

From: Dicks, Beverly J CITZ:EX
To: Eason, Jeannette CITZ:EX
Subject: RE: SVT Update
Date: February 1, 2019 3:30:44 PM

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.1}₅ promised for today, and I've had no response from Steven on this despite following up.
- ^{s.15}₁₅ 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

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

From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: Speculation and Vacancy Tax Contact Centre Metrics 23 Jan 19: - Final/Totals for Day
Date: April 10, 2019 10:55:43 AM

Sent from my iPhone

Begin forwarded message:

From: "Bell, Russell CITZ:EX" <Russell.Bell@gov.bc.ca>
Date: January 24, 2019 at 12:53:55 PM PST
To: "Kot, Jill CITZ:EX" <Jill.Kot@gov.bc.ca>, "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Cc: "Hinshaw, Ron CITZ:EX" <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 23rd.

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	Call Notes
Wed Jan 23	00.22	6:08	90.2% of calls answered in 60 seconds or less	424	Updated: Average speed of answer has improved by 9 seconds, relative to Tuesday January 22 nd . Updated: Telephony Service Factor (TSF) is 10.20% above target of 80% of calls answered in	NEW: <ul style="list-style-type: none">• Tone continues to be contentious but has calmed from late last week and early this week.• Agents are coping well and are excited to continue

					<p>60 seconds or less.</p> <p>Above Target: While Average Handle Time has increased by 34 seconds relative to Tuesday January 22nd, TSF has only dropped 1%, remaining comfortably above our performance target.</p>	<p>through this process</p> <ul style="list-style-type: none"> • 200+ declarations have been completed • Volume of calls is low in the evening • Escalated issue regarding citizens receiving multiple letters for their properties – FIN response pending.
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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

2018

10 Best Places to Work

From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: The Latest on Speculation and Vacancy Tax Contact Centre Metrics
Date: April 10, 2019 10:55:16 AM

Sent from my iPhone

Begin forwarded message:

From: "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>
Date: January 24, 2019 at 3:30:00 PM PST
To: "Kot, Jill CITZ:EX" <Jill.Kot@gov.bc.ca>, "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Subject: RE: The Latest on Speculation and Vacancy Tax Contact Centre Metrics

We have enough lines into the CC but we don't have the agents. The line issue is about getting people who call into the queue and receiving an initial msg putting them on hold. After a certain number of calls the ^{s.15} become full and people don't get a msg and don't get placed in the queue. We are not at that point yet.

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.1} CC agent seats covering 8:00 am to 8:00pm 7 days per week. That is ^{s.1} 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>; Dicks, Beverly J CITZ:EX <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>; Dicks, Beverly J CITZ:EX <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>; Dicks, Beverly J CITZ:EX <Beverly.Dicks@gov.bc.ca>
Cc: Hinshaw, Ron CITZ:EX <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 23rd.

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

Date	Average Speed of Answer	Average Handle Time (AHT)	Telephony Service Factor (TSF)	Received Calls	Improvements	Call Notes
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	(ASA)					
Wed Jan 23	00.22	6:08	90.2% of calls answered in 60 seconds or less	424	<p>Updated: Average speed of answer has improved by 9 seconds, relative to Tuesday January 22nd.</p> <p>Updated: Telephony Service Factor (TSF) is 10.20% above target of 80% of calls answered in 60 seconds or less.</p> <p>Above Target: While Average Handle Time has increased by 34 seconds relative to Tuesday January 22nd, TSF has only dropped 1%, remaining comfortably above our performance target.</p>	<p>NEW:</p> <ul style="list-style-type: none"> • Tone continues to be contentious but has calmed from late last week and early this week. • Agents are coping well and are excited to continue through this process • 200+ declarations have been completed • Volume of calls is low in the evening • Escalated issue regarding citizens receiving multiple letters for their properties – FIN response pending.

