



ARCS: 292-30
File: MSD-2017-71525

May 9, 2017

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:

A summary document outlining average caller wait times, median caller wait times, and the number of dropped calls, by month, for the social assistance toll free information line, 1 866 866-0800. (Date Range for Record Search: From 03/01/2016 To 03/31/2017)

The Ministry does not track median wait times, and does not have the capability to measure the number of dropped calls. The responsive records provided are the average caller wait times.

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

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If you have any questions regarding your request, please contact Mikaela Bertucci, the analyst assigned to your request, at 778 698-2675. 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 778 698-2675.

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 that reads "Mikaela Bertucci". The signature is written in a cursive, flowing style.

Jamie Onciul-Omelus, Manager
Social / Tech 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.