

## MacLean, Debbie CITZ:EX

---

**From:** Bell, Russell CITZ:EX  
**Sent:** January 16, 2019 11:05 PM  
**To:** Bell, Russell CITZ:EX  
**Subject:** SVT Capacity - s.15

On the Call  
Jeannette  
Michael B  
Cindy and Rajeev

Russ  
Liz  
Jeff  
Robert

Finance will need to assess the risks and benefits of buying additional s.15 and so we need to be able to explain the need, what the risks are of not buying s.15 and how best to manage through this. In preparation for our SBC/MMS call tomorrow, we have a few questions prepared:

1. Are the s.15 costs a one-off cost or yearly? Cost is installation plus 3 months we can remove after (activation /deactivation is a day) Provision is 10 days
2. What is our current unused s.15 Capacity? Peak utilization around s. concurrent calls We have s.15
3. What is the standard %age of unused s.15 MMS maintains for SBC?
4. How much unused capacity will there be if SVT calls arrive as they are forecasted? Rhiannon – if they come in exactly – we are ok. Additional s.15 in addition to the s.1 We have a pooling plan in place that allows SBC to borrow s.15 from MMS business (IT and exec) s.15 maximum
5. Was the s.15 risk considered when pricing out SVT and if so, what changed to raise this as an issue now?  
Rob K discussion – what plans to deal with excess calls, overflow to finance?

Economic model – doesn't contain s.15  
MSA originally contained s.15 and buffer (total s.1 originally)  
s.15

It can be turned off within 24 hours. 10 days to provision, or pay expedite fee. MMS will cover that.

Video Chat also uses a s.15

I will invite Mike Boreen to the meeting tomorrow, so that he can catch up on this discussion.

Thanks  
Jeannette

**From:** Cindy McMath <cindy.mcmath@maximuscanada.ca>  
**Sent:** January 11, 2019 3:51 PM  
**To:** Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>; Quill, Robert CITZ:EX <Robert.Quill@gov.bc.ca>; Mousseau, Jeff CITZ:EX <Jeff.Mousseau@gov.bc.ca>  
**Cc:** Anjan Chhetry(C) <anjan.chhetry@maximusbc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>;

Janine Roy <[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)>

**Subject:** SVT Capacity

**Importance:** High

Hi Jeannette and team,

As discussed this morning, and yesterday, we are concerned that there may not be enough s.15 (active phone lines) to deal with the number of calls that may come into the SVT line, and need your decision on whether to add more lines.

s.13,s.15

We discussed the following potential options:

- s.13,s.15
  - Regardless, Janine to check to see the out of hours treatment for callers who have left a callback number
- is there a way to limit the size of the queue? No, the queues (collectively) allow as many calls in as there are s.15 We can't isolate the SVT line and limit the size of the queue.
- What would the cost be to install addition s.15
  - \$47,500 = s.15
  - \$60,000 =
  - Note, the lead time is 10 business days – in order to install by the 28<sup>th</sup>, we would need a "go" on Monday

Please let Janine and I know if you have any questions. Thanks,

Cindy

**Cindy McMath**  
Strategic Initiatives

**MAXIMUS Canada**  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250-405-3842  
Mobile: 250-884-9405  
[cindy.mcmath@maximuscanada.ca](mailto:cindy.mcmath@maximuscanada.ca)

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## **MacLean, Debbie CITZ:EX**

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** January 17, 2019 11:56 AM  
**To:** Khaira, Kally FIN:EX; Emery, Steven B FIN:EX  
**Cc:** Mann, Dawn FIN:EX; Hinshaw, Ron CITZ:EX; Reading, Liz CITZ:EX; Boreen, Michael CITZ:EX  
**Subject:** RE: messaging for SVT info line  
**Importance:** High

Hi there,

We need to have approval this morning in order to get the message added tonight. Is it possible to expediate this at all?

Thank you  
Jeannette

**From:** Khaira, Kally FIN:EX  
**Sent:** January 17, 2019 11:12 AM  
**To:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Cc:** Mann, Dawn FIN:EX <Dawn.Mann@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Boreen, Michael CITZ:EX <Michael.Boreen@gov.bc.ca>  
**Subject:** RE: messaging for SVT info line  
**Importance:** High

Steven, please can we get approval ASAP.

**Thank you for calling Service BC, if you are calling about the BC's Speculation and Vacancy Tax, please hold and an agent will be with you shortly. Or for more information please visit the Speculation and Vacancy Tax website at [www.gov.bc.ca/spectax](http://www.gov.bc.ca/spectax)**

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

**From:** Boreen, Michael CITZ:EX  
**Sent:** January 17, 2019 10:56 AM  
**To:** Khaira, Kally FIN:EX <[Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)>  
**Cc:** Mann, Dawn FIN:EX <[Dawn.Mann@gov.bc.ca](mailto:Dawn.Mann@gov.bc.ca)>; Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)>; Reading, Liz CITZ:EX <[Liz.Reading@gov.bc.ca](mailto:Liz.Reading@gov.bc.ca)>; Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)>  
**Subject:** messaging for SVT info line

Hi Kally,

Here is the scripting, if you can please approve we will send to maximus for installation tonight.

"Thank you for calling Service BC, If you are calling about BC's Speculation and Vacancy Tax, please hold or try the BC Speculation and Vacancy Tax website for more information, an agent will be with you shortly."

Thank you,  
Michael Boreen


Manager, Service Design and Integration

**Service BC**

Ministry of Citizens' Services

T: 778-698-2063 | C: 250-216-7227 | Web: <http://www.servicebc.gov.bc.ca>

"Access to government services made easy"

Service With Heart 

## MacLean, Debbie CITZ:EX

---

**From:** Bell, Russell CITZ:EX  
**Sent:** January 17, 2019 10:02 PM  
**To:** Reading, Liz CITZ:EX  
**Subject:** RE: FIN and SVT concerns

Liz,  
Lets talk in the AM. I am happy to see what I can do to support.

RB

**From:** Reading, Liz CITZ:EX  
**Sent:** January 17, 2019 8:51 AM  
**To:** Boreen, Michael CITZ:EX <Michael.Boreen@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>  
**Subject:** FIN and SVT concerns  
**Importance:** High

Hi Mike and Russ,

s.13

I expect a spike in calls to the Contact Centre and I want to ensure the Contact Centre is supported to the best of our ability.

### Liz Reading

Manager, Contract and Stakeholder Relations

Service BC | Ministry of Citizens' Services

250.580.6339 | <http://www.servicebc.gov.bc.ca>

Vacation Alert: Fri Jan 25-Fri Feb 1, 2019



*"Access to government services made easy."*

## MacLean, Debbie CITZ:EX

**From:** Janine Roy <janine.roy@maximuscanada.ca>  
**Sent:** January 17, 2019 5:34 PM  
**To:** Cindy McMath; Boreen, Michael CITZ:EX; Eason, Jeannette CITZ:EX  
**Cc:** Quill, Robert CITZ:EX; Mousseau, Jeff CITZ:EX; Anjan Chhetry(C); Reading, Liz CITZ:EX; Harris, Richard CITZ:EX; XT:Purewal, Rajeev HLTH:IN; Janine Roy  
**Subject:** RE: Messaging Update for SVT

Hello Jeannette;

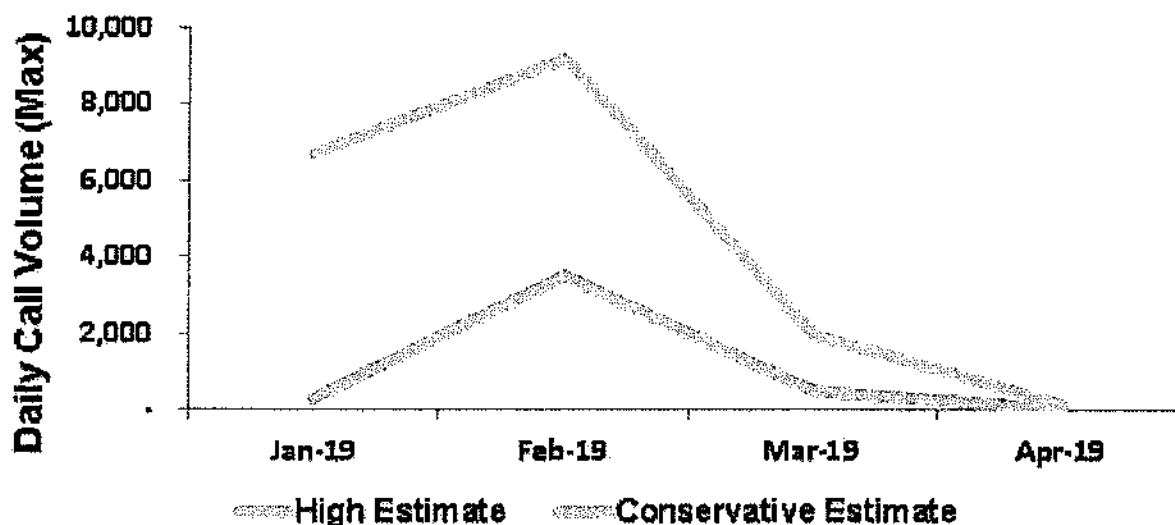
With the help of our great reporting team, following are the graphs you requested. These are based on call volumes for best and worst case scenarios.

Thanks

Janine

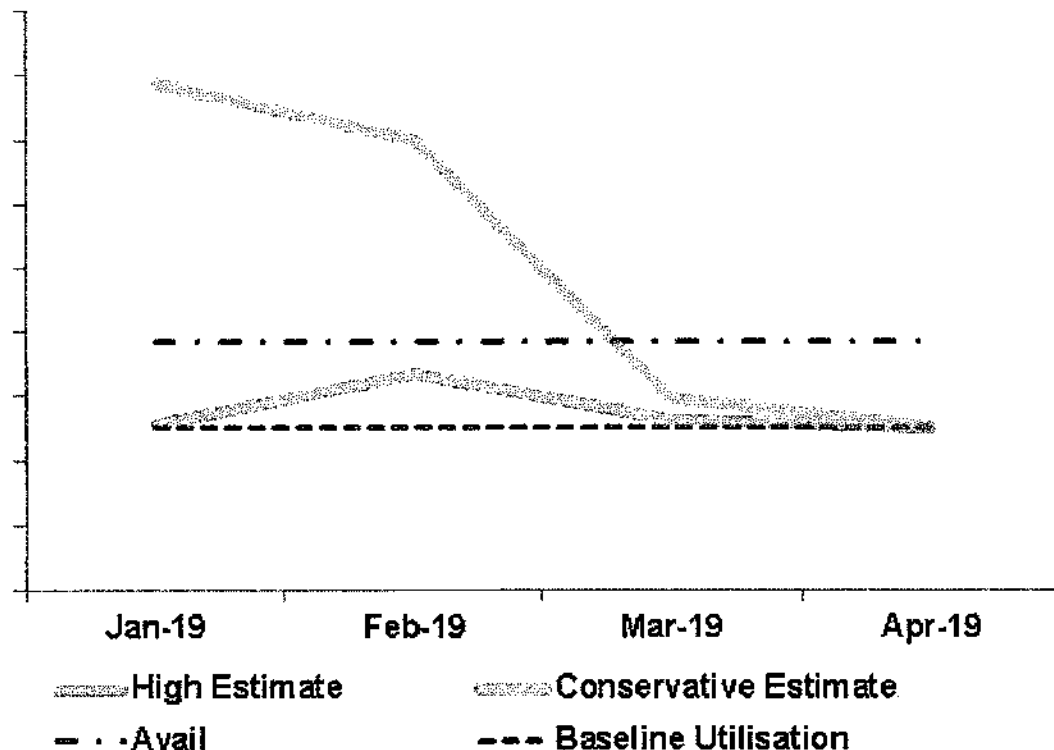
### Estimated Max Daily Call volumes

Using the Spec tax data provided by the client, I have modelled the "worst case scenario" for each High Estimate and Conservative call volume estimate. The values shown below represent the day within the month where the estimated spec tax call volumes is at its peak.



**Estimated s.15 Utilization**  
include the estimated<sup>s.15</sup> required for the scenarios noted above. Note, total<sup>s.15</sup> required is the product of those required for baseline, daily call activity and those required by the Spec Tax call estimates.

Note, this graph also includes "current" daily utilization, in addition to total "available" for use, and makes the assumption that these have little variance through the period. This addition gives us a good view about how we will be able to deal with these scenarios, should they come to fruition.



**Janine Roy**  
Director – Shared Applications

**MAXIMUS Canada**  
716 Yates Street  
Victoria, BC V8W 1L4  
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Mobile: 250.686.1051  
[janine.roy@maximuscanda.ca](mailto:janine.roy@maximuscanda.ca)

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**From:** Cindy McMath  
**Sent:** Thursday, January 17, 2019 3:33 PM  
**To:** Michael.Boreen@gov.bc.ca; Eason, Jeannette MTIC:EX (Jeannette.Eason@gov.bc.ca)  
**Cc:** Quill, Robert CITZ:EX (Robert.Quill@gov.bc.ca); Janine Roy; Mousseau, Jeff CITZ:EX (Jeff.Mousseau@gov.bc.ca); Anjan Chhetry(C); liz.reading@gov.bc.ca; Harris, Richard CITZ:EX (Richard.Harris@gov.bc.ca); Rajeev Purewal  
**Subject:** Messaging Update for SVT  
**Importance:** High

Good afternoon,

Janine has informed me that the message update has been completed up to and including successful testing. It will be added to the production environment tonight after SBC contact centre closes at 5pm, and will be live as of tomorrow morning.



Regarding s.15 utilization, Janine will provide today's figures tomorrow when they are available, and is working on getting the graphs together that were requested yesterday. As I'm sure you can relate to, we were also diverted by responding to the SVT issues today, and appreciate your patience.

Thanks,

Cindy

**Cindy McMath**  
Strategic Initiatives

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## MacLean, Debbie CITZ:EX

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**From:** Reading, Liz CITZ:EX  
**Sent:** January 23, 2019 2:34 PM  
**To:** Hinshaw, Ron CITZ:EX  
**Cc:** Harris, Richard CITZ:EX; Bell, Russell CITZ:EX  
**Subject:** SVT Metrics - Final/Totals for Day

Hi Ron,

The formal request for MMS to proceed to purchase an additional <sup>s.15</sup> lines was submitted this afternoon to Cindy. There is a 10 day turnaround time to complete purchase and order from MMS' vendor. I asked Cindy to keep Rich and Russ apprised of progress s.22

Here is an update on SVT metrics as of noon today.