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

2018

10 Best Places to Work

From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: Speculation and Vacancy Tax Contact Centre Metrics 24 Jan 19: Final /Totals for Day
Date: April 10, 2019 10:55:03 AM

Sent from my iPhone

Begin forwarded message:

From: "Bell, Russell CITZ:EX" <Russell.Bell@gov.bc.ca>
Date: January 25, 2019 at 12:57:33 PM PST
To: "Kot, Jill CITZ:EX" <Jill.Kot@gov.bc.ca>, "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Cc: "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>
Subject: Speculation and Vacancy Tax Contact Centre Metrics 24 Jan 19: Final /Totals for Day

Jill and Bev

Here are the SVT metrics for Thursday Jan 24th.

Please note that MAXIMUS has fully staffed the contact centre from 8:00 AM this morning.

We have been working with Finance to find all options of mitigation, including changing the IVR message and diverting calls to Finance.

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 / Trends	Call Notes
Thursday Jan 24	37:09	6:36	11.7% of calls answered in 60 seconds or less	1710	Updated: Average speed of answer has decreased significantly by 36 minutes and 47 seconds, relative to Wednesday January 23 rd .	NEW: <ul style="list-style-type: none">• Volume spiked hugely from ~11am onward;• Volume of calls in the evening is considerable - ~70 calls

					<p>Updated: Telephony Service Factor (TSF) is 69.3% below standard SBC target of 80% of calls answered in 60 seconds or less.</p> <p>Updated: While Average Handle Time has only increased by 28 seconds relative to Wednesday January 23rd, TSF has dropped 79%, due to a massive spike in received calls over and above projections.</p>	<p>were in queue as of 8pm last night;</p> <ul style="list-style-type: none"> • Alert message of high call volumes added to both SVT website and Contact Centre phone line; • Additional hardware resources have been put in place to get as many Agents on the line as possible; • To reduce wait time, Contact Centre will begin transferring overflow "Tier 1" calls to FIN "Tier 2" agents this morning.
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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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Where ideas work

2018

10 Best Places to Work

From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: 25th-27th Jan 19: SVT Metrics - Final/Totals for Day
Date: April 10, 2019 10:54:50 AM
Attachments: [image001.png](#)

Sent from my iPhone

Begin forwarded message:

From: "Harris, Richard CITZ:EX" <Richard.Harris@gov.bc.ca>
Date: January 28, 2019 at 10:24:14 AM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>, "Kot, Jill CITZ:EX" <Jill.Kot@gov.bc.ca>
Cc: "Bell, Russell CITZ:EX" <Russell.Bell@gov.bc.ca>
Subject: 25th-27th Jan 19: SVT Metrics - Final/Totals for Day

Hello Jill and Bev,

Here are the SVT metrics that include the final/total metrics for:

- Friday January 25th;
- Saturday January 26th; and,
- Sunday January 27th, 2019.

Date	Average Speed of Answer (ASA)	Telephony Service Factor (TSF)	Received Calls	Trends	Call Notes
Friday Jan 25 th	25:49	2% of calls answered in 60 seconds or less	3498	Updated: Average Speed of Answer has decreased significantly by 11 minutes and 20 seconds, relative to Thursday January 24 th Updated:	NEW: <ul style="list-style-type: none">• Massive spike in call volumes.• Hourly updates provided to Ministry of Finance (MoF).• Agreement in place to expand Tier 1 capacity by repurposing MoF Tier 2 agents – receiving

				<p>Telephony Service Factor (TSF) was 78% below SBC's standard of 80% of calls answered in 60 seconds or less.</p> <p>Updated: Call volume more than doubled relative to Thursday January 24th.</p>	<p>relatively low volume of calls – as additional Tier 1 support.</p> <ul style="list-style-type: none"> Threshold for transfer to MoF Tier 1 set at 30 calls waiting in the SBC queue. <p>Go live is 8am Monday morning.</p> MoF is ramping up their Tier 2 queue to 15 agents by end of next week to accommodate this.
Saturday Jan 26 th	12:25	25.7% of calls answered in 60 seconds or less	2463	<p>Updated: Average speed of answer has decreased significantly by 13 minutes and 24 seconds, relative to Friday January 25th.</p> <p>Updated: Telephony Service Factor (TSF) was 54.3% below SBC's standard of 80% of calls answered in 60 seconds or less.</p> <p>Updated:</p>	<p>NEW:</p> <ul style="list-style-type: none"> Volumes drop considerably, but remain high. 3.1 SBC agents working the SVT line. We will be baselining agent Average Handle Time (AHT) this week and establishing targets for the SVT team. <p>Target Wednesday morning.</p>

