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

Follow Up Flag:	Follow up
Flag Status:	Flagged

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

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

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

s 13

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

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

IAO Staffing Rationale – July 2013

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

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

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

Currently, there are 98 FOI staff in IAO.   s 13

                                   s 13

Figure 1: Average Caseload for FOI analysts

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

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

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Request

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

Detailed requests:

Classification	Staffing Action Required	Internal or External?
AO24 x 5	• Post a permanent internal competition for 5 - AO24 Team Leads. This group will act as technical experts and trainers to implement the new IT solution.	Internal
AO21 x 6	• Extend a TA for the AO21 Reports and Standards Team Lead and post the internal position to be filled permanently. • Post an internal competition for 5 – AO21 Senior FOI Analysts to backfill current and expected vacancies.	Internal
AO18 x 9	• Offer permanent positions to 9 of the 12 successful candidates on the existing AO18 eligibility list created in May 2013. Depending on acceptance of offers, 2-4 individuals are from within the public service. • Repost an external AO18 competition to establish a new eligibility list as and when required.	2 x Internal 7 x External
AO14 x 6	• Post a permanent internal competition for 6 - AO14 positions and establish an eligibility list.	Internal
CLK 11 x 2	• Post a permanent internal competition for a CLK 11 Intake Administrator for backfill on a vacant position. • Post a permanent internal competition for a CLK 11 Administrative staff to support the branch.	Internal

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

Follow Up Flag:	Follow up
Flag Status:	Flagged

Thanks for thinking of this KW.

Tara – for my expected meeting with Sarf/John D

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

s 13

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

McCowan, Dwayne MTIC:EX

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

Follow Up Flag:	Follow up
Flag Status:	Flagged

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

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

BRITISH COLUMBIA | INFORMATION ACCESS OPERATIONS
A BRANCH *of* SHARED SERVICES BC

Demand for FOI Requests Continues to Increase

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

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Year to Date by Applicant

	2011/12	2012/13	% Change	
Year to Date Comparison for 2011/12 and 2012/13 **April 1 – March 31** **FOI Requests Received by Applicant**				
Applicant Type	**Received**	**Received**	**Received**	**% On-Time**
Business	404	304	-33%	-5%
Individual	3,610	3,629	-1%	-3%
Interest Group	186	254	37%	0%
Law Firm	2,192	2,902	24%	-2%
Media	815	1,357	67%	-5%
Other Governments	21	18	-17%	9%
Other Public Body	44	43	0%	3%
Political Party	1,102	1,635	48%	4%
Researcher	36	157	336%	2%
Personal Requests	5,087	5,479	8%	-4%
General Requests	3,317	4,820	45%	-1%
Grand Total	8,404	10,306	23%	-3%

2

Changing Nature of FOI Applicants

Requests from Political Parties and Media
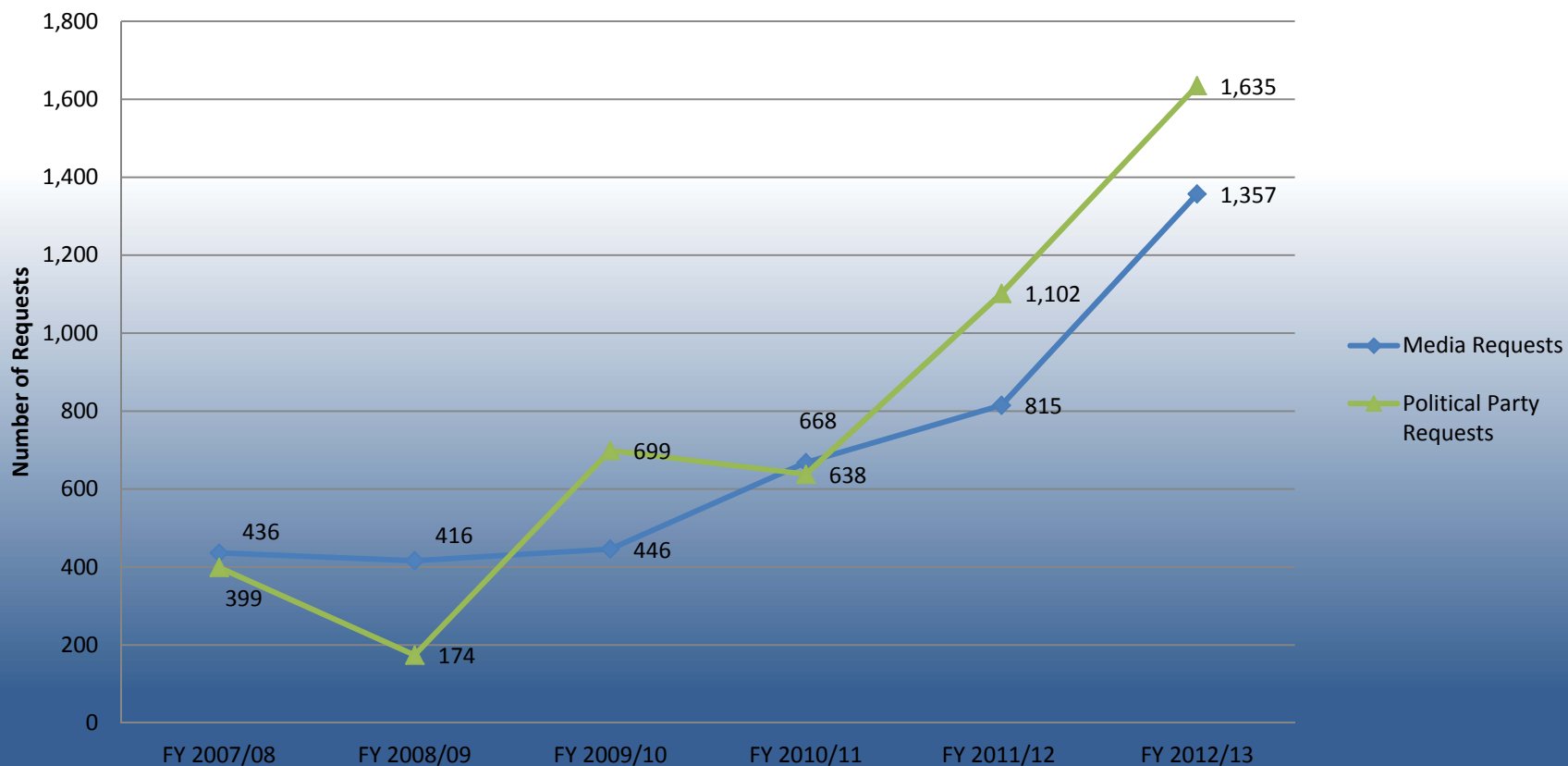
Fast Facts

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

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

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

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

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

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