



ARCS: 292-30
File: MSD-2016-60335

March 1, 2016

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. You clarified your request on January 15, 2016 through conversation and/or email with Brenda Margetish, FOI Intake Analyst. Your request is for:

Records showing the call volume for 1-866-866-0800, Bus Pass Program, daily from 9am to 4pm. (Date Range for Record Search: From 12/01/2015 To 01/13/2016)

Please find enclosed a copy of the records provided in response to your request. These records are provided to you in their entirety. Although no records existed in response to your request, under section 6 of FOIPPA, Duty to Assist Applicants, a record has been created. 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>

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If you have any questions regarding your request, please contact Samara Fisher, the analyst assigned to your request, at 250 953-3622. 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 250 953-3622.

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 "S. Fisher", is positioned above the typed name.

Samara Fisher, CIAPP-P
FOI Analyst, on behalf of:
Kris Ghag, 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.