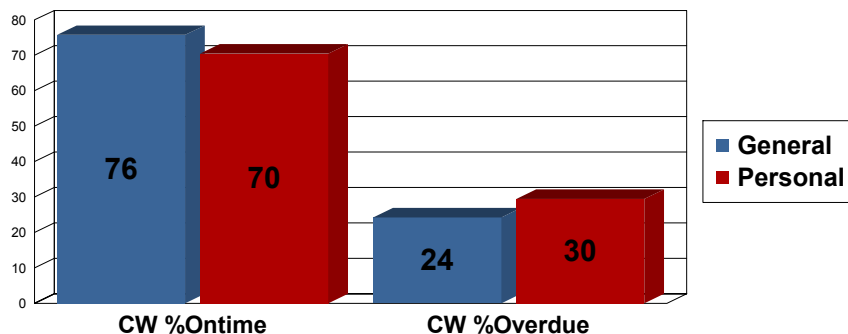
\*\*

### Weekly Performance Report Percentage of Requests On Time vs Overdue

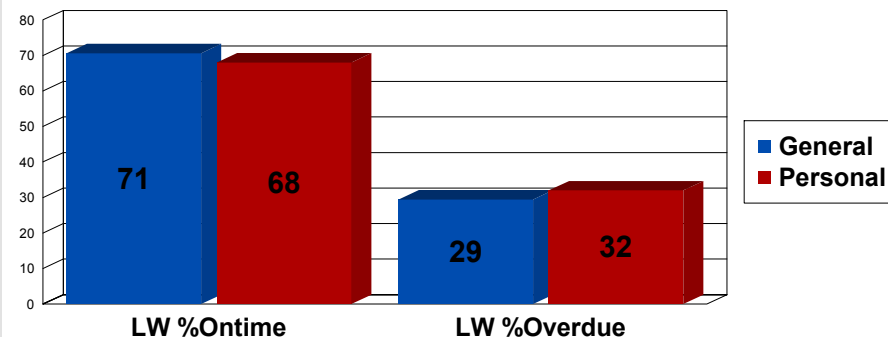
Current Week compared to Last Week  
[Closed, Closed Ontime, Closed Overdue, % Ontime]

**Reporting period:** November 18, 2013 to December 01, 2013

**Current Week Percentage  
On Time vs Overdue**



**Last Week Percentage  
On Time vs Overdue**



	Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	66	50	16	75.76%	136	96	40	70.59%	-46
Personal	61	43	18	70.49%	100	68	32	68.00%	-25
Total	127	93	34	73.23%	236	164	72	69.49%	-71

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Aboriginal Relations and Reconciliation		3	2	1	66.67%	1	0	1	0.00%	2
		Total	3	2	1	66.67%	1	0	1	0.00%	2
	Advanced Education		1	1	0	100.00%	7	5	2	71.43%	-4
		Total	1	1	0	100.00%	7	5	2	71.43%	-4
	Agriculture		2	2	0	100.00%	0	0	0		2
		Total	2	2	0	100.00%	0	0	0		2
	Children and Family Development		4	2	2	50.00%	5	5	0	100.00%	-3
		Total	4	2	2	50.00%	5	5	0	100.00%	-3
	Community, Sport and Cultural Development		1	1	0	100.00%	2	2	0	100.00%	-1
		Total	1	1	0	100.00%	2	2	0	100.00%	-1
	Education		0	0	0		1	0	1	0.00%	0
		Total	0	0	0		1	0	1	0.00%	0
	Energy and Mines		3	2	1	66.67%	6	1	5	16.67%	1
		Total	3	2	1	66.67%	6	1	5	16.67%	1
	Environment		2	1	1	50.00%	2	2	0	100.00%	-1

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Environment	Environmental Assessment Office	0	0	0		3	1	2	33.33%	-1
		Total	2	1	1	50.00%	5	3	2	60.00%	-2
	Finance		5	3	2	60.00%	14	12	2	85.71%	-9
		BC Public Service Agency	2	2	0	100.00%	3	2	1	66.67%	0
		Total	7	5	2	71.43%	17	14	3	82.35%	-9
	Forests, Lands and Natural Resource Operations		3	3	0	100.00%	8	6	2	75.00%	-3
		Total	3	3	0	100.00%	8	6	2	75.00%	-3
	Health		1	1	0	100.00%	7	7	0	100.00%	-6
		Total	1	1	0	100.00%	7	7	0	100.00%	-6
	International Trade		3	3	0	100.00%	7	7	0	100.00%	-4
		Total	3	3	0	100.00%	7	7	0	100.00%	-4
	Jobs, Tourism and Skills Training		0	0	0		10	9	1	90.00%	-9
		Total	0	0	0		10	9	1	90.00%	-9
	Justice		11	6	5	54.55%	11	6	5	54.55%	0
		Total	11	6	5	54.55%	11	6	5	54.55%	0

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Natural Gas Development		1	1	0	100.00%	1	1	0	100.00%	0
		Housing	1	1	0	100.00%	3	3	0	100.00%	-2
		Total	2	2	0	100.00%	4	4	0	100.00%	-2
	Office of the Premier		9	6	3	66.67%	17	6	11	35.29%	0
		Total	9	6	3	66.67%	17	6	11	35.29%	0
	Social Development and Social Innovation		2	2	0	100.00%	5	2	3	40.00%	0
		Total	2	2	0	100.00%	5	2	3	40.00%	0
	Technology, Innovation and Citizens' Services		7	6	1	85.71%	12	8	4	66.67%	-2
		Total	7	6	1	85.71%	12	8	4	66.67%	-2
	Transportation and Infrastructure		5	5	0	100.00%	11	11	0	100.00%	-6
		Total	5	5	0	100.00%	11	11	0	100.00%	-6
	Total		66	50	16	75.76%	136	96	40	70.59%	-46
Personal	Advanced Education		0	0	0		1	1	0	100.00%	-1
		Total	0	0	0		1	1	0	100.00%	-1
	Children and Family Development		24	14	10	58.33%	33	16	17	48.48%	-2
		Total	24	14	10	58.33%	33	16	17	48.48%	-2

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
Personal	Education		0	0	0		1	1	0	100.00%	-1
		Total	0	0	0		1	1	0	100.00%	-1
	Finance	BC Public Service Agency	0	0	0		6	6	0	100.00%	-6
		Total	0	0	0		6	6	0	100.00%	-6
	Jobs, Tourism and Skills Training		1	1	0	100.00%	1	1	0	100.00%	0
		Total	1	1	0	100.00%	1	1	0	100.00%	0
	Justice		26	19	7	73.08%	43	28	15	65.12%	-9
		Total	26	19	7	73.08%	43	28	15	65.12%	-9
	Office of the Premier		0	0	0		1	1	0	100.00%	-1
		Total	0	0	0		1	1	0	100.00%	-1
	Social Development and Social Innovation		10	9	1	90.00%	14	14	0	100.00%	-5
		Total	10	9	1	90.00%	14	14	0	100.00%	-5
	Total		61	43	18	70.49%	100	68	32	68.00%	-25
	Total		127	93	34	73.23%	236	164	72	69.49%	-71

**NOTE:** This **Weekly Performance** report tracks all FOI requests closed for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It indicates the number and percentage of requests closed on time and the number and percentage of requests that were overdue when they were closed. It also indicates whether the numbers of requests closed on time are up (1) or down (-1) from the previous week.

General and personal requests are reported separately by ministry and in summary. The graphs represent the percentages of requests On time vs the percentages of time Overdue for both the current week and the last week.

**Please note:** This report only provides statistics where there have been processing activities within ministries. For example, if no requests have been closed within a ministry during the two week reporting period, that ministry will not appear under either the "General" or "Personal" categories.



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

Report developed March 2, 2009

Data refreshed: December 11, 2013

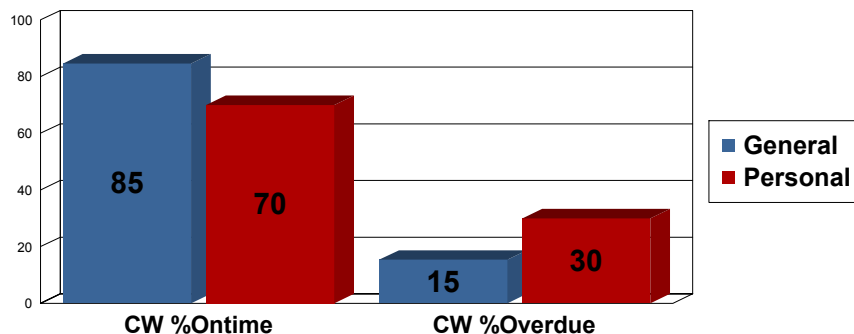
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### Weekly Performance Report Percentage of Requests On Time vs Overdue

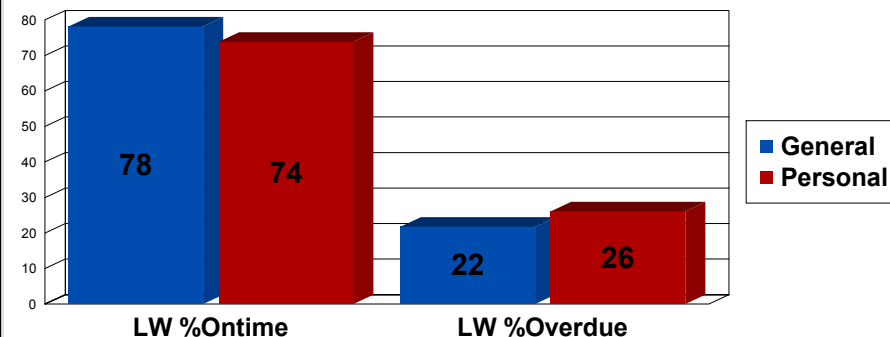
Current Week compared to Last Week  
[Closed, Closed Ontime, Closed Overdue, % Ontime]

**Reporting period:** November 25, 2013 to December 08, 2013

**Current Week Percentage  
On Time vs Overdue**



**Last Week Percentage  
On Time vs Overdue**



	Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	78	66	12	84.62%	110	86	24	78.18%	-20
Personal	60	42	18	70.00%	88	65	23	73.86%	-23
Total	138	108	30	78.26%	198	151	47	76.26%	-43

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Aboriginal Relations and Reconciliation		1	1	0	100.00%	3	2	1	66.67%	-1
		Total	1	1	0	100.00%	3	2	1	66.67%	-1
	Advanced Education		3	3	0	100.00%	2	2	0	100.00%	1
		Total	3	3	0	100.00%	2	2	0	100.00%	1
	Agriculture		4	3	1	75.00%	2	2	0	100.00%	1
		Total	4	3	1	75.00%	2	2	0	100.00%	1
	Children and Family Development		3	1	2	33.33%	6	4	2	66.67%	-3
		Total	3	1	2	33.33%	6	4	2	66.67%	-3
	Community, Sport and Cultural Development		0	0	0		3	3	0	100.00%	-3
		Total	0	0	0		3	3	0	100.00%	-3
	Education		2	2	0	100.00%	1	1	0	100.00%	1
		Total	2	2	0	100.00%	1	1	0	100.00%	1
	Energy and Mines		1	1	0	100.00%	4	2	2	50.00%	-1
		Total	1	1	0	100.00%	4	2	2	50.00%	-1
	Environment		6	4	2	66.67%	2	1	1	50.00%	3