- ASA: 00:22
- TSF: 90.85%
- Rec'd Calls: 155
- AHT: 5:27

Note that metrics for the current day, up to noon, are only forwarded to FIN/SVT. The metrics Jill/Bev receive will always be total/final metrics from the previous day.

Additional Info re Calls:

- No additional info on tone of calls or if more people are asking for information now or if still a high volume of callers complaining.
- I reminded Rajeev to include this type of info about calls when he sends the final/total metrics every morning for the previous day.
- No new is good news. Rajeev calls or texts me if/when things are trending in a negative direction (e.g., angry callers, high call volumes, complaints, etc.)
- When this occurs I will ensure it is brought to Russ' attention so you and Executive are also informed.

### Liz Reading

Manager, Contract and Stakeholder Relations

Service BC | Ministry of Citizens' Services

250.580.6339 | <http://www.servicebc.gov.bc.ca>

Vacation Alert: Fri Jan 25-Fri Feb 1, 2019



*"Access to government services made easy."*

**From:** Hinshaw, Ron CITZ:EX  
**Sent:** January 23, 2019 2:02 PM  
**To:** Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>  
**Subject:** RE: 22 Jan 19: SVT Metrics - Final/Totals for Day

Do we have a sense of how things are going today? How have the tone of the calls been today? Are more people asking for information or is it still a high volume of people calling to complain about the tax, etc...? Have MMS taken any action to increase the s.15 lines as we talked about yesterday at Macchiato?

**From:** Reading, Liz CITZ:EX

**Sent:** January 23, 2019 1:28 PM

**To:** Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>

**Cc:** Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Harris, Richard CITZ:EX <Richard.Harris@gov.bc.ca>

**Subject:** 22 Jan 19: SVT Metrics - Final/Totals for Day

Hi Ron,

Here are the SVT metrics for Bev and Jill that include the final/total metrics for Jan 22.

Date	Average Speed of Answer (ASA)	Average Handle Time (AHT)	Telephony Service Factor (TSF)	Received Calls	Improvements	Call Notes
Tue Jan 22	00.31	5:34	91.2% of calls answered in 60 seconds or less	332	<p><b>Updated:</b> Average speed of answer has improved by 5:70 minutes.</p> <p><b>Updated:</b> Telephony Service Factor (TSF) is 11.20 % above target of 80% of calls answered in 60 seconds or less.</p> <p><b>No Change:</b> While Average Handle Time has increased, TSF has improved significantly due to additional agents on floor and streamlining of scripting and knowledge base material provided by FIN.</p>	<b>NEW:</b> There has been a increase on the use of the SBC Contact Centre translation services

**Liz Reading**

Manager, Contract and Stakeholder Relations

Service BC | Ministry of Citizens' Services

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Vacation Alert: Fri Jan 25-Fri Feb 1, 2019

## MacLean, Debbie CITZ:EX

---

**From:** Bell, Russell CITZ:EX  
**Sent:** January 23, 2019 3:13 PM  
**To:** Cindy McMath; Reading, Liz CITZ:EX  
**Cc:** XT:Purewal, Rajeev HLTH:IN; Eason, Jeannette CITZ:EX; Duncan, Peggy CITZ:EX; Boreen, Michael CITZ:EX; Harris, Richard CITZ:EX; Janine Roy  
**Subject:** RE: Approval for s.15 lines

Cindy,  
In my new role as acting Direct to support Jeannette,

I would like to formally approve on behalf of Service BC the an additional s.15 lines at a cost of \$47,500.

Cheers  
RB

Russell Bell  
A/Director, Contact Centres  
Service BC  
Ministry of Citizens' Services  
T: 250 952 6854 | M: 250-507-9572 | Web: <http://www.servicebc.gov.bc.ca> "Access to government services made easy"

-----Original Message-----

**From:** Cindy McMath <cindy.mcmath@maximuscanada.ca>  
**Sent:** January 23, 2019 2:54 PM  
**To:** Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>  
**Cc:** XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Boreen, Michael CITZ:EX <Michael.Boreen@gov.bc.ca>; Harris, Richard CITZ:EX <Richard.Harris@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>  
**Subject:** RE: Approval for s.15 lines  
**Importance:** High

Thank you Liz,

Can I please get a formal approval from either Jeannette or Ron for this for our records?

We are proceeding with the ordering of these additional s.15 today. As previously discussed, MAXIMUS will cover the cost of expediting this work with our vendor, and we will also cover the overtime cost for the vendor given they need to work outside of regular business hours.

In addition, I need to know whether the Province would prefer to be invoiced for these charges based on the e-mail approval, or if a Change Order is required. As noted, we are proceeding with this today, so either way the work will get done as soon as possible.

Thanks very much,

Cindy

Cindy McMath  
Strategic Initiatives

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716 Yates Street  
Victoria, BC V8W 1L4  
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Mobile: 250-884-9405

cindy.mcmath@maximuscanada.ca

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-----Original Message-----

From: Reading, Liz CITZ:EX [mailto:Liz.Reading@gov.bc.ca]

Sent: Wednesday, January 23, 2019 2:11 PM

To: Cindy McMath

Cc: Rajeev Purewal; Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Duncan, Peggy CITZ:EX; Boreen, Michael CITZ:EX; Harris, Richard CITZ:EX

Subject: Approval for s.15 lines

Importance: High

Hi Cindy,

This email is the formal request for an additional s.15 lines at a cost of \$47,500. Authorization for this has been received from Ron. I understand there is a 10 day turnaround time, please keep Russell Bell and Rich Harris in the loop s.22

Thanks Cindy!

Liz

-----Original Message-----

From: Cindy McMath <cindy.mcmath@maximuscanada.ca>

Sent: January 22, 2019 10:23 AM

To: Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>

Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>

Subject: FW: SVT metrics- daily for DM Jill Kot

Importance: High

Hi Liz - we will need a formal request for the number of additional lines you want to deploy. Thanks,

Cindy

Cindy McMath  
Strategic Initiatives

MAXIMUS Canada  
716 Yates Street  
Victoria, BC V8W 1L4  
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Mobile: 250-884-9405

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## Harris, Richard CITZ:EX

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** January 23, 2019 3:16 PM  
**To:** Reading, Liz CITZ:EX; Harris, Richard CITZ:EX  
**Subject:** FW: Approval for s.15 lines

Please note that Russell can sign the CO's going forward.

Many thanks  
Jeannette

-----Original Message-----

**From:** Cindy McMath <cindy.mcmath@maximuscanada.ca>  
**Sent:** January 23, 2019 3:15 PM  
**To:** Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>  
**Subject:** RE: Approval for s.15 lines

Ok great, thanks!

Cindy

Cindy McMath  
Strategic Initiatives

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716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250-405-3842  
Mobile: 250-884-9405  
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-----Original Message-----

**From:** Eason, Jeannette CITZ:EX [mailto:Jeannette.Eason@gov.bc.ca]  
**Sent:** Wednesday, January 23, 2019 3:14 PM  
**To:** Cindy McMath  
**Subject:** RE: Approval for s.15 lines

Yes I guess so! I'll make sure that Richard and Liz know too.

-----Original Message-----

**From:** Cindy McMath <cindy.mcmath@maximuscanada.ca>  
**Sent:** January 23, 2019 3:12 PM  
**To:** Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>

Subject: RE: Approval for s.15 lines

Sure, that's fine. Is he signing off COs now? Thanks!

Cindy

Cindy McMath  
Strategic Initiatives

MAXIMUS Canada  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250-405-3842  
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From: Eason, Jeannette CITZ:EX [mailto:Jeannette.Eason@gov.bc.ca]  
Sent: Wednesday, January 23, 2019 3:11 PM  
To: Cindy McMath  
Subject: RE: Approval for s.15 lines

Hi Cindy,

s.22 I have asked Russell to provide approval<sup>s.22</sup>  
I hope that will suffice?

Thanks  
Jeannette

-----Original Message-----

From: Cindy McMath <cindy.mcmath@maximuscanada.ca>  
Sent: January 23, 2019 2:54 PM  
To: Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>  
Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Boreen, Michael CITZ:EX <Michael.Boreen@gov.bc.ca>; Harris, Richard CITZ:EX <Richard.Harris@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>  
Subject: RE: Approval for s.15 lines  
Importance: High

Thank you Liz,

Can I please get a formal approval from either Jeannette or Ron for this for our records?



s.15

We are proceeding with the ordering of these additional today. As previously discussed, MAXIMUS will cover the cost of expediting this work with our vendor, and we will also cover the overtime cost for the vendor given they need to work outside of regular business hours.

In addition, I need to know whether the Province would prefer to be invoiced for these charges based on the e-mail approval, or if a Change Order is required. As noted, we are proceeding with this today, so either way the work will get done as soon as possible.

Thanks very much,

Cindy

Cindy McMath  
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MAXIMUS Canada  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250-405-3842  
Mobile: 250-884-9405

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-----Original Message-----

From: Reading, Liz CITZ:EX [mailto:Liz.Reading@gov.bc.ca]

Sent: Wednesday, January 23, 2019 2:11 PM

To: Cindy McMath

Cc: Rajeev Purewal; Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Duncan, Peggy CITZ:EX; Boreen, Michael CITZ:EX; Harris, Richard CITZ:EX

Subject: Approval for s.15 lines

Importance: High

Hi Cindy,

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Thanks Cindy!

Liz

-----Original Message-----

From: Cindy McMath <cindy.mcmath@maximuscanada.ca>

Sent: January 22, 2019 10:23 AM

To: Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>

Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>  
Subject: FW: SVT metrics- daily for DM Jill Kot  
Importance: High

Hi Liz - we will need a formal request for the number of additional lines you want to deploy. Thanks,

Cindy

Cindy McMath  
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## MacLean, Debbie CITZ:EX

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**From:** Bell, Russell CITZ:EX  
**Sent:** January 24, 2019 2:23 PM  
**To:** Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX  
**Subject:** SVT Call Volumes - Spiked

Ron,  
I have spoken to Kally at Finance and set the following email.  
I will work with team to monitor and provide updates as needed.

*Call volumes for SVT has just spiked dramatically. Today there have been 651 calls. Currently there are 100+ calls in the queue. Average speed of answer is 16 minutes. All seats are full at the Contact Centre.  
In order to mitigation the issue we are in the process of changing our message to state:*

- *We are experiencing usually high call volumes*
- *If you can't wait please call back after 5:00 weekdays and on Weekends*

*We will continue to monitor the situation and provide updates as we know more.*

From Maximus:  
Rajeev "gut" makes him believe that this is the beginning of potentially large call volumes.

Cheers  
RB

Russell Bell  
A/Director, Contact Centres  
**Service BC**  
Ministry of Citizens' Services  
T: 250 952 6854 | M: 250-507-9572 | Web: <http://www.servicebc.gov.bc.ca>  
"Access to government services made easy"



Where ideas work



## MacLean, Debbie CITZ:EX

---

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** January 24, 2019 3:55 PM  
**To:** Hinshaw, Ron CITZ:EX  
**Subject:** Fwd: The Latest on Speculation and Vacancy Tax Contact Centre Metrics

See direction from Jill.....

Bev Dicks  
ADM  
Service BC Division

Begin forwarded message:

**From:** "Kot, Jill CITZ:EX" <[Jill.Kot@gov.bc.ca](mailto:Jill.Kot@gov.bc.ca)>  
**Date:** January 24, 2019 at 3:53:47 PM PST  
**To:** "Dicks, Beverly J CITZ:EX" <[Beverly.Dicks@gov.bc.ca](mailto:Beverly.Dicks@gov.bc.ca)>  
**Subject:** Re: The Latest on Speculation and Vacancy Tax Contact Centre Metrics

This could become a major issue -- need to jump on it.

Sent from my iPhone

On Jan 24, 2019, at 3:47 PM, Dicks, Beverly J CITZ:EX <[Beverly.Dicks@gov.bc.ca](mailto:Beverly.Dicks@gov.bc.ca)> wrote:

Ron I think we are at the point where we should pull together the senior leaders Ed's and ADMs to talk about where we are at and what we can do to improve service as we go forward. We need to be clear with Finance what we can do and what we can't. Can you please pull that together ASAP.

Bev Dicks  
ADM  
Service BC Division

On Jan 24, 2019, at 3:30 PM, Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)> wrote:

s.13

s.15

Callers are getting a voice mail and being placed on hold until an agent is available and that is taking 16+ minutes.

Maximus has indicated that all CC agent seats are currently full so no more capacity from an agent perspective is available.

Our agreement with Finance was to provision the SVT with S. CC agent seats covering 8:00 am to 8:00pm 7 days per week. That is S.

agents. That is maximum capacity that could be brought to bear on this program given the timeframe to implement and Finance understood and agreed to that level.

Happy to discuss further if this doesn't make sense.

Ron

**From:** Kot, Jill CITZ:EX  
**Sent:** January 24, 2019 2:56 PM  
**To:** Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)>; Dicks, Beverly J CITZ:EX <[Beverly.Dicks@gov.bc.ca](mailto:Beverly.Dicks@gov.bc.ca)>  
**Subject:** RE: The Latest on Speculation and Vacancy Tax Contact Centre Metrics

Are we adding another line?

**From:** Hinshaw, Ron CITZ:EX  
**Sent:** January 24, 2019 2:51 PM  
**To:** Kot, Jill CITZ:EX <[Jill.Kot@gov.bc.ca](mailto:Jill.Kot@gov.bc.ca)>; Dicks, Beverly J CITZ:EX <[Beverly.Dicks@gov.bc.ca](mailto:Beverly.Dicks@gov.bc.ca)>  
**Subject:** The Latest on Speculation and Vacancy Tax Contact Centre Metrics

As of this afternoon the situation has changed since yesterday and calls are spiking.

Our most recent count this afternoon has call volumes for SVT at 651 calls and growing. As of 20 minutes ago there were 100+ calls in the queue. Average speed of answer is way up at 16 minutes. All seats are full at the Contact Centre so bringing in additional staff is not an option.,

In order to mitigation the issue we are changing the message when being placed on hold to state:

- We are experiencing unusually high call volumes
- If you can't wait please call back after 5:00 weekdays or on Weekends

We continue to monitor the situation and will provide updates as things progress.

We have been in contact with our partners at Finance and they are aware of the spike.