				Call volume declined by more than 1,000 calls relative to Friday January 25 th .	
Sunday Jan 27 th	4:22	71.4% of calls answered in 60 seconds or less	1280	<p>Updated: Average speed of answer has decreased significantly by 8 minutes and 3 seconds, relative to Saturday January 26th.</p> <p>Updated: Telephony Service Factor (TSF) was only 8.6% below SBC's standard of 80% of calls answered in 60 seconds or less.</p> <p>Updated: Call volume declined by more than 1,100 calls relative to Saturday January 26th.</p>	<p>NEW:</p> <ul style="list-style-type: none"> • s. SBC agents working the SVT line. • We have changed the menu greeting on the SVT line as per MoF's request, and established in-queue messaging to drive citizens to the web to self serve. Go live is 8am Monday morning. • We have secured s additional seats at MAXIMUS to accommodate having a larger compliment of staff than was originally modelled. We will have s staff working Monday morning.

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](#)



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From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: ***Threshold of e Tested Successfully***
Date: April 10, 2019 10:53:57 AM

Sent from my iPhone

Begin forwarded message:

From: "Eason, Jeannette CITZ:EX" <Jeannette.Eason@gov.bc.ca>
Date: February 2, 2019 at 5:14:39 PM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Cc: "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>, "Bell, Russell CITZ:EX" <Russell.Bell@gov.bc.ca>
Subject: Fwd: ***Threshold of s. Tested Successfully***

FYI

Sent from my iPhone

Begin forwarded message:

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Date: February 2, 2019 at 3:06:42 PM PST
To: "Jeannette MTIC:EX Eason (Jeannette.Eason@gov.bc.ca)" <Jeannette.Eason@gov.bc.ca>
Subject: Fwd: ***Threshold of s. Tested Successfully***

Sent from my iPhone

Begin forwarded message:

From: Janine Roy <janine.roy@maximuscanada.ca>
Date: February 2, 2019 at 2:34:55 PM PST
To: Chris Nel <chris.nel@maximuscanada.ca>, Joel Levinson <joel.levinson@maximuscanada.ca>
Cc: Singaravel Gunasekaran <singaravel.gunasekaran@maximusbc.ca>, Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>, Usman Farooqi <usman.farooqi@maximusbc.ca>, Janine Roy <janine.roy@maximuscanada.ca>
Subject: ***Threshold of s. Tested Successfully***

Please note that Rajeev and I have tested the threshold and all calls are making it through to Finance Spec Tax queue as soon as the threshold is reached. When the threshold drops below 5 calls, we are making it into the Service BC Spec Tax queue. We are satisfied that this is working as expected and will leave the threshold in place.

Thanks very much Usman and Sangaravel for all your work. This is definitely a relief.

If there are any changes, I will let you know.

Thanks

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

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From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: STV Call Volume Issues
Date: April 10, 2019 10:53:32 AM

Sent from my iPhone

Begin forwarded message:

From: "Russell, Shannon CITZ:EX" <Shannon.Russell@gov.bc.ca>
Date: February 5, 2019 at 2:49:13 PM PST
To: "Kot, Jill CITZ:EX" <Jill.Kot@gov.bc.ca>
Cc: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Subject: RE: STV Call Volume Issues

Okay thanks.