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Environment	Environmental Assessment Office	0	0	0		1	1	0	100.00%	-1
		Total	6	4	2	66.67%	3	2	1	66.67%	2
	Finance		2	2	0	100.00%	12	10	2	83.33%	-8
		BC Public Service Agency	2	2	0	100.00%	3	3	0	100.00%	-1
		Total	4	4	0	100.00%	15	13	2	86.67%	-9
	Forests, Lands and Natural Resource Operations		8	8	0	100.00%	6	5	1	83.33%	3
		Total	8	8	0	100.00%	6	5	1	83.33%	3
	Health		6	6	0	100.00%	3	3	0	100.00%	3
		Total	6	6	0	100.00%	3	3	0	100.00%	3
	International Trade		1	1	0	100.00%	5	5	0	100.00%	-4
		Total	1	1	0	100.00%	5	5	0	100.00%	-4
	Jobs, Tourism and Skills Training		1	1	0	100.00%	2	2	0	100.00%	-1
		Total	1	1	0	100.00%	2	2	0	100.00%	-1
	Justice		7	5	2	71.43%	17	8	9	47.06%	-3
		Total	7	5	2	71.43%	17	8	9	47.06%	-3

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
General	Natural Gas Development		5	5	0	100.00%	2	2	0	100.00%	3
		Housing	1	1	0	100.00%	2	2	0	100.00%	-1
		Total	6	6	0	100.00%	4	4	0	100.00%	2
	Office of the Premier		10	8	2	80.00%	13	10	3	76.92%	-2
		Total	10	8	2	80.00%	13	10	3	76.92%	-2
	Social Development and Social Innovation		4	2	2	50.00%	2	2	0	100.00%	0
		Total	4	2	2	50.00%	2	2	0	100.00%	0
	Technology, Innovation and Citizens' Services		6	5	1	83.33%	10	7	3	70.00%	-2
		Total	6	5	1	83.33%	10	7	3	70.00%	-2
	Transportation and Infrastructure		5	5	0	100.00%	9	9	0	100.00%	-4
		Total	5	5	0	100.00%	9	9	0	100.00%	-4
	Total		78	66	12	84.62%	110	86	24	78.18%	-20
Personal	Children and Family Development		13	7	6	53.85%	36	22	14	61.11%	-15
		Total	13	7	6	53.85%	36	22	14	61.11%	-15
	Education		0	0	0		1	1	0	100.00%	-1
		Total	0	0	0		1	1	0	100.00%	-1

			Closed CW	On time CW	Overdue CW	% Ontime CW	Closed LW	On time LW	Overdue LW	% Ontime LW	CW Ontime ↑ ↓
Personal	Environment		1	0	1	0.00%	0	0	0		0
		Total	1	0	1	0.00%	0	0	0		0
	Finance	BC Public Service Agency	3	3	0	100.00%	2	2	0	100.00%	1
		Total	3	3	0	100.00%	2	2	0	100.00%	1
	Jobs, Tourism and Skills Training		1	1	0	100.00%	1	1	0	100.00%	0
		Total	1	1	0	100.00%	1	1	0	100.00%	0
	Justice		24	13	11	54.17%	34	26	8	76.47%	-13
		Total	24	13	11	54.17%	34	26	8	76.47%	-13
	Social Development and Social Innovation		18	18	0	100.00%	14	13	1	92.86%	5
		Total	18	18	0	100.00%	14	13	1	92.86%	5
	Total		60	42	18	70.00%	88	65	23	73.86%	-23
	Total		138	108	30	78.26%	198	151	47	76.26%	-43

## Insley, Kara MTIC:EX

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**From:** Ward, Kathleen MTIC:EX  
**Sent:** Thursday, December 19, 2013 2:02 PM  
**To:** Boyd, Wes MTIC:EX; Cameron, Tara D MTIC:EX; Macnaughton, Jason GCPE:EX; Williams, Brad M MTIC:EX  
**Subject:** Weekly Reports Dec 2 to 15, 2013  
**Attachments:** YTD (December 15, 2013).pdf; Weekly Baseline (Dec 15, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.56%** of requests closed on time (fiscal year-to-date), slightly up from last week. Of the **151** requests closed last week, **76.82%** were closed on time.

According to current data in CRTS, there are **649** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **649** overdue files into account we would be at **68.75%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **2115 open** requests.

Regards,  
Kathleen Ward

## Insley, Kara MTIC:EX

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**From:** Ward, Kathleen MTIC:EX  
**Sent:** Thursday, January 9, 2014 11:12 AM  
**To:** Boyd, Wes MTIC:EX; Cameron, Tara D MTIC:EX; Macnaughton, Jason GCPE:EX; Williams, Brad M MTIC:EX  
**Subject:** Weekly Reports Dec 23 to Jan 5, 2014  
**Attachments:** Weekly Baseline (Jan 5, 2014).pdf; YTD (January 5, 2014).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **74.97%** of requests closed on time (fiscal year-to-date), slightly down from last week. Of the **59** requests closed last week, **70.69%** were closed on time.

According to current data in CRTS, there are **654** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **654** overdue files into account we would be at **68.55%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1943** open requests

Regards,  
Kathleen Ward

## Insley, Kara MTIC:EX

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**From:** Ward, Kathleen MTIC:EX  
**Sent:** Monday, December 30, 2013 1:45 PM  
**To:** Macnaughton, Jason GCPE:EX; Cameron, Tara D MTIC:EX; Boyd, Wes MTIC:EX  
**Subject:** Weekly Reports Dec 9 to 22, 2013  
**Attachments:** Weekly Baseline (Dec 22, 2013).pdf; YTD (December 22, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.20%** of requests closed on time (fiscal year-to-date), slightly down from last week. Of the **174** requests closed last week, **59.77%** were closed on time.

According to current data in CRTS, there are **630** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **630** overdue files into account we would be at **68.81%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1987** open requests.

Regards,  
Kathleen Ward

## Insley, Kara MTIC:EX

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**From:** Ward, Kathleen MTIC:EX  
**Sent:** Thursday, December 5, 2013 1:08 PM  
**To:** Boyd, Wes MTIC:EX; Cameron, Tara D MTIC:EX; Macnaughton, Jason GCPE:EX  
**Subject:** Weekly reports Nov 18 to Dec 1, 2013  
**Attachments:** Weekly Baseline (Dec 1, 2013).pdf; YTD (December 1, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.38%** of requests closed on time (fiscal year-to-date), slightly down from last week. Of the **127** requests closed last week, **73.23%** were closed on time.

According to current data in CRTS, there are **597** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **597** overdue files into account we would be at **68.75%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **1911** open requests.

Regards,  
Kathleen Ward

## Insley, Kara MTIC:EX

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**From:** Ward, Kathleen MTIC:EX  
**Sent:** Wednesday, December 11, 2013 1:44 PM  
**To:** Boyd, Wes MTIC:EX; Cameron, Tara D MTIC:EX; Macnaughton, Jason GCPE:EX  
**Subject:** Weekly Reports Nov 25 to Dec 8, 2013  
**Attachments:** Weekly Baseline (Dec 8, 2013).pdf; YTD (December 8, 2013).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Please find attached last week's corporate FOI performance report. We are at **75.48%** of requests closed on time (fiscal year-to-date), slightly up from last week. Of the **138** requests closed last week, **78.26%** were closed on time.

According to current data in CRTS, there are **606** open requests that are showing as overdue.

Once closed the statistics would be confirmed, however taking the **606** overdue files into account we would be at **68.93%** on time (fiscal year-to-date).

In terms of volume, staff are currently managing **2138** open requests.

Regards,  
Kathleen Ward

**NOTE:**

This **Weekly Volume** report tracks the current volume of open FOI requests for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It also tracks the volume of new requests received for both the current and last week and indicates whether total volumes are up (-1) or down (1).

General and personal requests are reported separately by ministry and in summary. The graphs represent total overall volumes for the two week period.

**Please note:** This report only provides statistics where there are volumes to report. For example, if a ministry has no open personal FOI requests, it will not appear under the "Personal" category. Similarly, if a ministry has no open general requests, it will not appear under the "General" category.



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

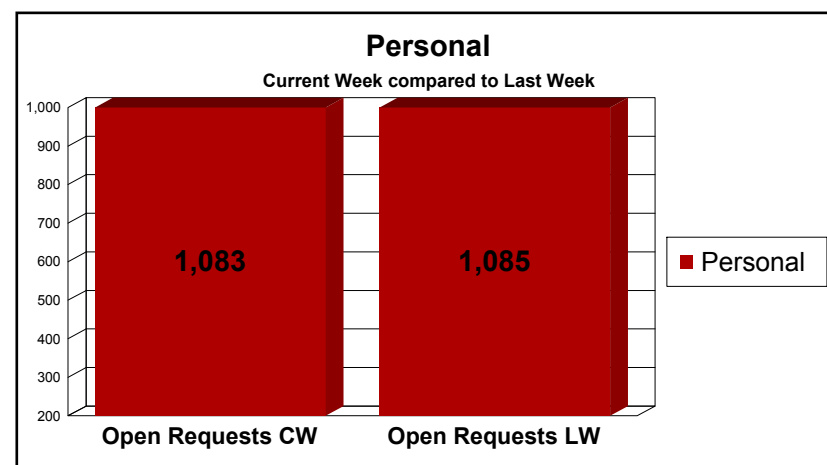
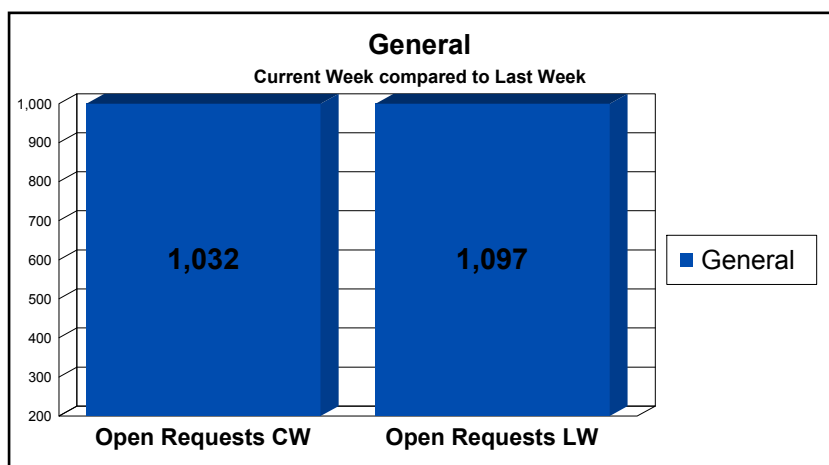
Report developed April 2, 2009  
Data refreshed: December 18, 2013