Ron

**From:** Bell, Russell CITZ:EX  
**Sent:** January 24, 2019 12:54 PM

To: Kot, Jill CITZ:EX <[Jill.Kot@gov.bc.ca](mailto:Jill.Kot@gov.bc.ca)>; Dicks, Beverly J CITZ:EX <[Beverly.Dicks@gov.bc.ca](mailto:Beverly.Dicks@gov.bc.ca)>  
Cc: Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)>  
Subject: Speculation and Vacancy Tax Contact Centre Metrics 23 Jan 19:  
- Final/Totals for Day

Jill and Bev,  
Here are the STV metrics for Wednesday Jan 23<sup>rd</sup>.

If you have any questions please ask and our team will assist.

Date	Average Speed of Answer (ASA)	Average Handle Time (AHT)	Telephony Service Factor (TSF)	Received Calls	Improvements	Ca
Wed Jan 23	00.22	6:08	90.2% of calls answered in 60 seconds or less	424	<p><b>Updated:</b> Average speed of answer has <b>improved</b> by 9 seconds, relative to Tuesday January 22<sup>nd</sup>.</p> <p><b>Updated:</b> Telephony Service Factor (TSF) is 10.20% <b>above</b> target of 80% of calls answered in 60 seconds or less.</p> <p><b>Above Target:</b> While Average Handle Time has increased by 34 seconds relative to Tuesday January 22<sup>nd</sup>, TSF has only dropped 1%, remaining comfortably <b>above our performance target</b>.</p>	<p><b>NEW:</b></p> <ul style="list-style-type: none"> <li>• Tone of content calmed week a week.</li> <li>• Agents and are continuing process</li> <li>• 200+ d been co</li> <li>• Volume the eve</li> <li>• Escalate regarding received letters proper respon</li> </ul>

Cheers  
RB

Russell Bell  
A/Director, Contact Centres  
**Service BC**  
Ministry of Citizens' Services  
T: 250 952 6854 | M: 250-507-9572 | Web:  
<http://www.servicebc.gov.bc.ca>  
"Access to government services made easy"  
<image002.jpg>

**MacLean, Debbie CITZ:EX**

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**From:** Emery, Steven B FIN:EX  
**Sent:** January 25, 2019 6:43 AM  
**To:** Hinshaw, Ron CITZ:EX  
**Subject:** RE: SVT Calls

Hi Ron. My ADM has set up the call for later this morning. I do have a few ideas on how we can work together to address this call volume. I believe the volume will be intense like this until February 14. We have s. agents in our branch who are trained and can answer calls starting today. We'll have s. agents trained as of Monday. Is there a way calls can be transferred to us when the wait times exceed a certain standard? Let's discuss at the 8:15 meeting this morning. I just sent you the invite series.

Thanks!

**Steven Emery**  
Executive Director, Property Taxation Branch

**From:** Hinshaw, Ron CITZ:EX  
**Sent:** January 24, 2019 4:10 PM  
**To:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Subject:** SVT Calls

Hi Steve, not sure if you have been briefed but our lines are blowing up a bit with the volumes of callers today. As of about an hour ago there were 650+ calls and wait times of 16 minutes.

My ADM and DM are concerned and would like to touch base with you and your ADM ASAP. Do you think we could pull together a call for tomorrow? I know there is no quick solution to this as we are maxed out with agents and space available but it might be good to ensure we have a clear understanding between you and us....

Ron

Ron Hinshaw  
Executive Director  
Service BC  
250-356-2031 (office)  
778-678-5350 (mobil)

**MacLean, Debbie CITZ:EX**

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**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 25, 2019 8:50 AM  
**To:** Bell, Russell CITZ:EX  
**Cc:** Eason, Jeannette CITZ:EX; Paul Simunkovic; Hinshaw, Ron CITZ:EX  
**Subject:** s.15

Good Morning,

Our IT team escalated the s.15 issue to Allstream and were able to secure the additional s.15 taking our total to s.1 as of this morning.  
Thanks

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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**MacLean, Debbie CITZ:EX**

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**From:** Goss, Jordan T FIN:EX  
**Sent:** January 25, 2019 11:29 AM  
**To:** Dicks, Beverly J CITZ:EX  
**Subject:** FW: Update on call volume situation

What I sent to Lori.

**Jordan Goss**  
**250 387-0665**

**From:** Goss, Jordan T FIN:EX  
**Sent:** Friday, January 25, 2019 11:25 AM  
**To:** Lori FIN:EX Wanamaker (Lori.Wanamaker@gov.bc.ca) <Lori.Wanamaker@gov.bc.ca>  
**Subject:** Update on call volume situation

Lori

We have been working closely with Service BC, including Bev Dicks and I (and teams) meeting this morning. We have identified a number of steps/strategies to further support callers.

- 1) As over 95% of calls have been Tier 1 calls we will be fully utilizing our Tier 2 folks to also respond to Tier 1 calls. Today we have an additional 5 people answering calls and as of early week, there will be 15 from within Property Taxation Branch.
- 2) Service BC is currently working on an auto transfer function which should enable callers to be automatically transferred to our line as soon as wait times are at 5 minutes (today the calls are being transferred directly by staff). We should know the ETA on that functionality later today.
- 3) We will be training and adding staff from other areas of the division to the team within the division to respond to calls. While we are still identifying the specific individuals to be trained, we are aiming to train and utilize an additional 5 people from outside of Property Taxation Branch.
- 4) To ensure we provide the support during the same hours that Service BC is operating, we will be increasing the number of people working late and on the weekends.

Callers are utilizing the call-in service to make their declarations but of the approximately 8000 declarations (as of middle of the night last night), over 7000 or so had been done online which is good.

**Jordan Goss**  
*Assistant Deputy Minister*  
*Revenue Division, Ministry of Finance*

**250 387-0665**

## MacLean, Debbie CITZ:EX

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**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 25, 2019 2:12 PM  
**To:** Khaira, Kally FIN:EX; SBC Contact Centre Information CITZ:EX; Emery, Steven B FIN:EX  
**Cc:** Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX  
**Subject:** RE: URGENT - Service BC system problem?

Hi Kally,

I am not sure if that message was associated to our queue as we are not even close to our s.15 limit but I have sent it off to our IT team to investigate and to particularly look into web calls such as SKYPE.  
Thanks

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

---

**From:** Khaira, Kally FIN:EX [mailto:[Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)]  
**Sent:** Friday, January 25, 2019 2:09 PM  
**To:** Rajeev Purewal; SBC Contact Centre Information CITZ:EX; Emery, Steven B FIN:EX  
**Cc:** Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX  
**Subject:** RE: URGENT - Service BC system problem?

Would it be possible to explore why that message may have come on?  
ty

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

**From:** Rajeev Purewal <[Rajeev.Purewal@maximusbc.ca](mailto:Rajeev.Purewal@maximusbc.ca)>  
**Sent:** January 25, 2019 2:02 PM  
**To:** SBC Contact Centre Information CITZ:EX <[SBCContactCentreInfo@gov.bc.ca](mailto:SBCContactCentreInfo@gov.bc.ca)>; Emery, Steven B FIN:EX <[Steven.Emery@gov.bc.ca](mailto:Steven.Emery@gov.bc.ca)>; Khaira, Kally FIN:EX <[Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)>  
**Cc:** Duncan, Peggy CITZ:EX <[Peggy.Duncan@gov.bc.ca](mailto:Peggy.Duncan@gov.bc.ca)>; Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)>; Bell, Russell CITZ:EX <[Russell.Bell@gov.bc.ca](mailto:Russell.Bell@gov.bc.ca)>; Graboski, Anne FIN:EX <[Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)>  
**Subject:** RE: URGENT - Service BC system problem?

I have forwarded that you have had issues using Skype to the IT team.  
Thanks Richard.

**From:** SBC Contact Centre Information CITZ:EX [mailto:SBCCContactCentreInfo@gov.bc.ca]

**Sent:** Friday, January 25, 2019 1:57 PM

**To:** Emery, Steven B FIN:EX; Khaira, Kally FIN:EX; Rajeev Purewal; SBC Contact Centre Information CITZ:EX

**Cc:** Duncan, Peggy CITZ:EX; Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX

**Subject:** RE: URGENT - Service BC system problem?

My results:

Cell phone: Good

Landline: Good

Digital call through skype = "system issues" – does not connect.

Perhaps the report came from someone using Skype?

Richard

**From:** Emery, Steven B FIN:EX

**Sent:** January 25, 2019 1:56 PM

**To:** Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>

**Cc:** Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

**Subject:** RE: URGENT - Service BC system problem?

I just tried calling, and I'm through as well.

**Steven Emery**

Executive Director, Property Taxation Branch

**From:** Khaira, Kally FIN:EX

**Sent:** January 25, 2019 1:55 PM

**To:** XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>

**Cc:** Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>

**Subject:** URGENT - Service BC system problem?

**Importance:** High

Please can you advise and confirm if this is the case?

Kally Khaira

Director, Annual Property Tax

t: 778.698.9536 | c: 250.893.7102

**From:** Peters, Melissa GCPE:EX

**Sent:** January 25, 2019 1:53 PM

**To:** Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>

**Cc:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Funk, Richelle GCPE:EX <Richelle.Funk@gov.bc.ca>

**Subject:** FYI - Service BC system problem?

Katie just called Service BC and immediate message was 'we are experiencing system problems, please call back later' – are you aware of this?

Melissa Peters  
Ministry of Finance  
250 356-5698

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## MacLean, Debbie CITZ:EX

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**From:** Emery, Steven B FIN:EX  
**Sent:** January 28, 2019 10:28 AM  
**To:** XT:Purewal, Rajeev HLTH:IN  
**Cc:** Graboski, Anne FIN:EX; Khaira, Kally FIN:EX; Paul Simunkovic; Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Hinshaw, Ron CITZ:EX; Janine Roy  
**Subject:** RE: Threshold

Thanks Rajeev for the update. Do you think you'll be able to determine or estimate how many calls were dropped?

### Steven Emery

Executive Director, Property Taxation Branch

**From:** Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>  
**Sent:** January 28, 2019 10:11 AM  
**To:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Cc:** Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>  
**Subject:** Threshold

Hi Steven,

Through our monitoring of the threshold this morning we discovered that it was not functioning properly. We discovered calls that were being transferred out of MAXIMUS' platform but were not reaching their destination. We are unsure of the exact number at this time. We have turned off the threshold and have the vendor investigating. Once we have resolved the issue and have it re-tested I will update this group.

Please let me know if you have any questions.

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** January 28, 2019 4:20 PM  
**To:** Goss, Jordan T FIN:EX  
**Cc:** Dicks, Beverly J CITZ:EX; Emery, Steven B FIN:EX  
**Subject:** Re: Call Volumes SVT

Hi Jordan,  
Thank you so much for following up on this item.  
Jeannette

Sent from my iPhone

> On Jan 28, 2019, at 11:57 AM, Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca> wrote:

>

> Jeanette

>

> At this point we have not engaged ESIT. We have focused our efforts on drawing on internal resources first as the call transfer process to FIN from Maximus is already working and many of our staff are on both the ICE phone system (which is where calls are being transferred to) and GenTax (the system used for taking the declaration). As it seems that many of the callers right now are calling to make their declaration over the phone (and not just to ask a question), it is critical that the extra resources we use - have the training and access to GenTax.

>

> ESIT staff are not currently on either the ICE phone system or GenTax. We also felt that having a second transfer would be more complex. Currently Maximum is working on the auto transfer to FIN (right now we are still doing this manually).

>

> I know we mentioned this at our meeting but after scoping out the technical logistics, we felt we would be more agile and responsive if we could use our own resources. I hope this helps.

>

> Jordan Goss  
> 250 387-0665

>

> -----Original Message-----

> From: Emery, Steven B FIN:EX  
> Sent: Monday, January 28, 2019 11:48 AM  
> To: Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>  
> Subject: FW: Call Volumes SVT

>

> Jordan, can you advise Jeannette on this one? I'm just in a couple of calls right now and they need this for their minister.

>

> Steven Emery  
> Executive Director, Property Taxation Branch

>

> -----Original Message-----

> From: Eason, Jeannette CITZ:EX  
> Sent: January 28, 2019 11:37 AM  
> To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

> Subject: Re: Call Volumes SVT

>

> Hi Steven,

> Bev just got back from briefing our Minister who has asked for the  
> status of adding additional help from your vendor, ESITS. Could you  
> please advise? I am available on 250-217-2543, Many thanks Jeannette

>

> Sent from my iPhone

>

>> On Jan 28, 2019, at 11:16 AM, Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca> wrote:

>>

>> Fantastic. Thanks Jeanette!

>>

>> Steven Emery

>> Executive Director, Property Taxation Branch

>>

>> -----Original Message-----

>> From: Eason, Jeannette CITZ:EX

>> Sent: January 28, 2019 11:07 AM

>> To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

>> Cc: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Duncan, Peggy

>> CITZ:EX <Peggy.Duncan@gov.bc.ca>

>> Subject: Call Volumes SVT

>>

>> Hi Steven,

>>

>> Thank you for the call today. We have now authorized MAXIMUS to hire additional staff through contractor temp  
pools to fill their additional seats. These seats do not allow call recording but are provisioned to answer calls.

>> In addition, MAXIMUS will offer overtime to all agents so that seats can be optimized, particularly in the evening.

>>

>> Rajeev will communicate progress to us all,

>>

>> Many thanks

>> Jeannette

>>

>> Sent from my iPhone

## MacLean, Debbie CITZ:EX

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** January 28, 2019 9:40 PM  
**To:** Dicks, Beverly J CITZ:EX  
**Cc:** Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX  
**Subject:** Re: Roll Up Stats - Monday Jan 28, 2019

Hi Bev,  
Sorry about the delay in getting back to you, <sup>s.22</sup>

Yes you're correct, all the other calls would have abandoned.

We are currently transferring calls to FIN manually, which means a citizen has to get through to SBC and then be transferred.

Now that we know that there is a <sup>s.</sup> 15 call limit in the FIN queue, we can't send calls automatically.  
I didn't hear from Rajeev about the timeframe to fix FIN's queue-I will send an email to Steven tonight.

Jeannette

Sent from my iPhone

On Jan 28, 2019, at 8:37 PM, Dicks, Beverly J CITZ:EX <[Beverly.Dicks@gov.bc.ca](mailto:Beverly.Dicks@gov.bc.ca)> wrote:

Hi there. I don't quite understand the stats. Did we have over 50% abandoned calls....5600 calls but only 2500 answered. What happened to the rest.....