Shannon Russell
Senior Ministerial Assistant to Jinny Sims
Minister of Citizens' Services
Shannon.Russell@gov.bc.ca | 250-387-9699

From: Kot, Jill CITZ:EX
Sent: February 5, 2019 2:48 PM
To: Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca>
Cc: Dicks, Beverly J CITZ:EX <Beverly.Dicks@gov.bc.ca>
Subject: Re: STV Call Volume Issues

Ok by me

Sent from my iPhone

On Feb 5, 2019, at 2:40 PM, Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca> wrote:

Hi – just a note to seek your approval for me to share Ron's note directly with FIN MO staff. I believe it's important for them to understand the incredible work undertaken by CITZ to support this initiative.

Thanks,
Shannon

Shannon Russell
Senior Ministerial Assistant to Jinny Sims
Minister of Citizens' Services

From: Dicks, Beverly J CITZ:EX
Sent: February 5, 2019 11:12 AM
To: Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca>; Kot, Jill CITZ:EX <Jill.Kot@gov.bc.ca>; Cook, Jeannette CITZ:EX <Jeannette.Cook@gov.bc.ca>
Subject: Fwd: STV Call Volume Issues

Shannon information provided as a follow up to your request from this morning.

Bev Dicks
ADM
Service BC Division

Begin forwarded message:

From: "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>
Date: February 5, 2019 at 11:00:38 AM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Cc: "Eason, Jeannette CITZ:EX" <Jeannette.Eason@gov.bc.ca>
Subject: STV Call Volume Issues

Yesterday our Contact Centre received 16,000 SVT calls; this is well beyond the forecasted per day call volume and our system was not set up to manage that level of volume. As a result a large volume of calls were lost and calls were dropped.

In response our technical team has reviewed the issues overnight and found that the main issue was s.15
s.15 . We added an additional s.15
over night bring us up to s.15 lines. Another s.15 lines will be added today so callers should not be dropped with this additiona s.15 : capacity.

This is one of a number of actions Service BC and our vendor have taken to assist Min of Finance in dealing with their unanticipated SVT call volumes. Our Agreement with Finance envisioned that the Service BC contact centre would add s.15 additional agents to handle SVT call volume over 3 month period. It was fully understood by all that this would not meet the requirements of the forecasted call volume and that Finance would take the lead on adding capacity to

address the gap as required..

Finance and Service BC have been challenged with the unanticipated extra volume above forecast since week one. Service BC has modelling call volumes and arrival patterns based on actual call data to provide a better understanding of staffing needs. Service BC has also been assisting Finance to develop agent schedules to meet demand as they add staff to their contact centre capacity.

Finance has not yet added a sufficient number of agents to meet call demand and SBC has been limiting the number of calls transferred to Finance based on their capacity to receive them.

Based on the information that we had when we developed the Agreement with Finance, SBC and our vendor did not envision that we would need to co-ordinate and manage the additional response required., SBC has being working hard to assist Finance by creating new forecasts based on actual call arrival volumes and recommended that Finance:

- Increase agent capacity
- Increase technical capacity
- Drive citizens online using media campaigns and queue messaging

SBC made it clear to Finance that it would be necessary to draw upon all available Finance contact centre agent resources to address the growing call volumes. Finance took the lead on these recommendations and have been adding capacity incrementally through a variety of different existing contact centres..

SBC shared a PIA to assist with the quick onboarding on a contracted contact centre and SBC brought in the OCIO to manage the technical configuration which will allow Finance to distribute the calls to their new network of inhouse and contracted contact centre organisations.

SBC also helped Finance with agent scheduling.

SBC is also working on a plan to utilize existing CSR's from our 65 Service BC Centres in communities to assist both during the day and after hours with citizen call backs. Part

time staff will be brought in and we will use overtime to manage evening calls.