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### Weekly Volume Report

Current Week Ending December 15, 2013 compared to Last Week Ending December 08, 2013

**Reporting period:** December 02, 2013 to December 15, 2013



	Totals				
	Open Requests Current week ending	New Current week ending	Open Requests Last week ending	New Last week ending	CW Open Requests ↑ ↓
	15-Dec-2013	15-Dec-2013	08-Dec-2013	08-Dec-2013	
<b>General</b>	1032	41	1097	360	-65
<b>Personal</b>	1083	69	1085	80	-2
<b>Total</b>	2115	110	2182	440	-67

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Aboriginal Relations and Reconciliation		25	0	31	13	-6
		Total	25	0	31	13	-6
	Advanced Education		24	0	27	12	-3
		Total	24	0	27	12	-3
	Agriculture		29	1	31	14	-2
		Total	29	1	31	14	-2
	Children and Family Development		33	3	39	15	-6
		Total	33	3	39	15	-6
	Community, Sport and Cultural Development		25	0	29	13	-4
		Total	25	0	29	13	-4
	Education		33	0	35	13	-2
		Total	33	0	35	13	-2
	Energy and Mines		56	1	61	16	-5
		Total	56	1	61	16	-5
	Environment		70	4	71	16	-1
		Environmental Assessment Office	10	0	11	4	-1
		Total	80	4	82	20	-2
	Finance		78	1	78	22	0
		BC Public Service Agency	16	0	18	4	-2
		Total	94	1	96	26	-2

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Forests, Lands and Natural Resource Operations		71	6	68	26	3
		Total	71	6	68	26	3
	Health		64	4	67	14	-3
		Total	64	4	67	14	-3
	International Trade		30	1	31	13	-1
		Total	30	1	31	13	-1
	Jobs, Tourism and Skills Training		55	1	58	17	-3
		Labour	8	1	7	3	1
		Total	63	2	65	20	-2
	Justice		88	6	91	26	-3
		Total	88	6	91	26	-3
	Natural Gas Development		35	1	37	16	-2
		Housing	11	1	10	5	1
		Total	46	2	47	21	-1
	Office of the Premier		98	3	112	42	-14
		Total	98	3	112	42	-14
	Social Development and Social Innovation		22	0	23	12	-1
		Total	22	0	23	12	-1
	Technology, Innovation and Citizens' Services		86	3	91	27	-5

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Technology, Innovation and Citizens' Services	Citizens' Services	2	0	2	0	0
		Total	88	3	93	27	-5
	Transportation and Infrastructure		63	4	69	17	-6
		Total	63	4	69	17	-6
	Total		1,032	41	1,097	360	-65
Personal	Children and Family Development		812	31	796	38	16
		Total	812	31	796	38	16
	Community, Sport and Cultural Development		1	0	1	0	0
		Total	1	0	1	0	0
	Education		1	0	2	0	-1
		Total	1	0	2	0	-1
	Environment		0	0	0	0	0
		Total	0	0	0	0	0
	Finance		3	1	2	0	1
		BC Public Service Agency	22	3	22	3	0
		Total	25	4	24	3	1
	Health		5	1	4	0	1
		Total	5	1	4	0	1
	Jobs, Tourism and Skills Training		1	0	2	0	-1
		Total	1	0	2	0	-1

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
Personal	Justice		165	19	172	23	-7
		Total	165	19	172	23	-7
	Office of the Premier		2	0	2	0	0
		Total	2	0	2	0	0
	Social Development and Social Innovation		70	14	80	15	-10
		Total	70	14	80	15	-10
	Technology, Innovation and Citizens' Services	Citizens' Services	1	0	1	1	0
		Total	1	0	1	1	0
	Transportation and Infrastructure		0	0	1	0	-1
		Total	0	0	1	0	-1
	Total		1,083	69	1,085	80	-2
	Total		2,115	110	2,182	440	-67

**NOTE:**

This **Weekly Volume** report tracks the current volume of open FOI requests for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It also tracks the volume of new requests received for both the current and last week and indicates whether total volumes are up (-1) or down (1).

General and personal requests are reported separately by ministry and in summary. The graphs represent total overall volumes for the two week period.

**Please note:** This report only provides statistics where there are volumes to report. For example, if a ministry has no open personal FOI requests, it will not appear under the "Personal" category. Similarly, if a ministry has no open general requests, it will not appear under the "General" category.



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

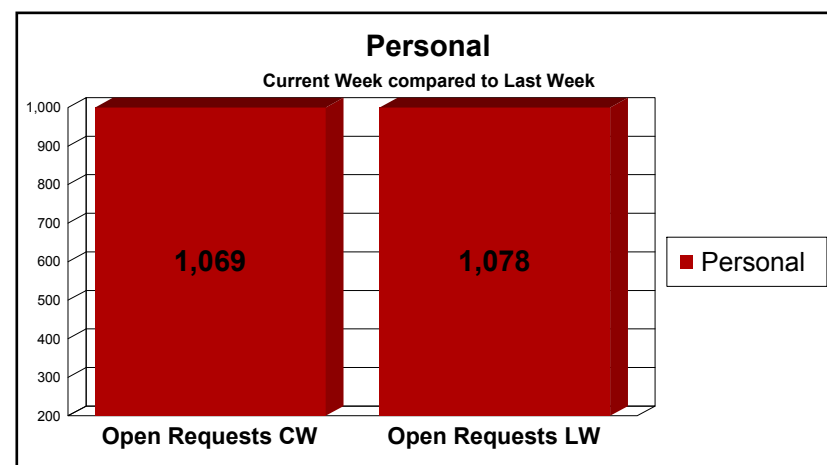
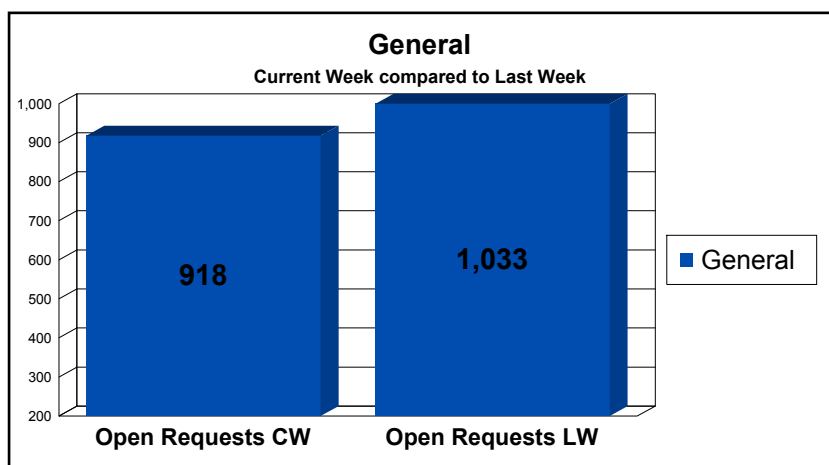
Report developed April 2, 2009  
Data refreshed: December 30, 2013

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### Weekly Volume Report

Current Week Ending December 22, 2013 compared to Last Week Ending December 15, 2013

Reporting period: **December 09, 2013** to **December 22, 2013**



	Totals				
	Open Requests Current week ending	New Current week ending	Open Requests Last week ending	New Last week ending	CW Open Requests ↑ ↓
	22-Dec-2013	22-Dec-2013	15-Dec-2013	15-Dec-2013	
<b>General</b>	918	44	1033	41	-115
<b>Personal</b>	1069	62	1078	68	-9
<b>Total</b>	<b>1987</b>	<b>106</b>	<b>2111</b>	<b>109</b>	<b>-124</b>

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Aboriginal Relations and Reconciliation		21	0	25	0	-4
		Total	21	0	25	0	-4
	Advanced Education		23	0	24	0	-1
		Total	23	0	24	0	-1
	Agriculture		19	0	29	1	-10
		Total	19	0	29	1	-10
	Children and Family Development		30	0	33	3	-3
		Total	30	0	33	3	-3
	Community, Sport and Cultural Development		21	1	25	0	-4
		Total	21	1	25	0	-4
	Education		28	2	33	0	-5
		Total	28	2	33	0	-5
	Energy and Mines		53	0	56	1	-3
		Total	53	0	56	1	-3
	Environment		60	2	70	4	-10
		Environmental Assessment Office	10	2	10	0	0
		Total	70	4	80	4	-10
	Finance		77	6	78	1	-1
		BC Public Service Agency	14	0	16	0	-2
		Total	91	6	94	1	-3

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Forests, Lands and Natural Resource Operations		69	5	71	6	-2
		Total	69	5	71	6	-2
	Health		63	5	64	4	-1
		Total	63	5	64	4	-1
	International Trade		25	1	30	1	-5
		Total	25	1	30	1	-5
	Jobs, Tourism and Skills Training		47	3	55	1	-8
		Labour	5	0	8	1	-3
		Total	52	3	63	2	-11
	Justice		80	5	88	6	-8
		Total	80	5	88	6	-8
	Natural Gas Development		31	0	35	1	-4
		Housing	7	0	11	1	-4
		Total	38	0	46	2	-8
	Office of the Premier		86	5	99	3	-13
		Total	86	5	99	3	-13
	Social Development and Social Innovation		18	0	22	0	-4
		Total	18	0	22	0	-4
	Technology, Innovation and Citizens' Services		73	4	86	3	-13

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Technology, Innovation and Citizens' Services	Citizens' Services	1	0	2	0	-1
		Total	74	4	88	3	-14
	Transportation and Infrastructure		57	3	63	4	-6
		Total	57	3	63	4	-6
	Total		918	44	1,033	41	-115
Personal	Children and Family Development		807	25	808	30	-1
		Total	807	25	808	30	-1
	Community, Sport and Cultural Development		1	0	1	0	0
		Total	1	0	1	0	0
	Education		1	0	1	0	0
		Total	1	0	1	0	0
	Environment		0	0	1	0	-1
		Total	0	0	1	0	-1
	Finance		3	0	3	1	0
		BC Public Service Agency	22	2	22	3	0
		Total	25	2	25	4	0
	Health		2	0	5	1	-3
		Total	2	0	5	1	-3
	Jobs, Tourism and Skills Training		1	0	1	0	0
		Total	1	0	1	0	0

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
Personal	Justice		164	22	164	19	0
		Total	164	22	164	19	0
	Office of the Premier		2	0	2	0	0
		Total	2	0	2	0	0
	Social Development and Social Innovation		65	13	69	14	-4
		Total	65	13	69	14	-4
	Technology, Innovation and Citizens' Services	Citizens' Services	1	0	1	0	0
		Total	1	0	1	0	0
	Transportation and Infrastructure		0	0	0	0	0
		Total	0	0	0	0	0
Total		1,069	62	1,078	68	-9	
Total		1,987	106	2,111	109	-124	

**NOTE:**

This **Weekly Volume** report tracks the current volume of open FOI requests for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It also tracks the volume of new requests received for both the current and last week and indicates whether total volumes are up (-1) or down (1).