Bev Dicks  
ADM  
Service BC Division

On Jan 28, 2019, at 8:22 PM, Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)> wrote:

Hi All,

The contact centre finished the day at:

Average speed of answer: 19 minutes 32 seconds  
Received calls: 5576  
Answered calls: 2549

<sup>s.13</sup>  
NOTE: Adriana put forward a great idea –  
<sup>s.13</sup>

<sup>s.13</sup>

. I will hear back tomorrow.

**Jeannette Eason**  
Director, Contact Centres  
Service BC  
Ministry of Citizen's Services  
T: 778-698-2045 | M: 250-217-2543 | Web: <http://www.servicebc.gov.bc.ca> "Access to government services made easy"



## MacLean, Debbie CITZ:EX

---

**From:** Emery, Steven B FIN:EX  
**Sent:** January 28, 2019 10:11 PM  
**To:** Eason, Jeannette CITZ:EX  
**Cc:** Hinshaw, Ron CITZ:EX  
**Subject:** RE: 30 in Queue

Hi Jeannette. We are getting it resolved. Should be fine by tomorrow. We have S. staff now trained, so likely around S. staff taking calls tomorrow morning, so we should be able to manage to the S. max queue until we get it increased. And if we ever exceed S. , then I believe we offer call back feature. <sup>1</sup><sub>5</sub>  
15

Thanks!

### Steven Emery

Executive Director, Property Taxation Branch

**From:** Eason, Jeannette CITZ:EX  
**Sent:** January 28, 2019 9:48 PM  
**To:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Cc:** Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>  
**Subject:** 30 in Queue

Good evening Steven,

My apologies for the late email, I am just catching up on the day's events. Rajeev mentioned that there is a limit in the ICE queue of S. concurrent callers at Finance. I understand that you are following up on this with Telus. Could you please keep us updated on progress?

Many thanks  
Jeannette

### Jeannette Eason

Director, Contact Centres  
Service BC

Ministry of Citizen's Services

T: 778-698-2045 | M: 250-217-2543 | Web: <http://www.servicebc.gov.bc.ca> "Access to government services made easy"

**MacLean, Debbie CITZ:EX**

---

**From:** Khaira, Kally FIN:EX  
**Sent:** January 29, 2019 9:03 AM  
**To:** XT:Purewal, Rajeev HLTH:IN  
**Cc:** Emery, Steven B FIN:EX; Eason, Jeannette CITZ:EX; Hinshaw, Ron CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX  
**Subject:** Re: Threshold

Thanks for the update.

I thought it was more of a transfer issue between the lines. Soon as we know we have increased capacity I'll let you know.

Ty

Sent from my iPhone

On Jan 29, 2019, at 8:57 AM, Rajeev Purewal <[Rajeev.Purewal@maximusbc.ca](mailto:Rajeev.Purewal@maximusbc.ca)> wrote:

Good Morning,

We successfully deployed the <sup>s.1</sup> 5 "Call Threshold" this morning at 8am. Unfortunately due to the ICE system being capped at <sup>s.</sup> calls in queue our logs indicated that the calls were being dropped and the citizens disconnected in the FIN system. Once Kally and team have confirmation that ICE can accommodate more calls we will turn this function on again.

I will send out the number of calls that were shifted to FIN through the threshold shortly so Kally and Anne can determine staffing and queue needs.

Thanks

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

**From:** Harris, Richard CITZ:EX  
**Sent:** January 29, 2019 9:52 AM  
**To:** Kot, Jill CITZ:EX; Dicks, Beverly J CITZ:EX  
**Cc:** Bell, Russell CITZ:EX; Eason, Jeannette CITZ:EX  
**Subject:** 28th Jan 19: SVT Metrics - Final/Totals for Day

Hello Jill and Bev,

Here are the SVT metrics that include the final/total metrics for Monday January 28<sup>th</sup>.

Date	Average Speed of Answer (ASA)	Telephony Service Factor (TSF)	Received Calls	Trends	Call Notes
Monday Jan 28 <sup>th</sup>	19:46	0.4% of calls answered in 60 seconds or less	5,622	<p><b>Updated:</b> Average Speed of Answer has <b>increased significantly</b> by 15 minutes and 24 seconds, relative to Sunday January 27<sup>th</sup></p> <p><b>Updated:</b> Telephony Service Factor (TSF) was 79.6% <b>below</b> SBC's standard of 80% of calls answered in 60 seconds or less.</p> <p><b>Updated:</b> Call volume <b>more than quadrupled</b> relative to Sunday January 27<sup>th</sup>. The number of calls answered across Tier 1 was <b>more than 5 times</b> the projected figure.</p>	<p><b>NEW:</b></p> <ul style="list-style-type: none"><li>• Massive spike in call volumes.</li><li>• S. SBC agents working the SVT line.</li><li>• Threshold for "drip" transfer of calls to MoF Tier 1 successfully went active.</li><li>• "Drip" transfer temporarily deactivated on discovery of MoF queue limit of 5<sub>1</sub> calls.</li><li>• MoF exploring increasing this limit as a top priority.</li><li>• MAXIMUS exploring additional hires to boost agent capacity.</li><li>• SBC Contact Centre staff are being offered, and are accepting, overtime to help increase capacity.</li><li>• Option to modify SVT line call tree messaging/routing is being explored to filter calls based on area of enquiry.</li></ul>

Please let me know if there is anything I can do to assist further.

Best,

**Richard Harris, CSP**  
Contract Performance Analyst  
**Service BC – Contact Centre Operations**  
T: (778) 974-3396 | [IM](#)

Service With Heart 

"Access to government services made easy"

## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 29, 2019 10:00 AM  
**To:** Emery, Steven B FIN:EX  
**Cc:** Khaira, Kally FIN:EX; Graboski, Anne FIN:EX; Eason, Jeannette CITZ:EX; Hinshaw, Ron CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX  
**Subject:** Calls sent to FIN

Good Morning,

From at 8am to 8:44am MMS successfully sent 546 calls to FIN via the threshold mechanism. Due to the cap we understand the bulk of these were dropped in the ICE system. We rolled this back at 8:44am and will not be proceeding with pursuing this until the ICE system is corrected and FIN has more staff available. Given the citizen experience is already quite poor it is better for them to sit in queue and proceed with a callback option than to be disconnected.

Please let me know if you have any questions.

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 29, 2019 10:22 AM  
**To:** Khaira, Kally FIN:EX  
**Cc:** Emery, Steven B FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX  
**Subject:** RE: Threshold

Thanks Kally!

-----Original Message-----

**From:** Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]  
**Sent:** Tuesday, January 29, 2019 10:06 AM  
**To:** Rajeev Purewal  
**Cc:** Emery, Steven B FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX  
**Subject:** Re: Threshold

We are asking for max possibly allowed!  
For agents and queue. Will update you as soon as we are up and running.

Sent from my iPhone

On Jan 29, 2019, at 10:02 AM, Rajeev Purewal  
<Rajeev.Purewal@maximusbc.ca<mailto:Rajeev.Purewal@maximusbc.ca>> wrote:

Thanks Steven. I am not sure <sup>s.1</sup><sub>5</sub> is going to be sufficient given the volumes we are encountering. What is the max?

We have received 1392 calls this morning.

Thanks

**From:** Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]  
**Sent:** Tuesday, January 29, 2019 9:59 AM  
**To:** Rajeev Purewal; Hinshaw, Ron CITZ:EX  
**Cc:** Khaira, Kally FIN:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX  
**Subject:** RE: Threshold

Thanks Rajeev. Kally is looking into our queue threshold. We're going to get it increased to 5<sup>s.1</sup>. Will let you know once that is done. I believe we have around 5 staff taking calls, and will get another bunch on once we get their systems set up.

How are call volumes this morning?

Steven Emery  
Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca<mailto:Rajeev.Purewal@maximusbc.ca>>  
Sent: January 29, 2019 9:51 AM  
To: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca<mailto:Ron.Hinshaw@gov.bc.ca>>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>  
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Paul Simunkovic <paul.simunkovic@maximusbc.ca<mailto:paul.simunkovic@maximusbc.ca>>; SBC Contact Centre Information CITZ:EX <SBContactCentreInfo@gov.bc.ca<mailto:SBContactCentreInfo@gov.bc.ca>>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca<mailto:Anne.Graboski@gov.bc.ca>>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca<mailto:Russell.Bell@gov.bc.ca>>  
Subject: RE: Threshold

Hi Ron,

This occurred this morning. We implemented the threshold and once it was exceeded calls were automatically sent to FIN but unfortunately their system has a cap of <sup>8</sup>/<sub>15</sub> calls in queue. Once that cap was exceeded at FIN calls began to drop. We became aware of this at 8:40am and proceeded to shut off the threshold immediately and are no longer sending calls to FIN via our system.

Due to call volumes being the most excessive between 8am and 9:30am it is my suggestion that we do not utilize the threshold until FIN has trained all their agents and further has increased their capacity in the ICE system.

The courtesy callback option is on and it is being utilized by the public. When they select the callback option they are maintain their spot in queue but the system will automatically call them back and connect them with an agent. There is no callback pool or backlog. Callbacks are included in "answered calls"

Thanks

From: Hinshaw, Ron CITZ:EX [mailto:Ron.Hinshaw@gov.bc.ca]  
Sent: Tuesday, January 29, 2019 9:06 AM  
To: Rajeev Purewal; Emery, Steven B FIN:EX  
Cc: Khaira, Kally FIN:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Graboski, Anne FIN:EX; Bell, Russell CITZ:EX  
Subject: RE: Threshold

Thanks for this Rajeev. Is this issue related to the number of calls received yesterday and the number of calls answered? Also, can you shed some light on what's happening with call backs. Are those included in calls not answered numbers? Do we have a backlog of calls that are awaiting call backs? Thanks

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca<mailto:Rajeev.Purewal@maximusbc.ca>>  
Sent: January 29, 2019 8:57 AM  
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>  
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca<mailto:Ron.Hinshaw@gov.bc.ca>>; Paul Simunkovic <paul.simunkovic@maximusbc.ca<mailto:paul.simunkovic@maximusbc.ca>>; SBC Contact Centre Information CITZ:EX <SBContactCentreInfo@gov.bc.ca<mailto:SBContactCentreInfo@gov.bc.ca>>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca<mailto:Anne.Graboski@gov.bc.ca>>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca<mailto:Russell.Bell@gov.bc.ca>>  
Subject: Threshold

Good Morning,

We successfully deployed the  $\frac{S_1}{S_2}$  "Call Threshold" this morning at 8am. Unfortunately due to the ICE system being capped at  $S_2$  calls in queue our logs indicated that the calls were being dropped and the citizens disconnected in the FIN system. Once Kally and team have confirmation that ICE can accommodate more calls we will turn this function on again.

I will send out the number of calls that were shifted to FIN through the threshold shortly so Kally and Anne can determine staffing and queue needs.

Thanks

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
rajeev.purewal@maximusbc.ca<mailto:rajeev.purewal@maximusbc.ca>  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 29, 2019 12:22 PM  
**To:** Khaira, Kally FIN:EX; Emery, Steven B FIN:EX  
**Cc:** Graboski, Anne FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Paul Simunkovic  
**Subject:** RE: 12pm Update

Agreed that is how we calculate as well – I am just explaining the large discrepancy between answered and received. Thank you!

---

**From:** Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]  
**Sent:** Tuesday, January 29, 2019 12:15 PM  
**To:** Rajeev Purewal; Emery, Steven B FIN:EX  
**Cc:** Graboski, Anne FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Paul Simunkovic  
**Subject:** RE: 12pm Update

Thank you, Rajeev, for the update.

In speaking with our tech support, we have learnt that our abandon call number relates to dropped calls by the caller; not the system. This morning we did not exceed our s. call wait threshold.

Our current stats are:  
in queue: 16  
Available agents: s.15  
Handled calls: 302  
Average wait time is: 17 mins

ty

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

---

**From:** Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>  
**Sent:** January 29, 2019 12:04 PM  
**To:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Cc:** Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>  
**Subject:** 12pm Update

Hi Steven,

Please see the CC statistics below:

ASA: 13:36



Received Calls: 2468

Answered Calls: 968

Calls in Queue: 103

Current Max Wait: 16:26

Agents s.

**Notes:**

- Please be aware the answered calls are lower as a result of 546 calls being sent to FIN this morning of which the bulk were dropped. Therefore they are captured in received calls but not answered.
- Of the calls that have entered the MMS queue 25.81% have abandoned.

Rajeev Purewal

Director, Service BC

MAXIMUS Canada

716 Yates St.

Victoria BC V8W 1L4

[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)

Phone: (250) 405-3715

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## **MacLean, Debbie CITZ:EX**

---

**From:** Emery, Steven B FIN:EX  
**Sent:** January 29, 2019 12:28 PM  
**To:** Khaira, Kally FIN:EX; XT:Purewal, Rajeev HLTH:IN  
**Cc:** Graboski, Anne FIN:EX; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Paul Simunkovic; SBC Contact Centre Information CITZ:EX; Paul Simunkovic  
**Subject:** RE: 12pm Update

So just so I have my stats correct:

Received calls in total: 2468  
Calls Answered SBCC + FIN : 968 + 302 = 1270

ASA SBCC: 13:36  
ASA FIN: 17:00

Is this correct?

**Steven Emery**  
Executive Director, Property Taxation Branch

**From:** Khaira, Kally FIN:EX  
**Sent:** January 29, 2019 12:15 PM  
**To:** XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Cc:** Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>  
**Subject:** RE: 12pm Update

Thank you, Rajeev, for the update.

In speaking with our tech support, we have learnt that our abandon call number relates to dropped calls by the caller; not the system. This morning we did not exceed our s. call wait threshold.

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In queue: 16  
Available agents: s.15  
Handled calls: 302  
Average wait time is: 17 mins

ty

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

**From:** Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>  
**Sent:** January 29, 2019 12:04 PM  
**To:** Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>

**Cc:** Khaira, Kally FIN:EX <[Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)>; Graboski, Anne FIN:EX <[Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)>; Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)>; Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)>; Paul Simunkovic <[paul.simunkovic@maximusbc.ca](mailto:paul.simunkovic@maximusbc.ca)>; SBC Contact Centre Information CITZ:EX <[SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca)>; Paul Simunkovic <[paul.simunkovic@maximusbc.ca](mailto:paul.simunkovic@maximusbc.ca)>  
**Subject:** 12pm Update

Hi Steven,

Please see the CC statistics below:

ASA: 13:36  
Received Calls: 2468  
Answered Calls: 968

Calls in Queue: 103  
Current Max Wait: 16:26  
Agents s.15

**Notes:**

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- Of the calls that have entered the MMS queue 25.81% have abandoned.