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

From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: SVT Update Feb 15 - Service BC
Date: April 10, 2019 10:52:48 AM

Sent from my iPhone

Begin forwarded message:

From: "Emery, Steven B FIN:EX" <Steven.Emery@gov.bc.ca>
Date: February 16, 2019 at 12:42:35 PM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>, "Eason, Jeannette CITZ:EX" <Jeannette.Eason@gov.bc.ca>, "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>, "Bell, Russell CITZ:EX" <Russell.Bell@gov.bc.ca>, "Goss, Jordan T FIN:EX" <Jordan.Goss@gov.bc.ca>, "Khaira, Kally FIN:EX" <Kally.Khaira@gov.bc.ca>, "Graboski, Anne FIN:EX" <Anne.Graboski@gov.bc.ca>
Subject: SVT Update Feb 15 - Service BC

Updates from Friday (Yesterday's numbers in brackets):

Received Calls: **6,712** (6,904)
Answered Calls: **5907** (5,718)
Average Wait (Maximus): **18:22** (20:02)
Average Wait Tier 1 (Finance): **10:12** (17:11)
Average Wait Tier 2 (Finance): **59:05** (28:48)

Expected Number of Declarations = 1,628,472
Total Declarations as of Friday midnight = 842,552 (**51.7%** of total)

Percentage Declared Online by Owner = **91.61%** (91.77%)
Percentage Declared Over the Phone at Service BC Contact Centre = **3.57%** (3.53%)
Percentage Declared Over the Phone at Ministry of Finance = **3.52%** (3.42%)
Percentage Declared Online by Third Party = **1.18%** (1.17%)
Percentage Declared In Person at Service BC Offices = **0.11%** (0.11%)

Call volumes were steady with again a high volume of call backs. Tier 1 Average Wait time is trending down. Ministry will work with Maximus and Service BC to lower the threshold from the current \approx to a lower number, enabling Maximus Average Wait to drop. Ministry reviewing Tier 2 calls and staffing levels as Average Wait was unacceptably high.

Jurisdictions with over **40%** declared (Yesterday's % in brackets)

1. Langley at **66.43%** (65.68%)
2. Port Moody at **65.17%** (64.05%)
3. Kelowna at **64.91%** (64%)
4. Chilliwack at **64.74%** (63.7%)
5. Port Coquitlam at **64.65%** (63.69%)
6. New Westminster at **63.93%** (63.07%)
7. Maple Ridge at **63.24%** (62.24%)
8. Pitt Meadows at **62.99%** (61.75%)
9. Coquitlam at **62.84%** (61.8%)
10. Mission at **61.09%** (60.23%)
11. White Rock at **60.35%** (59.27%)
12. Delta at **59.93%** (58.91%)
13. West Kelowna at **59.67%** (57.95%)
14. Abbotsford at **58.17%** (57.26%)
15. Anmore at **57.19%** (56.19%)
16. Burnaby at **55.99%** (54.57%)
17. Surrey at **52.8%** (51.63%)
18. Aldergrove at **52.63%** (51.37%)
19. Vancouver at **50.3%** (48.66%)
20. Extra Provincial at **49.2%** (48.21%)
21. North Vancouver at **46.54%** (43.49%)
22. Other – BC at **46.45%** (44.38%)
23. Richmond at **45.13%** (42.8%)
24. Sidney at **42.82%**
25. USA at **42.2%** (41.3%)
26. Hong Kong at **40.15%**

Steven Emery MPA, CPA, CMA

Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: SVT Update
Date: April 10, 2019 10:35:19 AM

Sent from my iPhone

Begin forwarded message:

From: "Eason, Jeannette CITZ:EX" <Jeannette.Eason@gov.bc.ca>
Date: January 30, 2019 at 5:08:10 PM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>, "Hinshaw, Ron CITZ:EX" <Ron.Hinshaw@gov.bc.ca>
Subject: SVT Update

Good afternoon Ron and Bev,

In preparation for the meeting this afternoon with Jordan, I wanted to provide a summary of events for the day.