General and personal requests are reported separately by ministry and in summary. The graphs represent total overall volumes for the two week period.

**Please note:** This report only provides statistics where there are volumes to report. For example, if a ministry has no open personal FOI requests, it will not appear under the "Personal" category. Similarly, if a ministry has no open general requests, it will not appear under the "General" category.



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

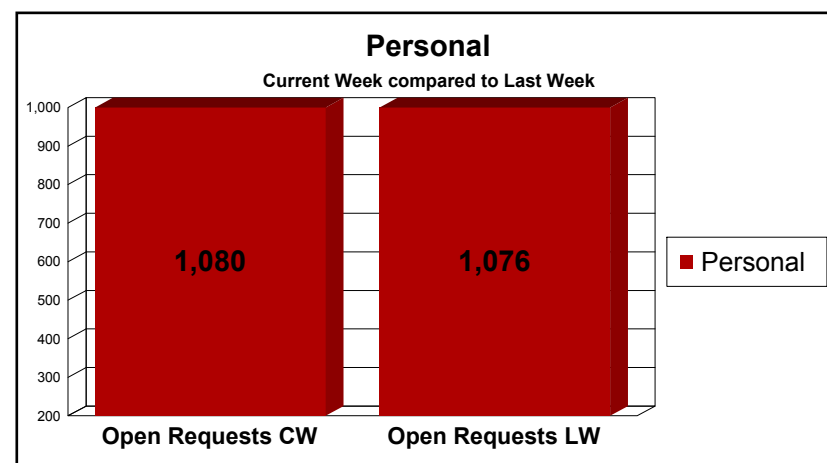
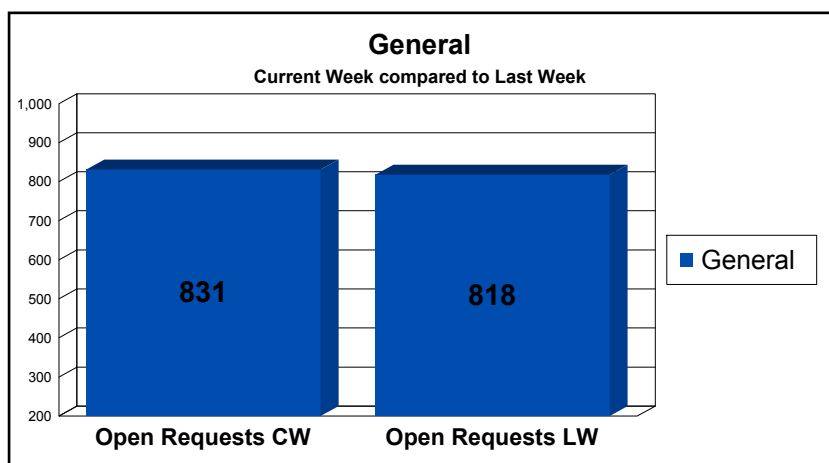
Report developed April 2, 2009  
Data refreshed: December 04, 2013

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### Weekly Volume Report

Current Week Ending December 01, 2013 compared to Last Week Ending November 24, 2013

**Reporting period:** November 18, 2013 to December 01, 2013



Totals					
	Open Requests Current week ending 01-Dec-2013	New Current week ending 01-Dec-2013	Open Requests Last week ending 24-Nov-2013	New Last week ending 24-Nov-2013	CW Open Requests ↑ ↓
General	831	96	818	81	13
Personal	1080	76	1076	109	4
Total	1911	172	1894	190	17

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Aboriginal Relations and Reconciliation		19	0	22	0	-3
		Total	19	0	22	0	-3
	Advanced Education		18	1	19	6	-1
		Total	18	1	19	6	-1
	Agriculture		21	0	23	3	-2
		Total	21	0	23	3	-2
	Children and Family Development		29	1	32	7	-3
		Total	29	1	32	7	-3
	Community, Sport and Cultural Development		18	1	18	2	0
		Total	18	1	18	2	0
	Education		25	1	24	2	1
		Total	25	1	24	2	1
	Energy and Mines		46	3	47	2	-1
		Total	46	3	47	2	-1
	Environment		61	5	58	4	3
		Environmental Assessment Office	7	0	8	1	-1
		Total	68	5	66	5	2
	Finance		59	5	64	5	-5
		BC Public Service Agency	17	3	16	4	1
		Total	76	8	80	9	-4

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Forests, Lands and Natural Resource Operations		52	2	54	0	-2
		Total	52	2	54	0	-2
	Health		61	3	59	7	2
		Total	61	3	59	7	2
	International Trade		19	5	17	2	2
		Total	19	5	17	2	2
	Jobs, Tourism and Skills Training		41	4	37	1	4
		Labour	4	0	5	0	-1
		Total	45	4	42	1	3
	Justice		73	8	80	7	-7
		Total	73	8	80	7	-7
	Natural Gas Development		26	1	27	1	-1
		Housing	6	0	8	1	-2
		Total	32	1	35	2	-3
	Office of the Premier		82	29	62	4	20
		Total	82	29	62	4	20
	Social Development and Social Innovation		15	0	17	1	-2
		Total	15	0	17	1	-2
	Technology, Innovation and Citizens' Services		69	13	64	4	5

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Technology, Innovation and Citizens' Services	Citizens' Services	2	0	2	0	0
		Total	71	13	66	4	5
	Transportation and Infrastructure		61	11	55	17	6
		Total	61	11	55	17	6
	Total		831	96	818	81	13
Personal	Advanced Education		0	0	0	0	0
		Total	0	0	0	0	0
	Children and Family Development		778	31	775	60	3
		Total	778	31	775	60	3
	Community, Sport and Cultural Development		1	0	1	0	0
		Total	1	0	1	0	0
	Education		2	0	3	0	-1
		Total	2	0	3	0	-1
	Environment		1	0	1	0	0
		Total	1	0	1	0	0
	Finance		2	0	2	0	0
		BC Public Service Agency	24	3	21	2	3
		Total	26	3	23	2	3
	Health		4	1	3	0	1
		Total	4	1	3	0	1

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
Personal	Jobs, Tourism and Skills Training		3	1	3	0	0
		Total	3	1	3	0	0
	Justice		177	19	187	33	-10
		Total	177	19	187	33	-10
	Office of the Premier		2	0	2	0	0
		Total	2	0	2	0	0
	Social Development and Social Innovation		85	21	77	13	8
		Total	85	21	77	13	8
	Transportation and Infrastructure		1	0	1	1	0
		Total	1	0	1	1	0
Total		1,080	76	1,076	109	4	
Total			1,911	172	1,894	190	17

**NOTE:**

This **Weekly Volume** report tracks the current volume of open FOI requests for all ministries over a two week period including the current week (CW) and the previous or "last" week (LW). It also tracks the volume of new requests received for both the current and last week and indicates whether total volumes are up (-1) or down (1).

General and personal requests are reported separately by ministry and in summary. The graphs represent total overall volumes for the two week period.

**Please note:** This report only provides statistics where there are volumes to report. For example, if a ministry has no open personal FOI requests, it will not appear under the "Personal" category. Similarly, if a ministry has no open general requests, it will not appear under the "General" category.



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

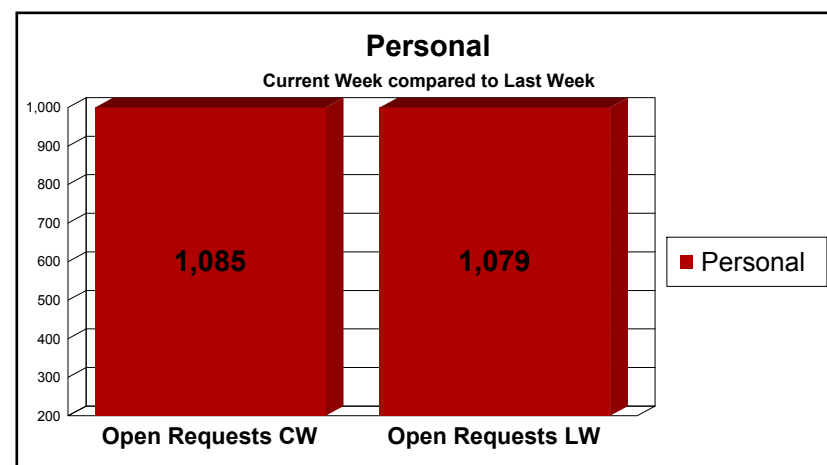
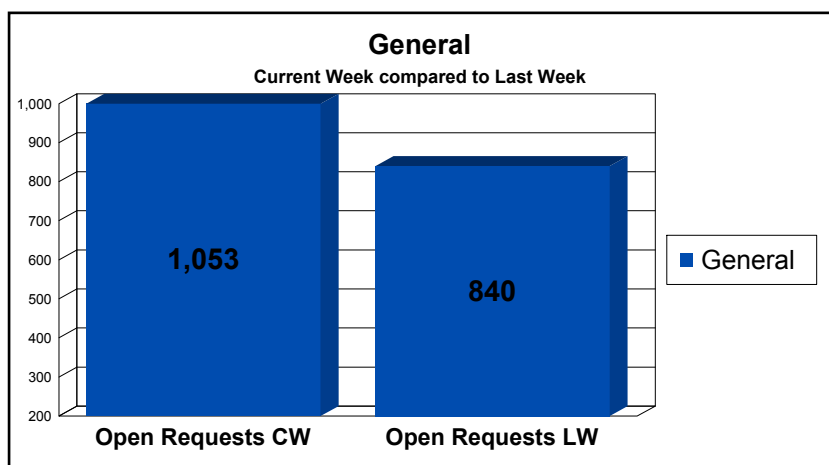
Report developed April 2, 2009  
Data refreshed: December 11, 2013

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### Weekly Volume Report

Current Week Ending December 08, 2013 compared to Last Week Ending December 01, 2013

Reporting period: **November 25, 2013** to **December 08, 2013**



	Totals				
	Open Requests Current week ending	New Current week ending	Open Requests Last week ending	New Last week ending	CW Open Requests ↑ ↓
	08-Dec-2013	08-Dec-2013	01-Dec-2013	01-Dec-2013	
<b>General</b>	1053	317	840	106	213
<b>Personal</b>	1085	82	1079	75	6
<b>Total</b>	2138	399	1919	181	219

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Aboriginal Relations and Reconciliation		29	11	19	0	10
		Total	29	11	19	0	10
	Advanced Education		25	10	18	1	7
		Total	25	10	18	1	7
	Agriculture		29	12	21	0	8
		Total	29	12	21	0	8
	Children and Family Development		37	13	28	1	9
		Total	37	13	28	1	9
	Community, Sport and Cultural Development		27	11	18	1	9
		Total	27	11	18	1	9
	Education		33	11	25	1	8
		Total	33	11	25	1	8
	Energy and Mines		59	14	46	3	13
		Total	59	14	46	3	13
	Environment		69	14	61	5	8
		Environmental Assessment Office	11	4	7	0	4
		Total	80	18	68	5	12
	Finance		76	20	60	6	16
		BC Public Service Agency	17	3	17	3	0
		Total	93	23	77	9	16