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 29, 2019 7:18 PM  
**To:** Emery, Steven B FIN:EX  
**Cc:** Hinshaw, Ron CITZ:EX; Paul Simunkovic; Eason, Jeannette CITZ:EX; Khaira, Kally FIN:EX  
**Subject:** \*\*\*System Technical Difficulties Message\*\*\* UPDATE

Hi Steven,

We are currently working through the issues and the current plan is as follows:

1. Reboot the vxmi server to try and clear some of the issues after the contact centre closes;
2. Look to see if we need to add additional port licenses ( the consensus is no as we don't seem to be utilizing all ports that we have but will also check port configurations)

We are also assessing if it is sheer volumes driving the issues.

I will update you around 8:30 unless I get info sooner.

---

**From:** Rajeev Purewal  
**Sent:** Tuesday, January 29, 2019 4:34 PM  
**To:** Steven.Emery@gov.bc.ca  
**Cc:** Ron MTIC:EX <Ron.Hinshaw@gov.bc.ca> Hinshaw; Paul Simunkovic; Jeannette MTIC:EX Eason (Jeannette.Eason@gov.bc.ca); Kally FIN:EX Khaira  
**Subject:** Fwd: \*\*\*System Technical Difficulties Message\*\*\*

FYI

We are working on this as a high priority.

Sent from my iPhone

Begin forwarded message:

**From:** Janine Roy <[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)>  
**Date:** January 29, 2019 at 4:32:07 PM PST  
**To:** Rajeev Purewal <[Rajeev.Purewal@maximusbc.ca](mailto:Rajeev.Purewal@maximusbc.ca)>  
**Cc:** Chris Nel <[chris.nel@maximuscanada.ca](mailto:chris.nel@maximuscanada.ca)>, Janine Roy <[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)>  
**Subject:** \*\*\*System Technical Difficulties Message\*\*\*

Hello Rajeev;

We have tested both the Speculation Tax 1-833-554-2323 and the 604-342-1015 numbers that are programmed and are getting the following message intermittently (every 3<sup>rd</sup> or 4<sup>th</sup> call): "I'm sorry we are experiencing system problems and are unable to process your call. Please try your call again later".

This is not a Contact Centre recorded message. We suspect this is an AllStream issue. We have opened a high priority ticket and all of our internal network people are working with them to resolve this issue.

I will keep you updated as I get more information.

Sorry for the inconvenience

Janine

**Janine Roy**  
Director – Shared Applications

**MAXIMUS Canada**  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250.405.3822  
Mobile: 250.686.1051  
[janine.roy@maximuscanda.ca](mailto:janine.roy@maximuscanda.ca)

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## **MacLean, Debbie CITZ:EX**

---

**From:** Leskiw, Aaron O CITZ:EX  
**Sent:** January 30, 2019 8:43 PM  
**To:** Eason, Jeannette CITZ:EX  
**Subject:** Service centre outage

Hi Jeannette, I'm following up on a question from our ADM re a call centre outage today – see below. Was this on our CCA/ICE software, or through your Maximus agreement?

I'm following up with my staff as well, but thought I'd try you in case you're aware of anything.

**From:** [Ian.Donaldson@gov.bc.ca](mailto:Ian.Donaldson@gov.bc.ca)  
**Sent:** January 30, 2019 6:32 PM  
**Subject:** Ice / contact centre

The speculation tax inquiries have caused a high volume of calls. The call centre went down today. We need to bring TELUS in ASAP and have a conversation about what needs to be done to ensure we do not have issues - assuming Telus was the issue....

Can you investigate ASAP and get back to me?

## MacLean, Debbie CITZ:EX

**From:** Bell, Russell CITZ:EX  
**Sent:** January 30, 2019 3:27 PM  
**To:** Kot, Jill CITZ:EX; Dicks, Beverly J CITZ:EX  
**Cc:** Hinshaw, Ron CITZ:EX  
**Subject:** Tuesday January 29th SVT Metrics - Final/Totals for Day

Bev and Jill,

Here are the SVT metrics that include the final/total metrics for Tuesday January 29<sup>th</sup>.

Date	Average Speed of Answer (ASA)	Telephony Service Factor (TSF)	Received Calls	Trends	Call Notes
Tuesday Jan 29 <sup>th</sup>	20:28	0.5% of calls answered in 60 seconds or less	6,155	<p><b>Updated:</b> Average Speed of Answer has <b>increased slightly</b> by 42 seconds, relative to Monday January 28<sup>th</sup>.</p> <p><b>Updated:</b> Telephony Service Factor (TSF) was 79.5% <b>below</b> SBC's standard of 80% of calls answered in 60 seconds or less.</p> <p><b>Updated:</b> Call volume <b>hit a new high</b>, increasing by 533 calls relative to Monday January 28<sup>th</sup>.</p>	<p><b>NEW:</b></p> <ul style="list-style-type: none"><li>Continued growth in call volumes.</li><li>S. SBC agents working the SVT line.</li><li>MoF have increased their queue limit to <sup>s.15</sup> concurrent callers.</li><li>Threshold for "drip" transfer of calls to MoF Tier 1 being conducted manually.</li><li>MoF prioritising further increase to call queue limit.</li><li>Technical issue in the evening, resulting in online declaration failures for citizens. Issue now resolved.</li></ul>

Please let me know if there is anything I can do to assist further.

Russell Bell  
A/Director, Contact Centres  
**Service BC**  
Ministry of Citizens' Services  
T: 250 952 6854 | M: 250-507-9572 | Web: <http://www.servicebc.gov.bc.ca>  
"Access to government services made easy"



Where ideas work



**MacLean, Debbie CITZ:EX**

---

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** January 31, 2019 11:28 AM  
**To:** Bailey, Ian D AG:EX; Kot, Jill CITZ:EX  
**Cc:** Eason, Jeannette CITZ:EX  
**Subject:** ICE

Ian just wanted to say thanks for your immediate response and support yesterday with some of our contact center technical issues . Your staff Aaron reached out to Jeannette last night!! s.22

*Beverly Dicks*  
Assistant Deputy Minister  
Service BC Division  
Ministry of Citizens' Services  
Tel: 778 698.2377



## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 31, 2019 1:56 PM  
**To:** Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX  
**Cc:** Paul Simunkovic; Hinshaw, Ron CITZ:EX  
**Subject:** Tier 2 is down

Heads up the FIN tier 2 line is down.

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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**MacLean, Debbie CITZ:EX**

**From:** Bell, Russell CITZ:EX  
**Sent:** January 31, 2019 4:32 PM  
**To:** Dicks, Beverly J CITZ:EX; Kot, Jill CITZ:EX  
**Cc:** Hinshaw, Ron CITZ:EX  
**Subject:** Wednesday 30th Jan ; SVT Metrics - Final/Totals for Day

Jill and Bev,

Here are the SVT metrics that include the final/total metrics for Wednesday January 30<sup>th</sup>.

Date	Average Speed of Answer (ASA)	Telephony Service Factor (TSF)	Received Calls	Trends	Ministry of Finance Update	Call Notes
Wednesday Jan 30 <sup>th</sup>	17:01	0.3% of calls answered in 60 seconds or less	7,698	<p><b>Updated:</b> Average Speed of Answer has <b>decreased slightly</b> (shorter time) by 3 minutes and 27 seconds, relative to Tuesday January 29<sup>th</sup>.</p> <p><b>Updated:</b> Telephony Service Factor (TSF) was 79.7% <b>below</b> SBC's standard of 80% of calls answered in 60 seconds or less.</p> <p><b>Updated:</b> Call volume <b>hit another new high</b>, increasing by 1543 calls relative to Tuesday January 29<sup>th</sup>.</p>	<p><b>NEW:</b></p> <ul style="list-style-type: none"><li>MoF had s. Agents working Tier 1 services.</li><li>Of "Received Calls" (7,698), 1,839 were directed to MoF for first response.</li><li>Average Speed of Answer was similar to the SBC Contact Centre, averaging 14:22 (mm:ss)</li><li>Training lead will be spending the first 1-2 hours of each weekday at the SBC Contact Centre to assist Agents and ensure accuracy of scripts and knowledge base.</li></ul>	<p><b>NEW:</b></p> <ul style="list-style-type: none"><li>Highest volume of SVT calls to date.</li><li>s. SBC agents working the SVT line.</li><li>Threshold for "drip" transfer of calls to MoF Tier 1 still being conducted manually.</li><li>SBC Contact Centre have hired 8 new Agents to supplement Tier 1 capacity (expected to enter service next week).</li><li>Month-to-date, we have received more than 31,000 calls for SVT, far above the expected calls volume.</li></ul>

Please let me know if there is anything I can do to assist further.

Cheers  
RB

Russell Bell  
A/Director, Contact Centres

**Service BC**

Ministry of Citizens' Services

T: 250 952 6854 | M: 250-507-9572 | Web: <http://www.servicebc.gov.bc.ca>

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2018

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## **MacLean, Debbie CITZ:EX**

---

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** January 31, 2019 4:45 PM  
**To:** Eason, Jeannette CITZ:EX  
**Cc:** Robinson, Dwayne CITZ:EX  
**Subject:** FW: Ice / contact centre

Let's try that again and send it to the right Jeannette this time.....

---

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** Thursday, January 31, 2019 4:15 PM  
**To:** Cook, Jeannette CITZ:EX  
**Cc:** Donaldson, Ian R CITZ:EX; Robinson, Dwayne CITZ:EX  
**Subject:** FW: Ice / contact centre

Jeannette, can you reach out to Dwayne to clarify what the issue was.

Dwayne I do know that Finance has more than doubled their CC staff to manage this influx so we need Ice to be able to support the increased volume.

---

**From:** Donaldson, Ian R CITZ:EX  
**Sent:** Thursday, January 31, 2019 3:19 PM  
**To:** Dicks, Beverly J CITZ:EX  
**Subject:** FW: Ice / contact centre

**From:** Robinson, Dwayne CITZ:EX  
**Sent:** Thursday, January 31, 2019 2:55 PM  
**To:** Donaldson, Ian R CITZ:EX <Ian.Donaldson@gov.bc.ca>  
**Subject:** RE: Ice / contact centre

Just a follow up here.

Without getting too nerdy, this problem was caused by flyers going out on the speculation tax and asking people to call in with questions. Maximus got slammed and forwarded the number pushing the problem upstream. We maxed out sessions on our SBC's (routers for telephony) and the trickle effect was other ComputerTalk people getting affected.

The guys got creative with the call routing, and capped the number for Speculation tax until we can get the extra capacity. The reality is, finance likely doesn't have the staff to handle anyway. We've seen hundreds more sessions than normal. Other ComputerTalk customers are no longer affected now though.

DR

**From:** Donaldson, Ian R CITZ:EX  
**Sent:** January 30, 2019 7:08 PM

**To:** Robinson, Dwayne CITZ:EX <[Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)>

**Subject:** Re: Ice / contact centre

Aaron is best I think....

On Jan 30, 2019, at 7:02 PM, Robinson, Dwayne CITZ:EX <[Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)> wrote:

Ok. Who could I ask? Is this the right person?

<http://dir.gov.bc.ca/gtds.cgi?esearch=&view=detailed&sortBy=name&for=people&attribute=name&matchMethod=is&searchString=Jeannette+Eason&objectId=146857>

I'd prefer to find out if it's our issue or not before I dump on Telus.

Thanks - Dwayne

---

**From:** [Ian.Donaldson@gov.bc.ca](mailto:Ian.Donaldson@gov.bc.ca)

**Sent:** January 30, 2019 6:46 PM

**To:** [Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)

**Subject:** Re: Ice / contact centre

The call centre technology is called ICE - not sure which call centre actually went down - know it is a Service BC one....

On Jan 30, 2019, at 6:40 PM, Robinson, Dwayne CITZ:EX <[Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)> wrote:

Where is this call centre? And when was it?

I do know the team caused an inadvertent issue on the MAN in Victoria this morning. Everything was down for a few min.

Thanks - Dwayne

---

**From:** [Ian.Donaldson@gov.bc.ca](mailto:Ian.Donaldson@gov.bc.ca)

**Sent:** January 30, 2019 6:32 PM

**To:** [Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)

**Subject:** Ice / contact centre

Hi Dwayne

The speculation tax inquiries have caused a high volume of calls. The call centre went down today. We need to bring TELUS in ASAP and have a conversation about what needs to be done to ensure we do not have issues - assuming Telus was the issue....

Can you investigate ASAP and get back to me?

Thanks  
Ian

## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 31, 2019 8:44 PM  
**To:** Eason, Jeannette CITZ:EX  
**Cc:** Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic  
**Subject:** FW: s.15 lines for Spec Tax

Hi Jeannette,

Please see the request below from Rick. I have connected him with Janine.

I ask that either you or Ron once again express to them that all these changes have an associated cost.

thanks

---

**From:** Lambrick, Rick D FIN:EX [mailto:Rick.Lambrick@gov.bc.ca]  
**Sent:** Thursday, January 31, 2019 5:38 PM  
**To:** Rajeev Purewal  
**Cc:** Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX  
**Subject:** s.15 lines for Spec Tax

Hi Rajeev, further to our conversation OCIO has suggested that we move from transfer line s.15,s.17 to s.15,s.17  
s.15,s.17 From my understanding the s.15, s.17 number is just an extra step and once that number is called it goes to  
Computertalks conversion number s.15,s.17 and then to our queue. They feel it would be a better setup if we remove one  
layer and go directly to s.15,s.17

So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your  
system and test it out that would be great.

Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case  
there are question you have that they may need to answer.

Thanks

Rick Lambrick  
Sr. Business Analyst  
Property Taxation Branch  
Ministry of Finance  
phone: 778 698-3887  
email: [Rick.Lambrick@gov.bc.ca](mailto:Rick.Lambrick@gov.bc.ca)

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## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 31, 2019 9:42 PM  
**To:** Eason, Jeannette CITZ:EX  
**Subject:** FW: s.15 lines for Spec Tax

FYI

---

**From:** Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]  
**Sent:** Thursday, January 31, 2019 9:34 PM  
**To:** Janine Roy; Khaira, Kally FIN:EX; Lambrick, Rick D FIN:EX  
**Cc:** Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'  
**Subject:** RE: s.15 lines for Spec Tax

Thank you Janine!