- Very high volume of calls received this morning, due to a system outage last night on the declaration system
- Automatic transfer put back in place because FIN increased their queue capacity to 15
- 444 calls dropped because 15 is not enough.
- The automated transfer was turned off after 15 minutes and went back on until FIN capacity is increased
- Approx. 3 agents at SBC are dedicated to transferring calls to FIN until this is resolved. FIN shared ICE access so that MMS can see when there is capacity for a transfer.
- SBC/MMS/FIN met to agree on next steps:
 - FIN to target increased capacity of 15 and queue to 15 concurrent calls
 - FIN to implement 2 pools of agents on two ICE call groups: Declarations and Tier 2
 - FIN to pre-empt Vancouver letters drop with messaging nudging citizens online
 - SBC to explore sending voicemails to Service Centres
- Racists callers: Agents reporting racists remarks (see email below) Agents follow standard process of saying this will not be tolerated and disconnecting the call. FIN Ministers office approve of process.
- At 2pm an intermittent technical issue with SBC contact centre: dead air on some calls. Root cause is system capacity and MMS adding 15 tonight. Issue disappeared after HIBC closed at 5pm.

Let me know if you want any further information around the above before the meeting at 6pm. Rajeev is sending me the day's stats in 25 minutes and I will forward them to you then.

Thanks
Jeannette

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 30, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>
Subject: Racist Remarks

Hi Kally,

As requested here is a sample of some the remarks agents unfortunately had to deal with this morning.

s.22

<!--[if !supportLists]-->• <!--[endif]-->Remark – “this is a scam, I can tell because of your accent” s.22 reiterated that this was not scam and offered a transfer if she did not want to speak with him. Citizen denied and just hung up.

s.22

voicemail received

<!--[if !supportLists]-->• <!--[endif]-->“Maybe you should hire people who are from Canada to run your call centre”

s.22

<!--[if !supportLists]-->• <!--[endif]-->“Where are you from? I don’t want to talk to you because you are black” Citizen then proceeded to hang up.

We have instructed agents that they are by no means expected to deal with these sort of calls and can absolutely inform the citizen that we will not tolerate this kind of language and disconnect the call.

Rajeev Purewal
Director, Service BC
MAXIMUS Canada
716 Yates St.

Victoria BC V8W 1L4
rajeev.purewal@maximusbc.ca
Phone: (250) 405-3715

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From: [Dicks, Beverly J CITZ:EX](#)
To: [MacLean, Debbie CITZ:EX](#)
Subject: Fwd: SVT Update Jan 30
Date: April 10, 2019 10:35:07 AM

Sent from my iPhone

Begin forwarded message:

From: "Emery, Steven B FIN:EX" <Steven.Emery@gov.bc.ca>
Date: January 30, 2019 at 10:15:40 PM PST
To: "Dicks, Beverly J CITZ:EX" <Beverly.Dicks@gov.bc.ca>
Cc: "Goss, Jordan T FIN:EX" <Jordan.Goss@gov.bc.ca>
Subject: FW: SVT Update Jan 30

FYI...

Steven Emery

Executive Director, Property Taxation Branch

From: Emery, Steven B FIN:EX
Sent: January 30, 2019 10:14 PM
To: Goss, Jordan T FIN:EX <Jordan.Goss@gov.bc.ca>; Sather, Kelly FIN:EX <Kelly.Sather@gov.bc.ca>; Robb, Katie GCPE:EX <Katie.Robb@gov.bc.ca>; Zoeller, Sonja GCPE:EX <Sonja.Zoeller@gov.bc.ca>
Subject: SVT Update Jan 30

Update from today:

Received Calls: 7640
Answered Calls: 3398
Average Wait (Maximus): 16:52
Average Wait (Finance): 12:21

Declarations: 152,337

750 more calls answered today than yesterday and average wait dropped by 3.5 minutes. Combined with Maximus, there are over ^{s.1} staff trained to answer calls. Training will continue tomorrow with another ^{s.15} staff scheduled. Approximately ^{s.15} more staff to be trained next week. Weekend shifts are filling up fast, so Maximus and the Ministry will be much better prepared to answer calls and help with declarations. Evening shifts are also filling up → ^{s.1}₅ ministry staff worked to 8 pm tonight. Maximus management reported that there were at least three incidents of racism experienced

by their staff. We confirmed our support for their staff that they do not need to tolerate any forms of racism and can hang up the call if and when these incidents happen.

