



ARCS: 292-30
File: GCP-2018-84481

August 29, 2018

Sent via email:

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

I am writing further to your request received by Government Communications and Public Engagement. Your request is for:

Records pertaining to the study begun in 2018 by Government Communications & Public Engagement BC (GCPE) on user experience related to BC's Freedom of Information (FOI) processes. Specific records requested include: the proposal, business case, or rationale for the study; the terms of reference and objectives of the study; and records describing the sampling procedure of this study (i.e. how prospective interview participants were identified). The request does not include information about individual study participants or the study findings. (Date Range for Record Search: From 09/01/2017 To 06/25/2018)

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section(s) 13 (Policy advice or recommendations), 17 (Disclosure harmful to the financial or economic interests of a public body), and 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of five business days after release. To find out more about Open Information, please access the Open Information website at: www.gov.bc.ca/openinformation

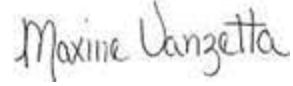
If you have any questions regarding your request, please contact Aaron Hofman, the analyst assigned to your request, at 778 974-2256. This number can be reached toll-free by calling from

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Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 778 974-2256.

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 that reads "Maxine Vanzetta". The signature is written in a cursive, flowing style.

Maxine Vanzetta, Manager
Health / Education 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.