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Forests, Lands and Natural Resource Operations		66	24	52	2	14
		Total	66	24	52	2	14
	Health		64	11	61	3	3
		Total	64	11	61	3	3
	International Trade		29	11	21	7	8
		Total	29	11	21	7	8
	Jobs, Tourism and Skills Training		56	15	43	6	13
		Labour	7	3	4	0	3
		Total	63	18	47	6	16
	Justice		88	24	73	8	15
		Total	88	24	73	8	15
	Natural Gas Development		35	14	26	1	9
		Housing	10	5	6	0	4
		Total	45	19	32	1	13
	Office of the Premier		110	40	84	31	26
		Total	110	40	84	31	26
	Social Development and Social Innovation		21	10	15	0	6
		Total	21	10	15	0	6
	Technology, Innovation and Citizens' Services		86	22	72	16	14

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
General	Technology, Innovation and Citizens' Services	Citizens' Services	2	0	2	0	0
		Total	88	22	74	16	14
	Transportation and Infrastructure		67	15	61	11	6
		Total	67	15	61	11	6
	Total		1,053	317	840	106	213
Personal	Children and Family Development		796	39	778	31	18
		Total	796	39	778	31	18
	Community, Sport and Cultural Development		1	0	1	0	0
		Total	1	0	1	0	0
	Education		2	0	2	0	0
		Total	2	0	2	0	0
	Environment		0	0	1	0	-1
		Total	0	0	1	0	-1
	Finance		2	0	2	0	0
		BC Public Service Agency	22	4	23	2	-1
		Total	24	4	25	2	-1
	Health		4	0	4	1	0
		Total	4	0	4	1	0
	Jobs, Tourism and Skills Training		2	0	3	1	-1
		Total	2	0	3	1	-1

			Totals				
			Open Requests CW	New CW	Open Requests LW	New LW	CW Open Requests ↑ ↓
Personal	Justice		171	23	177	19	-6
		Total	171	23	177	19	-6
	Office of the Premier		2	0	2	0	0
		Total	2	0	2	0	0
	Social Development and Social Innovation		81	15	85	21	-4
		Total	81	15	85	21	-4
	Technology, Innovation and Citizens' Services	Citizens' Services	1	1	0	0	1
		Total	1	1	0	0	1
	Transportation and Infrastructure		1	0	1	0	0
		Total	1	0	1	0	0
Total		1,085	82	1,079	75	6	
Total		2,138	399	1,919	181	219	



Freedom of Information and  
Protection of Privacy  
Information Access Operations

Report developed March 02, 2009  
Data refreshed: December 02, 2013

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Year To Date Performance Report  
% Ontime Report

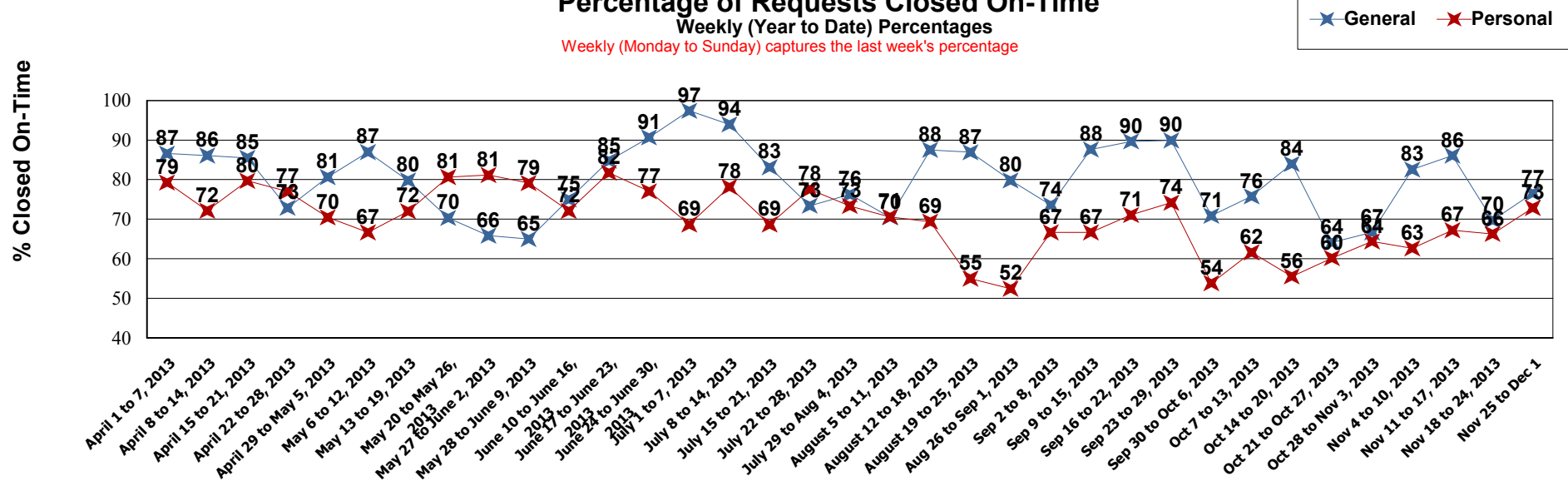
[Closed, Closed Ontime, Closed Overdue, % Ontime]

Reporting period: April 01, 2013 to December 01, 2013

Percentage of Requests Closed On-Time

Weekly (Year to Date) Percentages

Weekly (Monday to Sunday) captures the last week's percentage



Annual (Year to Date)

Totals and Percentages

Previous Fiscal Year

April 01, 2012 to March 31, 2013

Government

April 01, 2013 to December 01, 2013

	Previous Fiscal Year				Government			
	Closed	Average Processing Days	% On Time	Average Processing Days Overdue	Closed	Average Processing Days	% On time	Average Processing Days Overdue
General	4566	33	85%	19	3,139	34	80.15%	20
Personal	4959	26	89%	25	3,051	48	70.47%	60
Total	9525	30	87%	22	6,190	41	75.38%	44

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Aboriginal Relations and Reconciliation		General	56	50	6	30	89.29%	8
		Personal	2	2	0	20	100.00%	
		Total	58	52	6	30	89.66%	8
	Total		58	52	6	30	89.66%	8
Advanced Education		General	94	79	15	32	84.04%	28
		Personal	4	4	0	42	100.00%	
		Total	98	83	15	32	84.69%	28
	Total		98	83	15	32	84.69%	28
Agriculture		General	83	81	2	25	97.59%	4
		Total	83	81	2	25	97.59%	4
	Total		83	81	2	25	97.59%	4
Children and Family Development		General	114	75	39	34	65.79%	18
		Personal	1,114	612	502	82	54.94%	87
		Total	1,228	687	541	77	55.94%	82
	Total		1,228	687	541	77	55.94%	82
Community, Sport and Cultural Development		General	86	78	8	39	90.70%	34

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Community, Sport and Cultural Development		Personal	2	2	0	20	100.00%	
		Total	88	80	8	39	90.91%	34
	Total		88	80	8	39	90.91%	34
Education		General	95	77	18	46	81.05%	44
		Personal	8	8	0	27	100.00%	
		Total	103	85	18	45	82.52%	44
	Total		103	85	18	45	82.52%	44
Energy and Mines		General	176	126	50	40	71.59%	20
		Personal	3	3	0	39	100.00%	
		Total	179	129	50	40	72.07%	20
	Total		179	129	50	40	72.07%	20
Environment		General	186	132	54	34	70.97%	14
		Personal	3	1	2	61	33.33%	15
		Total	189	133	56	35	70.37%	14
	Environmental Assessment Office	General	49	38	11	37	77.55%	6
		Total	49	38	11	37	77.55%	6

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Environment	Total		238	171	67	35	71.85%	13
Finance		General	217	158	59	33	72.81%	29
		Personal	9	7	2	25	77.78%	5
		Total	226	165	61	32	73.01%	28
	BC Public Service Agency	General	93	66	27	31	70.97%	11
		Personal	109	95	14	35	87.16%	28
		Total	202	161	41	33	79.70%	17
	Total		428	326	102	33	76.17%	24
Forests, Lands and Natural Resource Operations		General	261	253	8	34	96.93%	14
		Personal	5	5	0	54	100.00%	
		Total	266	258	8	35	96.99%	14
	Total		266	258	8	35	96.99%	14
Health		General	174	145	29	44	83.33%	30
		Personal	18	18	0	27	100.00%	
		Total	192	163	29	42	84.90%	30
	Total		192	163	29	42	84.90%	30

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
International Trade		General	41	38	3	24	92.68%	6
		Total	41	38	3	24	92.68%	6
	Total		41	38	3	24	92.68%	6
Jobs, Tourism and Skills Training		General	125	73	52	61	58.40%	37
		Personal	24	18	6	38	75.00%	40
		Total	149	91	58	58	61.07%	37
	Labour	General	21	21	0	25	100.00%	
		Personal	5	5	0	28	100.00%	
		Total	26	26	0	25	100.00%	
	Total		175	117	58	53	66.86%	37
Justice		General	303	227	76	33	74.92%	22
		Personal	1,104	745	359	34	67.48%	26
		Total	1,407	972	435	34	69.08%	26
	Total		1,407	972	435	34	69.08%	26
Natural Gas Development		General	41	33	8	29	80.49%	9
		Total	41	33	8	29	80.49%	9

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Natural Gas Development	Housing	General	43	37	6	25	86.05%	10
		Personal	2	2	0	28	100.00%	
		Total	45	39	6	25	86.67%	10
	Total		86	72	14	27	83.72%	9
Office of the Premier		General	355	267	88	28	75.21%	10
		Personal	3	2	1	32	66.67%	7
		Total	358	269	89	28	75.14%	10
	Total		358	269	89	28	75.14%	10
Social Development and Social Innovation		General	76	58	18	29	76.32%	12
		Personal	631	616	15	17	97.62%	19
		Total	707	674	33	19	95.33%	15
	Total		707	674	33	19	95.33%	15
Technology, Innovation and Citizens' Services		General	144	118	26	30	81.94%	17
		Personal	2	2	0	25	100.00%	
		Total	146	120	26	29	82.19%	17
	Citizens' Services	General	4	1	3	99	25.00%	62

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Technology, Innovation and Citizens' Services	Citizens' Services	Total	4	1	3	99	25.00%	62
	Government Communications and Public Engagement	General	101	84	17	26	83.17%	5
		Total	101	84	17	26	83.17%	5
	Total			251	205	46	29	81.67%
Transportation and Infrastructure		General	201	201	0	27	100.00%	
		Personal	3	3	0	27	100.00%	
		Total	204	204	0	27	100.00%	
	Total			204	204	0	27	100.00%
Total			6,190	4,666	1,524	41	75.38%	44



Freedom of Information and  
Protection of Privacy  
Information Access Operations

Report developed March 02, 2009  
Data refreshed: December 16, 2013

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Year To Date Performance Report  
% Ontime Report