Steven Emery MPA, CPA, CMA

Executive Director, Property Taxation Branch
Revenue Division, Ministry of Finance

Trusted financial and economic leadership for a prosperous province

From: [Rajeev Purewal](#)
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
Date: January 31, 2019 10:22:20 PM

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@maximuscandada.ca<<mailto:janine.roy@maximuscandada.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 8 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@maximuscandada.ca<<mailto:janine.roy@maximuscandada.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'<<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@maximuscandada.ca<mailto:janine.roy@maximuscandada.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@maximuscandada.ca<mailto:janine.roy@maximuscandada.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@maximuscandada.ca<mailto:Chris.Nel@maximuscandada.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 re-point 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 s.1 Yes, we went to s. and will
 monitor and increase as needed.
 > * Is so, please provide your queue threshold? s.15 can go up to s.
 > * 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
 > janine.roy@maximuscandada.ca<mailto:janine.roy@maximuscandada.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

>

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

>

>

>

>

>

>

From: Eason, Jeannette CITZ:EX
To: Hinshaw, Ron CITZ:EX
Subject: FW: SVT Update
Date: February 1, 2019 4:14:46 PM

Hi Ron,
I should have copied you on these updates...

From: Eason, Jeannette CITZ:EX
Sent: 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 $\frac{s.1}{5}$ 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

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

From: [Reading, Liz CITZ:EX](#)
To: "Ron Hinshaw"; [Bell, Russell CITZ:EX](#)
Cc: [Harris, Richard CITZ:EX](#); [Quill, Robert CITZ:EX](#); [Mousseau, Jeff CITZ:EX](#)
Subject: RE: MAXIMUS entire system is down (not just Contact Centre)
Date: February 27, 2019 1:58:15 PM

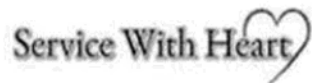
Ron, I will keep you in the loop and ensure the rest of the time is in the loop as well.
Rajeev will be preparing information about root cause and estimated outage time. As soon as I have more information it will be provided.

Liz Reading

Manager, Contract and Stakeholder Relations

Service BC | Ministry of Citizens' Services

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



"Access to government services made easy."

From: Ron Hinshaw

Sent: February 27, 2019 1:51 PM

To: Bell, Russell CITZ:EX

Cc: Reading, Liz CITZ:EX ; Harris, Richard CITZ:EX ; Quill, Robert CITZ:EX ; Mousseau, Jeff CITZ:EX

Subject: Re: MAXIMUS entire system is down (not just Contact Centre)

Great. Thx. Keep me informed as things progress please.

Sent from my iPhone

On Feb 27, 2019, at 4:50 PM, Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca> wrote:

Ron,
Liz has sent out notes to all our clients and partners.
Steven is well aware.
Cheers
RB

From: Ron Hinshaw <ron.hinshaw@icloud.com>

Sent: February 27, 2019 1:47 PM

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

Cc: Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Harris, Richard CITZ:EX
<Richard.Harris@gov.bc.ca>; Quill, Robert CITZ:EX <Robert.Quill@gov.bc.ca>;
Mousseau, Jeff CITZ:EX <Jeff.Mousseau@gov.bc.ca>

Subject: Re: MAXIMUS entire system is down (not just Contact Centre)

I assume this impacts SVT as well. Have they been notified?

Sent from my iPhone

On Feb 27, 2019, at 4:10 PM, Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca> wrote:

1:06 pm

MAXIMUS is experiencing a technical issue in that citizens can call in and

agents can hear the citizen but the citizen cannot hear the agent.

This is across the entire MMS system including HIBC so not just SBC Contact Centre.

