



ARCS: 292- 30
File: TRA-2015-52177

October 27, 2015

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 Technology, Innovation and Citizens' Services. Your request is for:

Any and all audits, compliance reviews, violation tickets or warning letters sent to or regarding Universal Coach Lines. (Date Range for Record Search: From 01/01/2010 To 07/16/2015)

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Contained within this Freedom of Information request is an audit that Ministry Commercial Vehicle Safety & Enforcement (CVSE) staff completed on Universal Coach Lines in 2013. The audit resulted in a score of 14.57% non-compliance (85.43% compliance) which is deemed to be a 'satisfactory' rating as per CVSE policy at the time. However, the audit level description in the report shows a 'conditional' rating. This is due to the audit software system used at the time that did not allow for system changes as policy was updated. The system has since been replaced.

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In 2013, as per CVSE policy, any score that was 80% or more in compliance was deemed 'satisfactory'. The software system automatically generated the following ratings which no longer aligned with CVSE policy in 2013; a 'satisfactory' rating at the time would have been in the 90.00 to 100 % compliance range, a 'conditional' rating at the time would have been a score in the 80.00 to 89.99 % compliance range, and an 'unsatisfactory' rating would have been in the 0.00 to 79.99 % compliance range.

If you have questions concerning the audits or the policies that CVSE staff use in the audit process, including any assistance needed in interpreting the results, Ministry Director of CVSE Steve Haywood is available to assist. Steve can be reached via email at steven.haywood@gov.bc.ca or at 604-220-7176.

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>

If you have any questions regarding your request, please contact Tim O'Connor, the analyst assigned to your request, at 250 952-0890. 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 250 952-0890.

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 'Tim O'Connor', written over a horizontal line.

Tim O'Connor, FOIPPA Analyst
Business and Infrastructure 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.