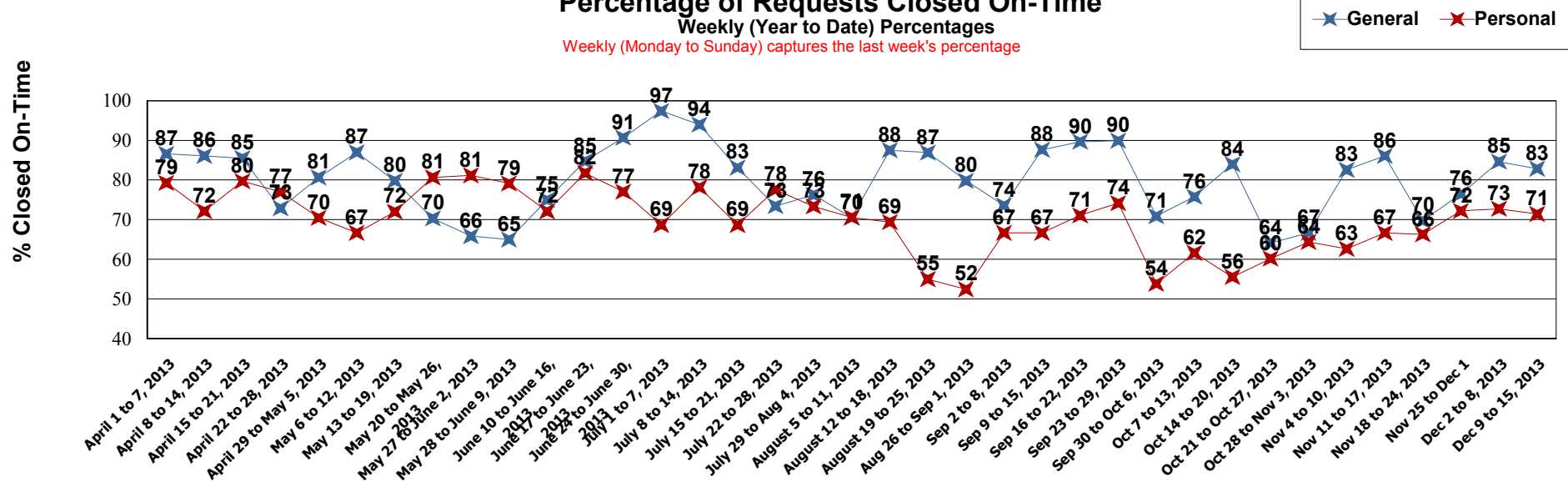
[Closed, Closed Ontime, Closed Overdue, % Ontime]

Reporting period: April 01, 2013 to December 15, 2013

Percentage of Requests Closed On-Time

Weekly (Year to Date) Percentages

Weekly (Monday to Sunday) captures the last week's percentage



Annual (Year to Date)

Totals and Percentages

Previous Fiscal Year

April 01, 2012 to March 31, 2013

Government

April 01, 2013 to December 15, 2013

	Closed	Average Processing Days	% On Time	Average Processing Days Overdue	Closed	Average Processing Days	% On time	Average Processing Days Overdue
General	4566	33	85%	19	3,352	34	80.37%	21
Personal	4959	26	89%	25	3,199	48	70.52%	60
Total	9525	30	87%	22	6,551	41	75.56%	44

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Aboriginal Relations and Reconciliation		General	63	57	6	30	90.48%	8
		Personal	2	2	0	20	100.00%	
		Total	65	59	6	30	90.77%	8
	Total		65	59	6	30	90.77%	8
Advanced Education		General	100	85	15	31	85.00%	28
		Personal	4	4	0	42	100.00%	
		Total	104	89	15	31	85.58%	28
	Total		104	89	15	31	85.58%	28
Agriculture		General	90	87	3	25	96.67%	3
		Total	90	87	3	25	96.67%	3
	Total		90	87	3	25	96.67%	3
Children and Family Development		General	128	85	43	35	66.41%	19
		Personal	1,149	630	519	82	54.83%	87
		Total	1,277	715	562	77	55.99%	82
	Total		1,277	715	562	77	55.99%	82
Community, Sport and Cultural Development		General	92	84	8	39	91.30%	34

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Community, Sport and Cultural Development		Personal	2	2	0	20	100.00%	
		Total	94	86	8	39	91.49%	34
	Total		94	86	8	39	91.49%	34
Education		General	100	82	18	45	82.00%	44
		Personal	9	9	0	28	100.00%	
		Total	109	91	18	44	83.49%	44
	Total		109	91	18	44	83.49%	44
Energy and Mines		General	184	132	52	40	71.74%	21
		Personal	3	3	0	39	100.00%	
		Total	187	135	52	40	72.19%	21
	Total		187	135	52	40	72.19%	21
Environment		General	197	139	58	35	70.56%	15
		Personal	4	1	3	55	25.00%	12
		Total	201	140	61	36	69.65%	15
	Environmental Assessment Office	General	50	39	11	37	78.00%	6
		Total	50	39	11	37	78.00%	6

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Environment	Total		251	179	72	36	71.31%	13
Finance		General	222	163	59	32	73.42%	29
		Personal	9	7	2	25	77.78%	5
		Total	231	170	61	32	73.59%	28
	BC Public Service Agency	General	98	71	27	30	72.45%	11
		Personal	117	102	15	35	87.18%	26
		Total	215	173	42	33	80.47%	17
	Total		446	343	103	32	76.91%	23
Forests, Lands and Natural Resource Operations		General	275	266	9	34	96.73%	13
		Personal	5	5	0	54	100.00%	
		Total	280	271	9	35	96.79%	13
	Total		280	271	9	35	96.79%	13
Health		General	189	158	31	44	83.60%	30
		Personal	18	18	0	27	100.00%	
		Total	207	176	31	42	85.02%	30
	Total		207	176	31	42	85.02%	30

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
International Trade		General	46	42	4	28	91.30%	15
		Total	46	42	4	28	91.30%	15
	Total		46	42	4	28	91.30%	15
Jobs, Tourism and Skills Training		General	131	78	53	60	59.54%	36
		Personal	26	20	6	37	76.92%	40
		Total	157	98	59	57	62.42%	37
	Labour	General	21	21	0	25	100.00%	
		Personal	5	5	0	28	100.00%	
		Total	26	26	0	25	100.00%	
	Total		183	124	59	52	67.76%	37
Justice		General	321	241	80	33	75.08%	22
		Personal	1,160	778	382	35	67.07%	28
		Total	1,481	1,019	462	35	68.80%	27
	Total		1,481	1,019	462	35	68.80%	27
Natural Gas Development		General	49	40	9	29	81.63%	9
		Total	49	40	9	29	81.63%	9

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Natural Gas Development	Housing	General	44	38	6	24	86.36%	10
		Personal	2	2	0	28	100.00%	
		Total	46	40	6	25	86.96%	10
	Total		95	80	15	27	84.21%	9
Office of the Premier		General	386	291	95	29	75.39%	11
		Personal	3	2	1	32	66.67%	7
		Total	389	293	96	29	75.32%	11
	Total		389	293	96	29	75.32%	11
Social Development and Social Innovation		General	81	60	21	29	74.07%	12
		Personal	675	660	15	17	97.78%	19
		Total	756	720	36	19	95.24%	15
	Total		756	720	36	19	95.24%	15
Technology, Innovation and Citizens' Services		General	157	127	30	31	80.89%	22
		Personal	2	2	0	25	100.00%	
		Total	159	129	30	31	81.13%	22
	Citizens' Services	General	4	1	3	99	25.00%	62

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Technology, Innovation and Citizens' Services	Citizens' Services	Total	4	1	3	99	25.00%	62
	Government Communications and Public Engagement	General	104	87	17	26	83.65%	5
		Total	104	87	17	26	83.65%	5
	Total		267	217	50	30	81.27%	18
Transportation and Infrastructure		General	220	220	0	27	100.00%	
		Personal	4	4	0	24	100.00%	
		Total	224	224	0	27	100.00%	
	Total		224	224	0	27	100.00%	
Total			6,551	4,950	1,601	41	75.56%	44



Freedom of Information and  
Protection of Privacy  
Information Access Operations

Report developed March 02, 2009  
Data refreshed: December 23, 2013

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Year To Date Performance Report  
% Ontime Report

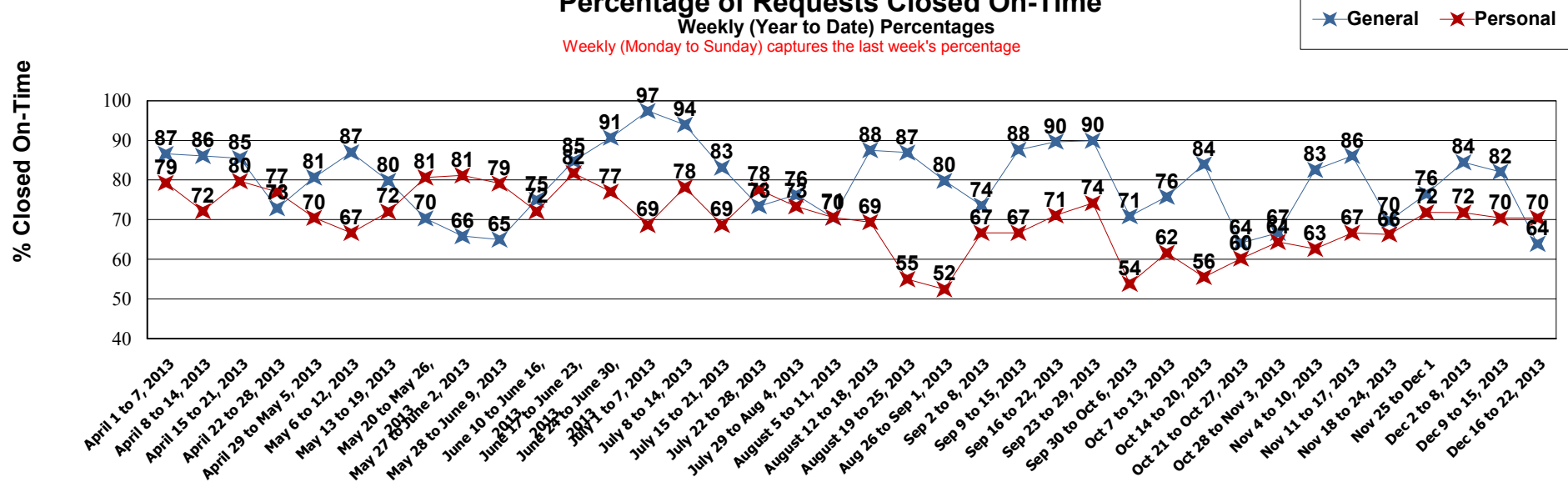
[Closed, Closed Ontime, Closed Overdue, % Ontime]

Reporting period: April 01, 2013 to December 22, 2013

Percentage of Requests Closed On-Time

Weekly (Year to Date) Percentages

Weekly (Monday to Sunday) captures the last week's percentage



Annual (Year to Date)