**Steven Emery**  
Executive Director, Property Taxation Branch

---

**From:** Janine Roy <janine.roy@maximuscanada.ca>  
**Sent:** January 31, 2019 9:16 PM  
**To:** Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>  
**Cc:** XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Janine Roy <janine.roy@maximuscanada.ca>  
**Subject:** RE: s.15 lines for Spec Tax

Hello Kally and Rick;

I have been lucky enough to get the technical team together and they were able to swap the phone numbers (no routing change was required). We have turned the threshold of s. back on and are all set for tomorrow morning. I tested the number through our SBC contact centre and was able to reach the Finance SVT menu.

We will make test calls to Finance SVT again at 8:00 a.m. tomorrow and will continue to monitor throughout the day.

Thanks and have a good evening.

Janine

**Janine Roy**  
Director – Shared Applications

**MAXIMUS Canada**  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250.405.3822  
Mobile: 250.686.1051  
[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)



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---

**From:** Khaira, Kally FIN:EX [<mailto:Kally.Khaira@gov.bc.ca>]  
**Sent:** Thursday, January 31, 2019 8:51 PM  
**To:** Janine Roy; Lambrick, Rick D FIN:EX  
**Cc:** Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX  
**Subject:** RE: s.15 lines for Spec Tax

Excellent. Ty

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

---

**From:** Janine Roy <[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)>  
**Sent:** January 31, 2019 8:50 PM  
**To:** Khaira, Kally FIN:EX <[Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)>; Lambrick, Rick D FIN:EX <[Rick.Lambrick@gov.bc.ca](mailto:Rick.Lambrick@gov.bc.ca)>  
**Cc:** XT:Purewal, Rajeev HLTH:IN <[Rajeev.purewal@maximusbc.ca](mailto:Rajeev.purewal@maximusbc.ca)>; Usman Farooqi <[usman.farooqi@maximusbc.ca](mailto:usman.farooqi@maximusbc.ca)>; Singaravel Gunasekaran <[singaravel.gunasekaran@maximusbc.ca](mailto:singaravel.gunasekaran@maximusbc.ca)>; XT: Nel, Chris CITZ:IN <[Chris.Nel@maximuscanada.ca](mailto:Chris.Nel@maximuscanada.ca)>; Preston, Olivia C CITZ:EX <[Olivia.Preston@gov.bc.ca](mailto:Olivia.Preston@gov.bc.ca)>; 'louise.roth@gov.bc.ca' <[louise.roth@gov.bc.ca](mailto:louise.roth@gov.bc.ca)>; Emery, Steven B FIN:EX <[Steven.Emery@gov.bc.ca](mailto:Steven.Emery@gov.bc.ca)>; Janine Roy <[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)>  
**Subject:** RE: s.15 lines for Spec Tax

Hi Kally;

Thanks for the quick response. Let me see if I can get our tech team back on a conference bridge to set this up this evening. I will respond to this email if I can get the team together and if we can get it prepared prior to tomorrow's start up.

Thanks very much

Janine

**Janine Roy**  
Director – Shared Applications

**MAXIMUS Canada**  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250.405.3822  
Mobile: 250.686.1051  
[janine.roy@maximuscanada.ca](mailto:janine.roy@maximuscanada.ca)

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**From:** Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]  
**Sent:** Thursday, January 31, 2019 8:47 PM  
**To:** Janine Roy; Lambrick, Rick D FIN:EX  
**Cc:** Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca'; Emery, Steven B FIN:EX  
**Subject:** RE: s.15 lines for Spec Tax

Hi Janine,

See below for a response to your questions.

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

**From:** Janine Roy <janine.roy@maximuscanada.ca>  
**Sent:** January 31, 2019 8:44 PM  
**To:** Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>  
**Cc:** XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Janine Roy <janine.roy@maximuscanada.ca>; Usman Farooqi <usman.farooqi@maximusbc.ca>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca>; 'louise.roth@gov.bc.ca' <louise.roth@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>  
**Subject:** RE: s.15 lines for Spec Tax

Hi Rick;

Rajeev forwarded me your request below. We can certainly repoint to another number at any time. We would need about 3 hours to set it up with a new routing pattern, test it and roll it in.

Did you want this done this evening so that we are transferring calls to you tomorrow? Yes, please if we can.

A couple of questions:

1. Can you please let me know if your queue limit has increased beyonds.15 Yes, we went tcs.15 and will monitor and increase as needed.
  - a. Is so, please provide your queue threshold? s.15 – can go up tcs.15
  - b. If not, we would flood your queue right away and lose the rest of the calls
2. Based on item 1., I am not sure if there is a way to control the number of calls we would be sending to you. We have been getting up to 300 calls in the first few minutes of each day. Can we start at s. – caller s. comes thru to us and you maintain your s. call volume?

Let me know your thoughts and we can go from there.

Thanks very much

Janine

**Janine Roy**  
Director – Shared Applications

**MAXIMUS Canada**  
716 Yates Street

Victoria, BC V8W 1L4  
Office: 250.405.3822  
Mobile: 250.686.1051  
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**From:** Rajeev Purewal  
**Sent:** Thursday, January 31, 2019 8:21 PM  
**To:** Janine Roy  
**Subject:** FW: s.15 lines for Spec Tax

Hi Janine,

Please see the request below: How much work would this be? Can I leave it to you to link up with Rick on this?  
Thanks

**From:** Lambrick, Rick D FIN:EX [<mailto:Rick.Lambrick@gov.bc.ca>]  
**Sent:** Thursday, January 31, 2019 5:38 PM  
**To:** Rajeev Purewal  
**Cc:** Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX  
**Subject:** s.15 lines for Spec Tax

s.15,s.17

s.15,s.17

Hi Rajeev, further to our conversation OCIO has suggested that we move from transfer line to  
s.15,s.17 . From my understanding the s.15, number is just an extra step and once that number is called it goes to  
Computertalks conversion number s.17 and then to our queue. They feel it would be a better setup if we remove one  
layer and go directly to s.15,s.17

So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your system and test it out that would be great.

Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case there are question you have that they may need to answer.

Thanks

Rick Lambrick  
Sr. Business Analyst  
Property Taxation Branch  
Ministry of Finance  
phone: 778 698-3887  
email: [Rick.Lambrick@gov.bc.ca](mailto:Rick.Lambrick@gov.bc.ca)

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## **MacLean, Debbie CITZ:EX**

---

**From:** Emery, Steven B FIN:EX  
**Sent:** January 31, 2019 9:53 PM  
**To:** Goss, Jordan T FIN:EX; Dicks, Beverly J CITZ:EX; Eason, Jeannette CITZ:EX; Hinshaw, Ron CITZ:EX; Khaira, Kally FIN:EX; Graboski, Anne FIN:EX  
**Subject:** SVT Updates Contact Centre Jan 31

Updates from today:

Received Calls: 9296 (22% increase from yesterday)  
Answered Calls: 4515 (33% increase from yesterday)  
Average Wait (Maximus): 21:56  
Average Wait (Finance): 8:30

Total Letters Expected to be Mailed by mid-February = 1,580,342

Letters mailed out as of today = 988,040 (62% of total)

Total Declarations as of 9pm = 195,151 (12% of total)

We were able to answer 33% more calls than yesterday, but there is still a large abandonment rate. Approximately S.1 more staff to be trained tomorrow, and a further S. next week. Also in discussions with ESIT Advanced Solutions for more call centre support. Automatic transfer solution being confirmed this evening, ready for a 9 am start with Maximus. This will free up approx S. more staff at Maximus to answer calls, and will ensure a steadier flow of calls to the Ministry while maintaining a <sup>S.</sup><sub>15</sub> caller queue at Maximus. This should make the average wait times more comparable and lower.

**Steven Emery** MPA, CPA, CMA  
Executive Director, Property Taxation Branch  
Revenue Division, Ministry of Finance

*Trusted financial and economic leadership for a prosperous province*

## MacLean, Debbie CITZ:EX

---

**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** January 31, 2019 10:22 PM  
**To:** Khaira, Kally FIN:EX  
**Cc:** Janine Roy; Lambrick, Rick D FIN:EX; Usman Farooqi; Singaravel Gunasekaran; XT: Nel, Chris CITZ:IN; Preston, Olivia C CITZ:EX; louise.roth@gov.bc.ca; Emery, Steven B FIN:EX; Eason, Jeannette CITZ:EX  
**Subject:** Re: s.15 lines for Spec Tax

Good Evening,

I high suggest we wait until after 9am to turn the threshold on. The first hour of that day has extremely high call volumes. If there is an issue or the call volumes exceed FINs queue limit citizens will drop off the line and be negatively impacted. Let's try it at 9am with the team actively monitoring. If we see an issue we can turn it off immediately and have a minimal impact to the citizen experience. I would like to personally give the go ahead for this once I analyze volumes in the morning.

Thanks

Sent from my iPhone

> On Jan 31, 2019, at 9:55 PM, Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca> wrote:

>

> Thanks very much.

>

> Sent from my iPhone

>

> On Jan 31, 2019, at 9:16 PM, Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>> wrote:

>

> Hello Kally and Rick;

>

> I have been lucky enough to get the technical team together and they were able to swap the phone numbers (no routing change was required). We have turned the threshold of s. back on and are all set for tomorrow morning. I tested the number through our SBC contact centre and was able to reach the Finance SVT menu.

>

> We will make test calls to Finance SVT again at 8:00 a.m. tomorrow and will continue to monitor throughout the day.

>

> Thanks and have a good evening.

>

> Janine

>

> Janine Roy

> Director – Shared Applications

> MAXIMUS Canada

> 716 Yates Street

> Victoria, BC V8W 1L4

> Office: 250.405.3822

> Mobile: 250.686.1051

> janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>  
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 > Sent: Thursday, January 31, 2019 8:51 PM  
 > To: Janine Roy; Lambrick, Rick D FIN:EX  
 > Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX; 'louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>'; Emery, Steven B FIN:EX  
 > Subject: RE: s.15 lines for Spec Tax  
 >  
 > Excellent. Ty  
 >  
 >  
 > Kally Khaira  
 > Director, Annual Property Tax  
 > t: 778.698.9536 | c: 250.893.7102  
 >  
 > From: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>  
 > Sent: January 31, 2019 8:50 PM  
 > To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>  
 > Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; Usman Farooqi <usman.farooqi@maximusbc.ca<mailto:usman.farooqi@maximusbc.ca>>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; XT: Nel, Chris CITZ:IN <Chris.Nel@maximuscanada.ca<mailto:Chris.Nel@maximuscanada.ca>>; Preston, Olivia C CITZ:EX <Olivia.Preston@gov.bc.ca<mailto:Olivia.Preston@gov.bc.ca>>; 'louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>' <louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>; Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>  
 > Subject: RE: s.15 lines for Spec Tax  
 >  
 > Hi Kally;  
 >  
 > Thanks for the quick response. Let me see if I can get our tech team back on a conference bridge to set this up this evening. I will respond to this email if I can get the team together and if we can get it prepared prior to tomorrow's start up.  
 >  
 > Thanks very much  
 >  
 > Janine  
 >  
 > Janine Roy  
 > Director – Shared Applications  
 > MAXIMUS Canada  
 > 716 Yates Street  
 > Victoria, BC V8W 1L4  
 > Office: 250.405.3822

> Mobile: 250.686.1051

> janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>

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>

>

> From: Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]

> Sent: Thursday, January 31, 2019 8:47 PM

> To: Janine Roy; Lambrick, Rick D FIN:EX

> Cc: Rajeev Purewal; Usman Farooqi; Singaravel Gunasekaran; Chris Nel; Preston, Olivia C CITZ:EX;

'louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>'; Emery, Steven B FIN:EX

> Subject: RE: s.15 lines for Spec Tax

>

> Hi Janine,

>

> See below for a response to your questions.

>

> Kally Khaira

> Director, Annual Property Tax

> t: 778.698.9536 | c: 250.893.7102

>

> From: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>

> Sent: January 31, 2019 8:44 PM

> To: Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>

> Cc: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; Janine

Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>; Usman Farooqi

<usman.farooqi@maximusbc.ca<mailto:usman.farooqi@maximusbc.ca>>; Singaravel Gunasekaran

<singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; XT: Nel, Chris CITZ:IN

<Chris.Nel@maximuscanada.ca<mailto:Chris.Nel@maximuscanada.ca>>; Khaira, Kally FIN:EX

<Kally.Khaira@gov.bc.ca<mailto:Kally.Khaira@gov.bc.ca>>; Preston, Olivia C CITZ:EX

<Olivia.Preston@gov.bc.ca<mailto:Olivia.Preston@gov.bc.ca>>; 'louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>'

<louise.roth@gov.bc.ca<mailto:louise.roth@gov.bc.ca>>; Emery, Steven B FIN:EX

<Steven.Emery@gov.bc.ca<mailto:Steven.Emery@gov.bc.ca>>

> Subject: RE: s.15 lines for Spec Tax

>

> Hi Rick;

>

> Rajeev forwarded me your request below. We can certainly repoint to another number at any time. We would need about 3 hours to set it up with a new routing pattern, test it and roll it in.

>

> Did you want this done this evening so that we are transferring calls to you tomorrow? Yes, please if we can.

>

> A couple of questions:

>

> 1. Can you please let me know if your queue limit has increased beyond <sup>s.15</sup> Yes, we went to <sup>s.1</sup> 5 and will monitor and increase as needed. <sup>s.15</sup>

> \* Is so, please provide your queue threshold? <sup>s.15</sup> can go up to <sup>s.15</sup>

> \* If not, we would flood your queue right away and lose the rest of the calls

> 2. Based on item 1., I am not sure if there is a way to control the number of calls we would be sending to you. We have been getting up to 300 calls in the first few minutes of each day. Can we start at s. – caller s. comes thru to us and you maintain your s. call volume? 15

>

> Let me know your thoughts and we can go from there.

