



ARCS: 292-30
File: MSD-2016-60908

June 6, 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. Your request is for:

All emails and other documents referring to call abandonment, dropped calls, and/or the abandonment rate of the Automated Telephone Inquiry - ATI - line, 1-866-866-0800, produced or discussed between December 1 2013 and May 1 2014.

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

The Abandonment rate is determined by the comparison between the calls offered and the calls answered. Calls offered is defined as the point in the phone menu in which the client indicates they want to talk to a ministry worker. Calls answered means that the worker has connected with the caller.

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 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 Elizabeth Horn, the analyst assigned to your request, at 250 387-9172. 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 250 387-9172.

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 'E. Horn', with a long horizontal flourish extending to the right.

Elizabeth Horn, CIAPP-P
Sr. FOI Analyst
For
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.