



ARCS: 292-30
File: MAG-2019-90684

March 26, 2019

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 the Ministry of Attorney General. Your request is for:

A summary report indicating the revenue generated through Court Services Online fees and the expenditures of running the service broken down by year and type of revenue/expenditure. (Date Range for Record Search: From 01/01/2016 To 12/31/2018)

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety.

Additionally, the program area has stated that is not possible to accurately calculate the cost of providing CSO services due to the very many shared infrastructure costs and other system costs which are not attributable to individual systems and sub-services within those systems in the fully integrated Ministry of Attorney General's systems environment. Additionally, CSO does not track e-service revenue received per se; instead the revenue figures are calculated based on the number of transactions recorded by service line and the cost of those individual transactions by service line and refunds are not tracked at the service transaction level.

Your file is now closed.

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These records will be published on the BC Government's Open Information website a minimum of ten 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 Kristen Sanderson, the analyst assigned to your request, at 250 387-5423. 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 250 387-5423.

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 black ink, appearing to read 'K Sanderson', with a stylized, flowing script.

Kristen Sanderson, FOI Analyst
On behalf of Cindy Kukucska, Manager
Justice / Social 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.