



ARCS: 292-30  
File: MSD-2014-00767

February 12, 2015

Sent via email:

Dear

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Social Development and Social Innovation. Your request is for:

*Average callers' wait times to get through to a Ministry worker on the Automated Telephone Inquiry line at 1-866-866-0800 for 2012, 2013 and 2014 broken down by month; All memos, correspondence or other records between 2012, 2013 and 2014 regarding time limits or call time limit targets for Ministry workers for calls they have with callers to the ATI line.*

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety. Please note some information in the records is marked 'not responsive' as it does not respond to the wording and/or the date range of your request. Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after electronic release or a minimum of five business days after release by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact Matthew Hall, the analyst assigned to your request, at 250-952-7945. This number can be reached toll-free by calling from Vancouver, 604-660-2421, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to 250-952-7945.

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You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in dark ink, appearing to read 'DKotchonoski', is written on a light-colored rectangular background.

Darlene Kotchonoski for:  
Vicki Hudson, Manager  
Business and Infrastructure Team  
Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250-387-5629      Fax 250-387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.