Totals and Percentages

Previous Fiscal Year

April 01, 2012 to March 31, 2013

Government

April 01, 2013 to December 22, 2013

	Closed	Average Processing Days	% On Time	Average Processing Days Overdue	Closed	Average Processing Days	% On time	Average Processing Days Overdue
General	4566	33	85%	19	3,510	34	79.60%	20
Personal	4959	26	89%	25	3,271	48	70.47%	60
Total	9525	30	87%	22	6,781	41	75.20%	43

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Aboriginal Relations and Reconciliation		General	67	60	7	30	89.55%	7
		Personal	2	2	0	20	100.00%	
		Total	69	62	7	30	89.86%	7
	Total		69	62	7	30	89.86%	7
Advanced Education		General	101	85	16	31	84.16%	26
		Personal	4	4	0	42	100.00%	
		Total	105	89	16	31	84.76%	26
	Total		105	89	16	31	84.76%	26
Agriculture		General	100	93	7	26	93.00%	2
		Total	100	93	7	26	93.00%	2
	Total		100	93	7	26	93.00%	2
Children and Family Development		General	131	88	43	34	67.18%	19
		Personal	1,175	645	530	81	54.89%	87
		Total	1,306	733	573	77	56.13%	82
	Total		1,306	733	573	77	56.13%	82
Community, Sport and Cultural Development		General	97	86	11	38	88.66%	25

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Community, Sport and Cultural Development		Personal	2	2	0	20	100.00%	
		Total	99	88	11	38	88.89%	25
	Total		99	88	11	38	88.89%	25
Education		General	107	87	20	44	81.31%	40
		Personal	9	9	0	28	100.00%	
		Total	116	96	20	43	82.76%	40
	Total		116	96	20	43	82.76%	40
Energy and Mines		General	188	134	54	42	71.28%	23
		Personal	3	3	0	39	100.00%	
		Total	191	137	54	42	71.73%	23
	Total		191	137	54	42	71.73%	23
Environment		General	209	146	63	36	69.86%	14
		Personal	5	1	4	51	20.00%	11
		Total	214	147	67	36	68.69%	14
	Environmental Assessment Office	General	52	41	11	37	78.85%	6
		Total	52	41	11	37	78.85%	6

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Environment	Total		266	188	78	36	70.68%	13
Finance		General	229	168	61	32	73.36%	28
		Personal	9	7	2	25	77.78%	5
		Total	238	175	63	32	73.53%	28
	BC Public Service Agency	General	100	72	28	30	72.00%	11
		Personal	119	102	17	38	85.71%	39
		Total	219	174	45	34	79.45%	22
	Total		457	349	108	33	76.37%	25
Forests, Lands and Natural Resource Operations		General	282	273	9	34	96.81%	13
		Personal	5	5	0	54	100.00%	
		Total	287	278	9	35	96.86%	13
	Total		287	278	9	35	96.86%	13
Health		General	194	161	33	45	82.99%	32
		Personal	21	21	0	26	100.00%	
		Total	215	182	33	43	84.65%	32
	Total		215	182	33	43	84.65%	32

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
International Trade		General	52	43	9	28	82.69%	7
		Total	52	43	9	28	82.69%	7
	Total		52	43	9	28	82.69%	7
Jobs, Tourism and Skills Training		General	142	83	59	59	58.45%	35
		Personal	26	20	6	37	76.92%	40
		Total	168	103	65	55	61.31%	35
	Labour	General	24	24	0	26	100.00%	
		Personal	5	5	0	28	100.00%	
		Total	29	29	0	27	100.00%	
	Total		197	132	65	51	67.01%	35
Justice		General	334	249	85	33	74.55%	21
		Personal	1,183	792	391	35	66.95%	28
		Total	1,517	1,041	476	35	68.62%	26
	Total		1,517	1,041	476	35	68.62%	26
Natural Gas Development		General	53	44	9	29	83.02%	9
		Total	53	44	9	29	83.02%	9

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Natural Gas Development	Housing	General	48	41	7	24	85.42%	9
		Personal	2	2	0	28	100.00%	
		Total	50	43	7	24	86.00%	9
	Total		103	87	16	27	84.47%	9
Office of the Premier		General	403	299	104	29	74.19%	11
		Personal	3	2	1	32	66.67%	7
		Total	406	301	105	29	74.14%	11
	Total		406	301	105	29	74.14%	11
Social Development and Social Innovation		General	85	63	22	29	74.12%	12
		Personal	692	677	15	18	97.83%	19
		Total	777	740	37	19	95.24%	15
	Total		777	740	37	19	95.24%	15
Technology, Innovation and Citizens' Services		General	165	130	35	31	78.79%	19
		Personal	2	2	0	25	100.00%	
		Total	167	132	35	31	79.04%	19
	Citizens' Services	General	5	1	4	178	20.00%	156

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Technology, Innovation and Citizens' Services	Citizens' Services	Total	5	1	4	178	20.00%	156
	Government Communications and Public Engagement	General	113	94	19	27	83.19%	5
		Total	113	94	19	27	83.19%	5
	Total			285	227	58	32	79.65%
Transportation and Infrastructure		General	229	229	0	27	100.00%	
		Personal	4	4	0	24	100.00%	
		Total	233	233	0	27	100.00%	
	Total			233	233	0	27	100.00%
Total			6,781	5,099	1,682	41	75.20%	43



# Freedom of Information and Protection of Privacy Information Access Operations

Report developed March 02, 2009  
Data refreshed: December 09, 2013

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## Year To Date Performance Report % Ontime Report

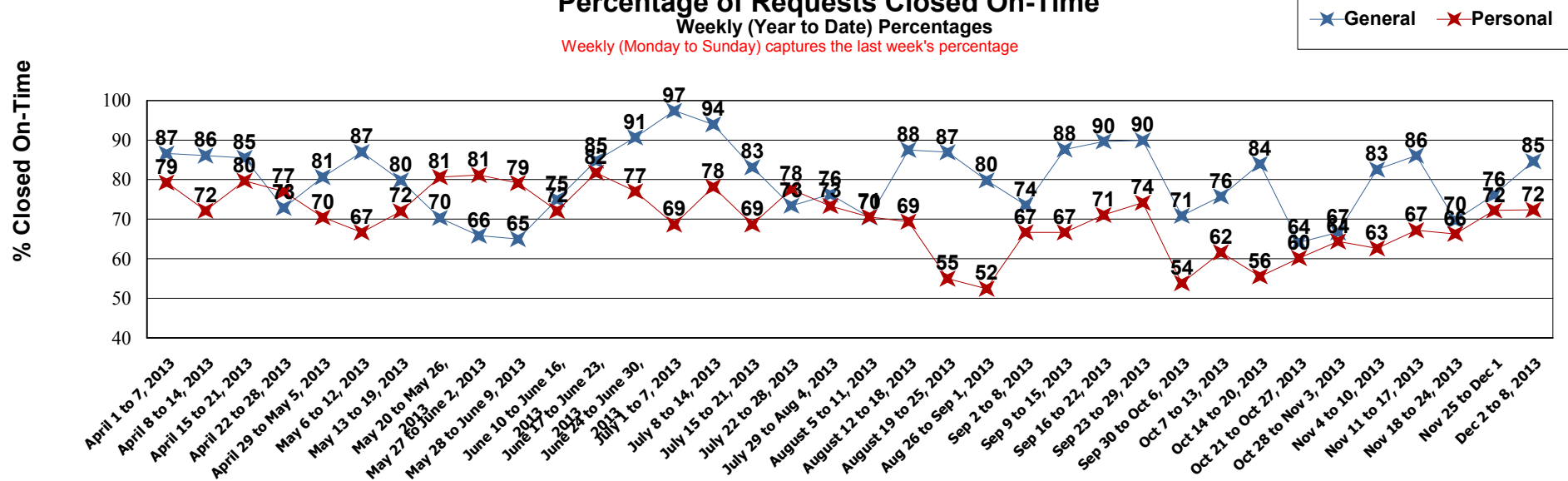
[Closed, Closed Ontime, Closed Overdue, % Ontime]

Reporting period: April 01, 2013 to December 08, 2013

### Percentage of Requests Closed On-Time

Weekly (Year to Date) Percentages

Weekly (Monday to Sunday) captures the last week's percentage



### Annual (Year to Date)

Totals and Percentages

#### Previous Fiscal Year

April 01, 2012 to March 31, 2013

#### Government

April 01, 2013 to December 08, 2013

	Closed	Average Processing Days	% On Time	Average Processing Days Overdue	Closed	Average Processing Days	% On time	Average Processing Days Overdue
General	4566	33	85%	19	3,246	34	80.28%	21
Personal	4959	26	89%	25	3,129	48	70.50%	61
Total	9525	30	87%	22	6,375	41	75.48%	44

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Aboriginal Relations and Reconciliation		General	57	51	6	30	89.47%	8
		Personal	2	2	0	20	100.00%	
		Total	59	53	6	30	89.83%	8
	Total		59	53	6	30	89.83%	8
Advanced Education		General	97	82	15	31	84.54%	28
		Personal	4	4	0	42	100.00%	
		Total	101	86	15	32	85.15%	28
	Total		101	86	15	32	85.15%	28
Agriculture		General	87	84	3	25	96.55%	3
		Total	87	84	3	25	96.55%	3
	Total		87	84	3	25	96.55%	3
Children and Family Development		General	119	78	41	34	65.55%	19
		Personal	1,135	625	510	81	55.07%	88
		Total	1,254	703	551	77	56.06%	82
	Total		1,254	703	551	77	56.06%	82
Community, Sport and Cultural Development		General	88	80	8	40	90.91%	34

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Community, Sport and Cultural Development		Personal	2	2	0	20	100.00%	
		Total	90	82	8	40	91.11%	34
	Total		90	82	8	40	91.11%	34
Education		General	98	80	18	46	81.63%	44
		Personal	8	8	0	27	100.00%	
		Total	106	88	18	44	83.02%	44
	Total		106	88	18	44	83.02%	44
Energy and Mines		General	179	128	51	40	71.51%	21
		Personal	3	3	0	39	100.00%	
		Total	182	131	51	40	71.98%	21
	Total		182	131	51	40	71.98%	21
Environment		General	192	136	56	35	70.83%	15
		Personal	4	1	3	55	25.00%	12
		Total	196	137	59	35	69.90%	15
	Environmental Assessment Office	General	49	38	11	37	77.55%	6
		Total	49	38	11	37	77.55%	6

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Environment	Total		245	175	70	36	71.43%	13
Finance		General	221	162	59	32	73.30%	29
		Personal	9	7	2	25	77.78%	5
		Total	230	169	61	32	73.48%	28
	BC Public Service Agency	General	96	69	27	30	71.88%	11
		Personal	114	100	14	35	87.72%	28
		Total	210	169	41	33	80.48%	17
	Total		440	338	102	32	76.82%	24
Forests, Lands and Natural Resource Operations		General	271	263	8	34	97.05%	14
		Personal	5	5	0	54	100.00%	
		Total	276	268	8	35	97.10%	14
	Total		276	268	8	35	97.10%	14
Health		General	182	153	29	43	84.07%	30
		Personal	18	18	0	27	100.00%	
		Total	200	171	29	42	85.50%	30
	Total		200	171	29	42	85.50%	30