>

> Thanks very much

>

> Janine

>

> Janine Roy

> Director – Shared Applications

> MAXIMUS Canada

> 716 Yates Street

> Victoria, BC V8W 1L4

> Office: 250.405.3822

> Mobile: 250.686.1051

> janine.roy@maximuscand.ca<mailto:janine.roy@maximuscand.ca>

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>

>

> From: Rajeev Purewal

> Sent: Thursday, January 31, 2019 8:21 PM

> To: Janine Roy

> Subject: FW: s.15 lines for Spec Tax

>

> Hi Janine,

>

> Please see the request below: How much work would this be? Can I leave it to you to link up with Rick on this?

> Thanks

>

> From: Lambrick, Rick D FIN:EX [mailto:Rick.Lambrick@gov.bc.ca]

> Sent: Thursday, January 31, 2019 5:38 PM

> To: Rajeev Purewal

> Cc: Khaira, Kally FIN:EX; Preston, Olivia C CITZ:EX; 'Louise Roth'; Emery, Steven B FIN:EX

> Subject: s.15 lines for Spec Tax

>

s.15,s.17

> Hi Rajeev, further to our conversation OCIO has suggested that we move from transfer line to s.15,s.17

s.15,s.17 From my understanding the s.15 number is just an extra step and once that number is called it goes to Computertalks conversion number s.1 7 and then to our queue. They feel it would be a better setup if we remove one layer and go directly to s.15,s.17

>

> So we are obviously working as it stands now but if we can setup a time outside of business hours to set this up in your system and test it out that would be great.

>

> Let me know if you require any further information. I have cc'd both our Computertalk and OCIO support just in case there are question you have that they may need to answer.

>



> Thanks

>

>

> Rick Lambrick

> Sr. Business Analyst

> Property Taxation Branch

> Ministry of Finance

> phone: 778 698-3887

> email: Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>

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>

>

>

>

>

>

>

## MacLean, Debbie CITZ:EX

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**From:** XT:Purewal, Rajeev HLTH:IN  
**Sent:** February 1, 2019 8:46 AM  
**To:** Bell, Russell CITZ:EX; Eason, Jeannette CITZ:EX  
**Subject:** Tier 2

FYI

Citizens are reporting a tech difficulty message to Tier 2 – we have tested and seems intermittent. I have raised it over at FIN.

Rajeev Purewal  
Director, Service BC  
MAXIMUS Canada  
716 Yates St.  
Victoria BC V8W 1L4  
[rajeev.purewal@maximushc.ca](mailto:rajeev.purewal@maximushc.ca)  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** February 1, 2019 11:41 AM  
**To:** Dicks, Beverly J CITZ:EX  
**Subject:** Update

Rajeev:

2992 calls  
1681 answered  
ASA: 13:45 minutes  
289 in queue  
Max wait 21.28 minutes

Couldn't turn on the automatic transfer as planned because FIN still  
Intermittent issues with transfer  
Still transferring manually  
:S agent in now, more coming.

Tech diff message (Computer talk on it.)

FIN:  
s.15 queue limit  
by end of day  
FIN requested: Courtesy call back earlier in the loop, Concurrent number of ppl can choose call back expanded

### Jeannette Eason

Director, Contact Centres

Service BC

Ministry of Citizen's Services

T: 778-698-2045 | M: 250-217-2543 | Web: <http://www.servicebc.gov.bc.ca> "Access to government services made easy"

## MacLean, Debbie CITZ:EX

---

**From:** .XT:Purewal, Rajeev HLTH:IN  
**Sent:** February 1, 2019 2:07 PM  
**To:** Emery, Steven B FIN:EX  
**Cc:** Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Paul Simunkovic; Khaira, Kally FIN:EX  
**Subject:** Courtesy Callback

Hi Steven,

We have been able to increase the number of concurrent sessions in courtesy call back from s.15 concurrent sessions.

We are currently in the process of changing the timeframe CC offers to the first two minutes of the call. It will then loop every 5 minutes. I will give you further details shortly.

Rajeev Purewal  
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[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

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## MacLean, Debbie CITZ:EX

---

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** February 1, 2019 2:49 PM  
**To:** Eason, Jeannette CITZ:EX  
**Subject:** Re: 1:35 Update

!!!!!! YAY

Bev Dicks  
ADM  
Service BC Division

On Feb 1, 2019, at 2:38 PM, Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)> wrote:

Yes that's right. We have FIN, SBC, MMS, OCIO, Computalk (ICE) and All Stream all on one call.

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** February 1, 2019 2:07 PM  
**To:** Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)>  
**Subject:** Re: 1:35 Update

Thanks. The tech call with Dwayne and team???

Bev Dicks  
ADM  
Service BC Division

On Feb 1, 2019, at 1:57 PM, Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)> wrote:

Hi Bev,

Here's the latest stats. I have been on a tech call since we last spoke. They are still trying to trouble shoot transfer issues experienced yesterday and early this am.

I am leaving it to take care of a Health call, and I asked Rajeev to join in my place. As you know, I have a concern around the capacity plans for FIN next week, and want to make sure we secure enough. I will join the call after my Health call.  
Jeannette

**From:** Rajeev Purewal <[Rajeev.Purewal@maximusbc.ca](mailto:Rajeev.Purewal@maximusbc.ca)>  
**Sent:** February 1, 2019 1:37 PM  
**To:** Emery, Steven B FIN:EX <[Steven.Emery@gov.bc.ca](mailto:Steven.Emery@gov.bc.ca)>  
**Cc:** Khaira, Kally FIN:EX <[Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)>; Graboski, Anne FIN:EX <[Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)>; Paul Simunkovic <[paul.simunkovic@maximusbc.ca](mailto:paul.simunkovic@maximusbc.ca)>; Eason, Jeannette CITZ:EX <[Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)>; Bell, Russell CITZ:EX <[Russell.Bell@gov.bc.ca](mailto:Russell.Bell@gov.bc.ca)>; SBC Contact Centre Information CITZ:EX <[SBCContactCentreInfo@gov.bc.ca](mailto:SBCContactCentreInfo@gov.bc.ca)>; Hinshaw, Ron CITZ:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)>  
**Subject:** 1:35 Update

Hi Steven,

Please see the CC metrics below:

Calls Received: 5116  
Calls Answered: 2898

ASA: 16:17

Current Calls in queue: 229  
Agents Logged in s.

Current Max Wait: 23:32

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Phone: (250) 405-3715

---

**From:** Rajeev Purewal  
**Sent:** Friday, February 01, 2019 10:49 AM  
**To:** 'Steven.Emery@gov.bc.ca'  
**Cc:** 'Khaira, Kally FIN:EX (Kally.Khaira@gov.bc.ca)'; 'Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca> (Anne.Graboski@gov.bc.ca)'; Paul Simunkovic; 'Eason, Jeannette MTIC:EX (Jeannette.Eason@gov.bc.ca) (Jeannette.Eason@gov.bc.ca)'; 'Bell, Russell MTIC:EX (Russell.Bell@gov.bc.ca)'; 'SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca> (SBCCContactCentreInfo@gov.bc.ca)'; 'Hinshaw, Ron MTIC:EX <Ron.Hinshaw@gov.bc.ca> (Ron.Hinshaw@gov.bc.ca)'  
**Subject:** 10:45 Am Update

Hi Steven,

Please see the CC metrics below:

Calls Received: 2191  
Calls Answered: 1232

ASA: 13:23

Current Calls in queue: 221  
Agents Logged in s.<sup>15</sup>

Current Max Wait: 17:52

Rajeev Purewal  
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[rajeev.purewal@maximusbc.ca](mailto:rajeev.purewal@maximusbc.ca)  
Phone: (250) 405-3715

---

**From:** Rajeev Purewal  
**Sent:** Thursday, January 31, 2019 8:03 PM  
**To:** 'Steven.Emery@gov.bc.ca'  
**Cc:** 'Khaira, Kally FIN:EX ([Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca))'; 'Graboski, Anne FIN:EX <[Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)> ([Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca))'; Paul Simunkovic; 'Eason, Jeannette MTIC:EX ([Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca))' ([Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)); 'Bell, Russell MTIC:EX ([Russell.Bell@gov.bc.ca](mailto:Russell.Bell@gov.bc.ca))'; 'SBC Contact Centre Information CITZ:EX <[SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca)> ([SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca))'; 'Hinshaw, Ron MTIC:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)> ([Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca))'  
**Subject:** RE: 8pm Update

Hi Steven,

Please see the CC metrics below:

Calls Received: 9296  
Calls Answered: 4515

ASA: 21:56

---

**From:** Rajeev Purewal  
**Sent:** Thursday, January 31, 2019 4:00 PM  
**To:** 'Steven.Emery@gov.bc.ca'  
**Cc:** 'Khaira, Kally FIN:EX ([Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca))'; 'Graboski, Anne FIN:EX <[Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)> ([Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca))'; Paul Simunkovic; 'Eason, Jeannette MTIC:EX ([Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca))' ([Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)); 'Bell, Russell MTIC:EX ([Russell.Bell@gov.bc.ca](mailto:Russell.Bell@gov.bc.ca))'; 'SBC Contact Centre Information CITZ:EX <[SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca)> ([SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca))'; 'Hinshaw, Ron MTIC:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)> ([Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca))'  
**Subject:** RE: 4pm Update

Hi Steven,

Please see the CC metrics below:

Calls Received: 6761  
Calls Answered: 3363

ASA: 19:47

Current Calls in queue: 285

Agents Logged in S.

Current Max Wait: 28:44

Rajeev Purewal  
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Phone: (250) 405-3715

---

**From:** Rajeev Purewal

**Sent:** Thursday, January 31, 2019 11:50 AM

**To:** [Steven.Emery@gov.bc.ca](mailto:Steven.Emery@gov.bc.ca)

**Cc:** Khaira, Kally FIN:EX ([Kally.Khaira@gov.bc.ca](mailto:Kally.Khaira@gov.bc.ca)); Graboski, Anne FIN:EX  
<[Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)> ([Anne.Graboski@gov.bc.ca](mailto:Anne.Graboski@gov.bc.ca)); Paul Simunkovic; Eason,  
Jeannette MTIC:EX ([Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)) ([Jeannette.Eason@gov.bc.ca](mailto:Jeannette.Eason@gov.bc.ca)); Bell,  
Russell MTIC:EX ([Russell.Bell@gov.bc.ca](mailto:Russell.Bell@gov.bc.ca)); SBC Contact Centre Information CITZ:EX  
<[SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca)> ([SBCCContactCentreInfo@gov.bc.ca](mailto:SBCCContactCentreInfo@gov.bc.ca)); Hinshaw, Ron  
MTIC:EX <[Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca)> ([Ron.Hinshaw@gov.bc.ca](mailto:Ron.Hinshaw@gov.bc.ca))

**Subject:** 11:50 am Update

Hi Steven,

Please see the CC metrics below:

Calls Received: 3054

Calls Answered: 1488

ASA: 16:23

Current Calls in queue: 237

Agents Logged in S.

Current Max Wait: 22:10

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Phone: (250) 405-3715



## MacLean, Debbie CITZ:EX

---

**From:** Donaldson, Ian R CITZ:EX  
**Sent:** February 1, 2019 3:06 PM  
**To:** Dicks, Beverly J CITZ:EX  
**Subject:** Fwd: ICE / Call transfers etc

FYI

Begin forwarded message:

**From:** "Robinson, Dwayne CITZ:EX" <[Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)>  
**Date:** February 1, 2019 at 1:53:08 PM PST  
**To:** "Donaldson, Ian R CITZ:EX" <[Ian.Donaldson@gov.bc.ca](mailto:Ian.Donaldson@gov.bc.ca)>  
**Cc:** "Leskiw, Aaron O CITZ:EX" <[Aaron.Leskiw@gov.bc.ca](mailto:Aaron.Leskiw@gov.bc.ca)>  
**Subject:** Re: ICE / Call transfers etc

On the bridge still with all the players.

Issue might be with Allstreaan. Waiting on them.

Thanks - Dwayne

---

**From:** [Ian.Donaldson@gov.bc.ca](mailto:Ian.Donaldson@gov.bc.ca)  
**Sent:** February 1, 2019 1:50 PM  
**To:** [Dwayne.Robinson@gov.bc.ca](mailto:Dwayne.Robinson@gov.bc.ca)  
**Cc:** [Aaron.Leskiw@gov.bc.ca](mailto:Aaron.Leskiw@gov.bc.ca)  
**Subject:** ICE / Call transfers etc

Hi,

Is there an update on the ICE / Spec Tax issue?

Ian

## MacLean, Debbie CITZ:EX

---

**From:** Dicks, Beverly J CITZ:EX  
**Sent:** February 1, 2019 3:31 PM  
**To:** Eason, Jeannette CITZ:EX  
**Subject:** RE: SVT Update

Yes call is in calendar I will send invite to you

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** Friday, February 1, 2019 3:19 PM  
**To:** Dicks, Beverly J CITZ:EX  
**Subject:** SVT Update

- Still no update on the tech issue. We are trying to find out where the dropped calls issue was happening on the allstream line (between MMS and FIN). MMS own the start of the handoff via Allstream and FIN/OCIO own the allstream that receives the hand off and takes the call to ICE. I escalated the issue at MMS, and their full tech team are now joining the call.
- Regarding FIN agents, we have not seen the s I promised for today, and I've had no response from Steven on this despite following up.
- 350 in queue at MMS right now. I will have a full update at 4:30 for the ADM call (if its happening).

### Jeannette Eason

Director, Contact Centres  
Service BC

Ministry of Citizen's Services

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## MacLean, Debbie CITZ:EX

---

**From:** Leskiw, Aaron O CITZ:EX  
**Sent:** February 1, 2019 3:34 PM  
**To:** Leskiw, Aaron O CITZ:EX; Eason, Jeannette CITZ:EX  
**Subject:** Leskiw, Aaron O CITZ:EX sent you a message in Skype for Business

**Leskiw, Aaron O CITZ:EX 2:46 PM:**

Can Maximus escalate this with Allstream? I'm not sure why it's taking them so long to get the vendor.

**Eason, Jeannette CITZ:EX 2:51 PM:**

Hey, sorry about that. I was just talking to MMS. Janine has Allstream on the call. Is there something that MMS is not pushing hard enough on? I had to drop off the call and I'm back now

**Leskiw, Aaron O CITZ:EX 2:55 PM:**

Allstream doesn't seem to be stepping up, they have John online who seems to be a sales guy who is emailing his techs... how do we get a tech on the line who can actively work with the CT techs to start troubleshooting? This call won't get resolved the way it's going.

**Eason, Jeannette CITZ:EX 3:11 PM:**

K its escalated at MMS above Janine

**Eason, Jeannette CITZ:EX 3:11 PM:**

should hear shortly

**Leskiw, Aaron O CITZ:EX 3:12 PM:**

OK thanks! Sorry for getting grumpy :)

**Eason, Jeannette CITZ:EX 3:14 PM:**

No worries, its frustrating!

**Eason, Jeannette CITZ:EX 3:14 PM:**

Their full tech team are joining the call in a sec

**Leskiw, Aaron O CITZ:EX 3:15 PM:**

That will be great, we just need to get the techs talking to work through this.

**Leskiw, Aaron O CITZ:EX 3:32 PM:**

Do we have the maximus techs on now? I haven't heard anything.

## MacLean, Debbie CITZ:EX

---

**From:** Eason, Jeannette CITZ:EX  
**Sent:** February 1, 2019 4:30 PM  
**To:** Dicks, Beverly J. CITZ:EX  
**Cc:** Hinshaw, Ron CITZ:EX  
**Subject:** SVT

Update:

All parties still on the Tech call, little progress except for escalations at Allstream.<sup>s.22</sup>  
<sup>s.22</sup> and we found out that calls being transferred from SBC to FIN all say HIBC on the call display. Checking if this is the same for callbacks. I have escalated this to Rajeev, Paul and Joel at MMS.

Will send stats as soon as I get them.

No reply yet from Steven regarding more agents at FIN (s.1 max today, we were promised s.1

**Jeannette Eason**

Director, Contact Centres

Service BC

Ministry of Citizen's Services

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## MacLean, Debbie CITZ:EX

---

**From:** Janine Roy <janine.roy@maximuscanada.ca>  
**Sent:** February 1, 2019 9:57 PM  
**To:** Khaira, Kally FIN:EX  
**Cc:** Leskiw, Aaron O CITZ:EX; Lambrick, Rick D FIN:EX; Louise Roth; Eason, Jeannette CITZ:EX; Strobl, Lou CITZ:EX; XT:Purewal, Rajeev HLTH:IN; john.kappos@allstream.com; Singaravel Gunasekaran; dmapplebeck@computer-talk.com; Usman Farooqi; Preston, Olivia C CITZ:EX; XT: Nel, Chris CITZ:IN  
**Subject:** RE: Issues with SBC Transfers to FIN Spec Tax

No problem! Have a great weekend!

Janine

Janine Roy  
Director – Shared Applications  
MAXIMUS Canada  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250.405.3822  
Mobile: 250.686.1051  
janine.roy@maximuscanada.ca

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-----Original Message-----

**From:** Khaira, Kally FIN:EX [mailto:Kally.Khaira@gov.bc.ca]  
**Sent:** Friday, February 01, 2019 8:05 PM  
**To:** Janine Roy  
**Cc:** Leskiw, Aaron O CITZ:EX; Lambrick, Rick D FIN:EX; Louise Roth; Eason, Jeannette CITZ:EX; Strobl, Lou CITZ:EX; Rajeev Purewal; john.kappos@allstream.com; Singaravel Gunasekaran; dmapplebeck@computer-talk.com; Usman Farooqi; Preston, Olivia C CITZ:EX; Chris Nel  
**Subject:** Re: Issues with SBC Transfers to FIN Spec Tax

Excellent. Thank you Janine for handling this and everyone for really making this a priority to resolve the issue. Ty.

Sent from my iPhone

On Feb 1, 2019, at 6:26 PM, Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>> wrote:

Please be advised that we have found the issues with why the transfers to FIN Spec Tax line were being sent to s.15,s.17  
s.15,s.17. This phone number was embedded in the agent directory and they were auto transferring the calls, not manually  
17 dialing. We have now updated the Agent Directory with the correct number s.15,s.17,s.22 to rectify this issue.

As well, we have instructed the agents to ensure that if they receive a call from a Citizen complaining that, on transfer, they heard an error message such as "I am sorry we are experiencing technical difficulties and are unable to process your call. Please try your call again later" and the call drops, that they are to request the Citizen's phone number and the time (or close to the approximate time) that they heard the message. The agents should then warm transfer Citizen's thereafter and stay with them on the call until they reach the FIN Spec Tax queue. Should they hear the error message, the agent will immediately press the send error report button which will alert MAXIMUS Technical resources to the problem so we can investigate.

MAXIMUS IT resources will continue to monitor throughout the weekend and throughout next week. Agents have been asked to forward to their supervisor any issues of this nature who will send it on to IT.

I will be releasing the bridge at this point and will be monitoring via email and watching the queue for any signs of issues.

My cell number is in my signature block below so please call me if you have any concerns.

Thanks very much

Janine

Janine Roy  
Director – Shared Applications  
MAXIMUS Canada  
716 Yates Street  
Victoria, BC V8W 1L4  
Office: 250.405.3822  
Mobile: 250.686.1051  
janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>

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From: Leskiw, Aaron O CITZ:EX [mailto:Aaron.Leskiw@gov.bc.ca]  
Sent: Friday, February 01, 2019 5:11 PM  
To: Khaira, Kally FIN:EX; Janine Roy; Lambrick, Rick D FIN:EX; Louise Roth; Eason, Jeannette CITZ:EX; Strobl, Lou CITZ:EX; Rajeev Purewal; john.kappos@allstream.com<mailto:john.kappos@allstream.com>; Singaravel Gunasekaran; dmapplebeck@computer-talk.com<mailto:dmapplebeck@computer-talk.com>; Usman Farooqi; Preston, Olivia C CITZ:EX  
Subject: RE: USE THIS LIST PLEASE!

If OCIO support needed please call me:  
Aaron Leskiw 250-818-6774

From: Khaira, Kally FIN:EX  
Sent: Friday, February 1, 2019 4:50 PM  
To: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>; Louise Roth <lroth@computer-talk.com<mailto:lroth@computer-talk.com>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca<mailto:Aaron.Leskiw@gov.bc.ca>>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca<mailto:Lou.Strobl@gov.bc.ca>>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; john.kappos@allstream.com<mailto:john.kappos@allstream.com>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; dmapplebeck@computer-talk.com<mailto:dmapplebeck@computer-talk.com>; Usman Farooqi <usman.farooqi@maximusbc.ca<mailto:usman.farooqi@maximusbc.ca>>  
Subject: USE THIS LIST PLEASE!  
Importance: High

USE THIS ONE PLEASE

Kally Khaira  
Director, Annual Property Tax  
t: 778.698.9536 | c: 250.893.7102

From: Khaira, Kally FIN:EX  
Sent: February 1, 2019 4:45 PM  
To: Janine Roy <janine.roy@maximuscanada.ca<mailto:janine.roy@maximuscanada.ca>>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca<mailto:Rick.Lambrick@gov.bc.ca>>; Louise Roth <lroth@computer-talk.com<mailto:lroth@computer-talk.com>>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<mailto:Jeannette.Eason@gov.bc.ca>>; Leskiw, Aaron O CITZ:EX <Aaron.Leskiw@gov.bc.ca<mailto:Aaron.Leskiw@gov.bc.ca>>; Strobl, Lou CITZ:EX <Lou.Strobl@gov.bc.ca<mailto:Lou.Strobl@gov.bc.ca>>; Rajeev Purewal <Rajeev.purewal@maximusbc.ca<mailto:Rajeev.purewal@maximusbc.ca>>; usman.farooqui@maximusbc.ca<mailto:usman.farooqui@maximusbc.ca>; john.kappos@allstream.com<mailto:john.kappos@allstream.com>; Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca<mailto:singaravel.gunasekaran@maximusbc.ca>>; dmapplebeck@computer-talk.com<mailto:dmapplebeck@computer-talk.com>  
Subject: Distribution list - assist with solutioning error message  
Importance: High

Please communicate to all participants via this email – remember to hit “reply all”.

Kally Khaira  
Director, Annual Property Tax  
Property Taxation Branch  
Revenue Division, Ministry of Finance  
t: 778.698.9536 | c: 250.893.7102

## MacLean, Debbie CITZ:EX

---

**From:** Goss, Jordan T FIN:EX  
**Sent:** February 1, 2019 11:05 PM  
**To:** Eason, Jeannette CITZ:EX  
**Cc:** Emery, Steven B FIN:EX; Dicks, Beverly J CITZ:EX  
**Subject:** Re: Technical contact

Thanks. There are still a number of things to get lined up, including training so it might still be a number of days before they will be supporting us. Still this is a step in the right direction.

Jordan Goss  
Ministry of Finance  
250 387-0665

> On Feb 1, 2019, at 10:46 PM, Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca> wrote:

>

> Hi Jordan,

>

> Good to hear that ESIT are almost ready to go. I'll connect with MAXIMUS tomorrow morning to see when we can line up technical resources.

> Have a good night,

> Jeannette

>

> Sent from my iPhone

>

>> On Feb 1, 2019, at 8:52 PM, Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca> wrote:

>>

>> Jeanette

>>

>> I know you have been flat out today but I wanted to give you an update on my conversation with ESIT. I spoke with My contact there tonight and they are basically ready to get everything in place to support us but they want to understand the technical flow and ensure they are ready to configure their telephony tools.

>>

>> I committed to seeing if we can have Maximus connect with their technical expert this weekend to determine work flow.

>>

>> And I want to ensure that the technology works to be sending overflow calls to both REV and ESIT. Alternatively it could possibly be redirected once it comes to REV.

>>

>> Are you able to see if Maximus is able to turn their attention to this at some point this weekend? Probably later on Saturday or Sunday morning would be best. Thanks.

>>

>> Jordan Goss

>> Ministry of Finance

>> 250 387-0665





ServiceBC

s.15

## – Decision

### Request

Presentation to:  
Ron Hinshaw  
Executive Director, Service Delivery

March 14, 2019



## Issue

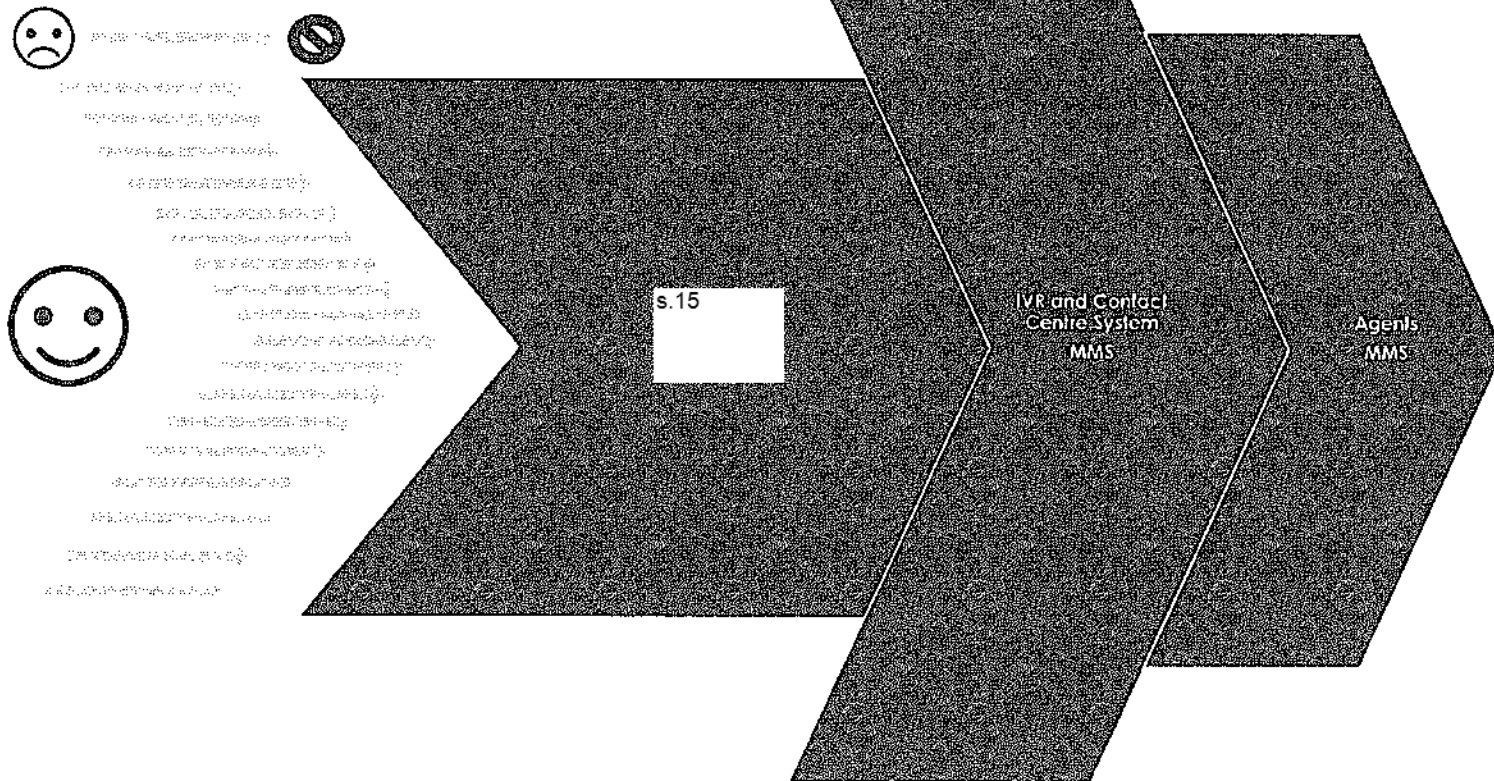
- With the recent addition of Speculation Variance Tax (SVT) which goes live Jan 18<sup>th</sup>, there is concern from MMS that the SBC Contact Centre does not have enough <sup>s.15</sup> to meet demand.



ServiceBC

s.15

# What do do?



# Evaluation

s.13

s.15

s.15

- At peak <sup>s.15</sup> capacity, additional callers would receive a busy signal
- This will effect the entire SBC contact centre
- <sup>s.13</sup>
- The lead time is 10 business days – in order to install by January 28<sup>th</sup>



ServiceBC

# Cost of <sup>s.15</sup>

- Cost of <sup>s.15</sup>

- \$47,500 = <sup>s.15</sup>

- \$60,000 =

- We can order in smaller quantities.

- Options:

- <sup>s.13</sup>

- 

- <sup>s.15</sup>

- 

- <sup>s.15</sup>

- 



ServiceBC