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
International Trade		General	44	41	3	26	93.18%	6
		Total	44	41	3	26	93.18%	6
	Total		44	41	3	26	93.18%	6
Jobs, Tourism and Skills Training		General	127	75	52	61	59.06%	37
		Personal	25	19	6	38	76.00%	40
		Total	152	94	58	57	61.84%	37
	Labour	General	21	21	0	25	100.00%	
		Personal	5	5	0	28	100.00%	
		Total	26	26	0	25	100.00%	
	Total		178	120	58	53	67.42%	37
Justice		General	312	232	80	33	74.36%	22
		Personal	1,135	763	372	35	67.22%	28
		Total	1,447	995	452	34	68.76%	27
	Total		1,447	995	452	34	68.76%	27
Natural Gas Development		General	46	38	8	28	82.61%	9
		Total	46	38	8	28	82.61%	9

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Natural Gas Development	Housing	General	44	38	6	24	86.36%	10
		Personal	2	2	0	28	100.00%	
		Total	46	40	6	25	86.96%	10
	Total		92	78	14	26	84.78%	9
Office of the Premier		General	369	279	90	28	75.61%	10
		Personal	3	2	1	32	66.67%	7
		Total	372	281	91	28	75.54%	10
	Total		372	281	91	28	75.54%	10
Social Development and Social Innovation		General	80	60	20	28	75.00%	12
		Personal	650	635	15	18	97.69%	19
		Total	730	695	35	19	95.21%	15
	Total		730	695	35	19	95.21%	15
Technology, Innovation and Citizens' Services		General	151	122	29	31	80.79%	21
		Personal	2	2	0	25	100.00%	
		Total	153	124	29	31	81.05%	21
	Citizens' Services	General	4	1	3	99	25.00%	62

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Technology, Innovation and Citizens' Services	Citizens' Services	Total	4	1	3	99	25.00%	62
	Government Communications and Public Engagement	General	102	85	17	26	83.33%	5
		Total	102	85	17	26	83.33%	5
	Total		259	210	49	30	81.08%	18
Transportation and Infrastructure		General	210	210	0	27	100.00%	
		Personal	3	3	0	27	100.00%	
		Total	213	213	0	27	100.00%	
	Total		213	213	0	27	100.00%	
Total			6,375	4,812	1,563	41	75.48%	44



# Freedom of Information and Protection of Privacy Information Access Operations

Report developed March 02, 2009  
Data refreshed: January 06, 2014

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## Year To Date Performance Report % Ontime Report

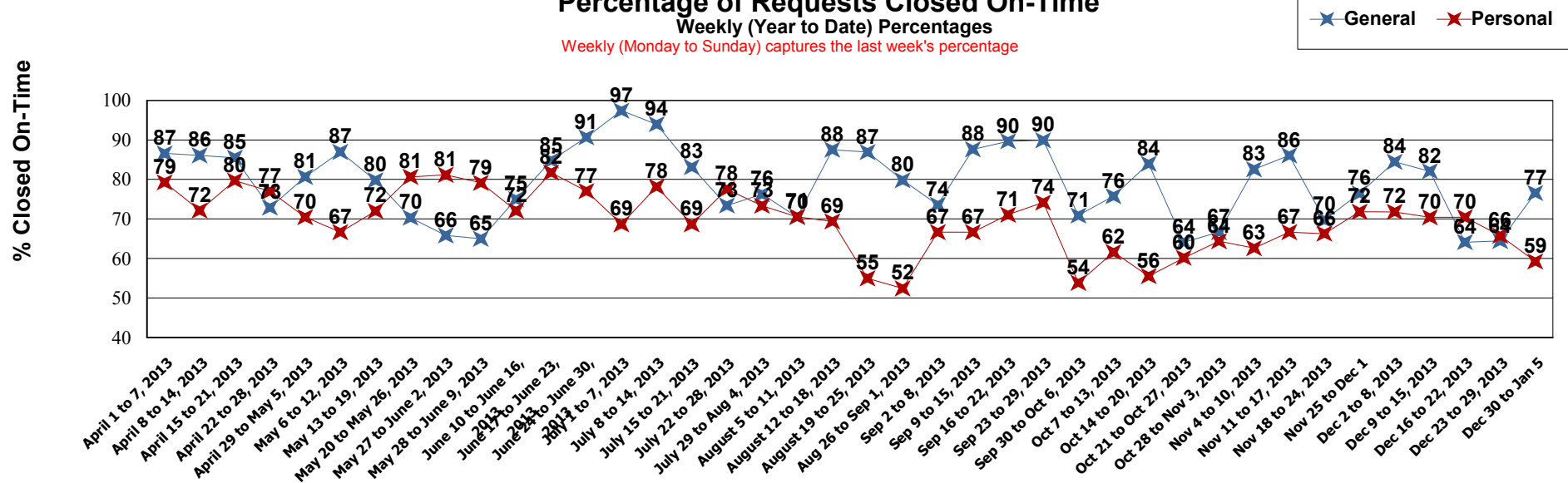
[Closed, Closed Ontime, Closed Overdue, % Ontime]

Reporting period: April 01, 2013 to January 05, 2014

### Percentage of Requests Closed On-Time

Weekly (Year to Date) Percentages

Weekly (Monday to Sunday) captures the last week's percentage



### Annual (Year to Date)

Totals and Percentages

#### Previous Fiscal Year

April 01, 2012 to March 31, 2013

#### Government

April 01, 2013 to January 05, 2014

	Closed	Average Processing Days	% On Time	Average Processing Days Overdue	Closed	Average Processing Days	% On time	Average Processing Days Overdue
General	4566	33	85%	19	3,620	34	79.36%	20
Personal	4959	26	89%	25	3,363	48	70.23%	59
Total	9525	30	87%	22	6,983	41	74.97%	42

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Aboriginal Relations and Reconciliation		General	72	64	8	32	88.89%	6
		Personal	2	2	0	20	100.00%	
		Total	74	66	8	32	89.19%	6
	Total		74	66	8	32	89.19%	6
Advanced Education		General	101	85	16	31	84.16%	26
		Personal	4	4	0	42	100.00%	
		Total	105	89	16	31	84.76%	26
	Total		105	89	16	31	84.76%	26
Agriculture		General	105	98	7	25	93.33%	2
		Total	105	98	7	25	93.33%	2
	Total		105	98	7	25	93.33%	2
Children and Family Development		General	133	90	43	34	67.67%	19
		Personal	1,204	657	547	81	54.57%	86
		Total	1,337	747	590	77	55.87%	81
	Total		1,337	747	590	77	55.87%	81
Community, Sport and Cultural Development		General	99	88	11	38	88.89%	25

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Community, Sport and Cultural Development		Personal	2	2	0	20	100.00%	
		Total	101	90	11	38	89.11%	25
	Total		101	90	11	38	89.11%	25
Education		General	108	88	20	44	81.48%	40
		Personal	9	9	0	28	100.00%	
		Total	117	97	20	43	82.91%	40
	Total		117	97	20	43	82.91%	40
Energy and Mines		General	196	136	60	43	69.39%	22
		Personal	3	3	0	39	100.00%	
		Total	199	139	60	43	69.85%	22
	Total		199	139	60	43	69.85%	22
Environment		General	217	150	67	36	69.12%	14
		Personal	5	1	4	51	20.00%	11
		Total	222	151	71	37	68.02%	14
	Environmental Assessment Office	General	54	43	11	36	79.63%	6
		Total	54	43	11	36	79.63%	6

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Environment	Total		276	194	82	37	70.29%	13
Finance		General	241	171	70	33	70.95%	28
		Personal	10	8	2	28	80.00%	5
		Total	251	179	72	32	71.31%	27
	BC Public Service Agency	General	103	75	28	30	72.82%	11
		Personal	121	104	17	38	85.95%	39
		Total	224	179	45	34	79.91%	22
	Total		475	358	117	33	75.37%	25
Forests, Lands and Natural Resource Operations		General	293	283	10	34	96.59%	12
		Personal	5	5	0	54	100.00%	
		Total	298	288	10	35	96.64%	12
	Total		298	288	10	35	96.64%	12
Health		General	198	165	33	45	83.33%	32
		Personal	22	22	0	26	100.00%	
		Total	220	187	33	43	85.00%	32
	Total		220	187	33	43	85.00%	32

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
International Trade		General	54	45	9	28	83.33%	7
		Total	54	45	9	28	83.33%	7
	Total		54	45	9	28	83.33%	7
Jobs, Tourism and Skills Training		General	148	85	63	58	57.43%	33
		Personal	27	21	6	37	77.78%	40
		Total	175	106	69	55	60.57%	33
	Labour	General	25	25	0	28	100.00%	
		Personal	5	5	0	28	100.00%	
		Total	30	30	0	28	100.00%	
	Total		205	136	69	51	66.34%	33
Justice		General	342	255	87	33	74.56%	21
		Personal	1,229	820	409	35	66.72%	27
		Total	1,571	1,075	496	35	68.43%	26
	Total		1,571	1,075	496	35	68.43%	26
Natural Gas Development		General	57	48	9	29	84.21%	9
		Total	57	48	9	29	84.21%	9

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Natural Gas Development	Housing	General	48	41	7	24	85.42%	9
		Personal	2	2	0	28	100.00%	
		Total	50	43	7	24	86.00%	9
	Total		107	91	16	27	85.05%	9
Office of the Premier		General	407	303	104	29	74.45%	11
		Personal	3	2	1	32	66.67%	7
		Total	410	305	105	29	74.39%	11
	Total		410	305	105	29	74.39%	11
Social Development and Social Innovation		General	86	64	22	30	74.42%	12
		Personal	704	689	15	18	97.87%	19
		Total	790	753	37	19	95.32%	15
	Total		790	753	37	19	95.32%	15
Technology, Innovation and Citizens' Services		General	174	136	38	31	78.16%	18
		Personal	2	2	0	25	100.00%	
		Total	176	138	38	31	78.41%	18
	Citizens' Services	General	5	1	4	178	20.00%	156

			Annual (Year to Date) Totals					
			Closed	Closed On Time	Closed Overdue	Average Processing Days	% On time	Average Processing Days Overdue
Technology, Innovation and Citizens' Services	Citizens' Services	Total	5	1	4	178	20.00%	156
	Government Communications and Public Engagement	General	116	96	20	27	82.76%	6
		Total	116	96	20	27	82.76%	6
	Total		297	235	62	32	79.12%	23
Transportation and Infrastructure		General	238	238	0	27	100.00%	
		Personal	4	4	0	24	100.00%	
		Total	242	242	0	27	100.00%	
	Total		242	242	0	27	100.00%	
Total			6,983	5,235	1,748	41	74.97%	42