Just happened 2 minutes ago and Rajeev will keep me posted as soon as technical team has diagnosed cause and when repaired.

1:08pm

Rajeev just called again and the technical team can only say this is not a quick fix.

A message on the IVR is just going up now to inform citizens of technical difficulties, and to call back later.

I am crafting a service notification to send to our clients and partners including SVT.

Liz Reading

Manager, Contract and Stakeholder Relations

Service BC | Ministry of Citizens' Services

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

"Access to government services made easy."

From: [Harris, Richard CITZ:EX](#)
To: ["Reading, Liz MTIC:EX \(Liz.Reading@gov.bc.ca\)"](#)
Cc: [Bell, Russell CITZ:EX](#); [Jorginson, Laurel CITZ:EX](#); [Chapman, Deanna CITZ:EX](#)
Subject: Service Notification - MAXIMUS Contact Centre Platform Outage [DRAFT]
Date: February 27, 2019 1:32:00 PM
Attachments: [Service Notification - MAXIMUS Contact Centre Platform Outage.docx](#)
[image001.png](#)

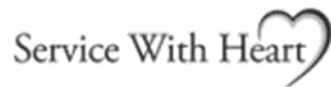
Hello Liz,

Please find attached my draft Service Request. Other teams have reached out and wish to be included on this. If you are updating the draft, please reply all.

If there's anything else I can do, please let me know.

Rich

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



"Access to government services made
easy"

ATTENTION

As of 1:06pm February 27th, MAXIMUS Contact Centre platforms – Service BC, SVT, and HIBC – are experiencing technical issues:

- Citizens are able to connect to an Agent but the citizen is unable to hear anything from the Agent.
- This is being treated as a critical issue and has been escalated as quickly and impactfully as possible. Technical teams are working to identify and resolve the issue now.
- As of now, there is no ETA for resolution
- Messaging is being added to the SBC Contact Centre IVR, which will alert citizens who call into the SBC and SVT lines. Similar work is taking place with HIBC.

More news will follow as soon as it is available.

From: [Harris, Richard CITZ:EX](#)
To: ["Reading, Liz MTIC:EX \(Liz.Reading@gov.bc.ca\)"](#)
Subject: FW: UNSCHEDULED OUTAGE: Service BC Contact Centre
Date: February 28, 2019 8:33:00 AM
Importance: High

From: SBC Contact Centre Information CITZ:EX

Sent: February 27, 2019 1:41 PM

To: Harris, Richard CITZ:EX <Richard.Harris@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Buckle, Deborah CITZ:EX <Deborah.Buckle@gov.bc.ca>; Diep, Bao L CITZ:EX <Bao.Diep@gov.bc.ca>; Duncan, Peggy CITZ:EX <Peggy.Duncan@gov.bc.ca>; Ganske, Tyler CITZ:EX <Tyler.Ganske@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Hoel, Lynda M CITZ:EX <Lynda.Hoel@gov.bc.ca>; Lambrick, Rick D FIN:EX <Rick.Lambrick@gov.bc.ca>; McLaughlin, Heather FIN:EX <Heather.McLaughlin@gov.bc.ca>; Poveda, Adriana CITZ:EX <Adriana.Poveda@gov.bc.ca>; Roler, Adrienne CITZ:EX <Adrienne.Roler@gov.bc.ca>; Simmons, Brad FIN:EX <Brad.Simmons@gov.bc.ca>; Whalen, Tara FIN:EX <Tara.Whalen@gov.bc.ca>; Wong, Minnie CITZ:EX <Minnie.Wong@gov.bc.ca>; Armstrong, Ian CITZ:EX <Ian.Armstrong@gov.bc.ca>; Born, Aaron SDPR:EX <Aaron.Born@gov.bc.ca>; Dun, Linda EDUC:EX <Linda.Dun@gov.bc.ca>; Jensen, Carl PSSG:EX <Carl.Jensen@gov.bc.ca>; Lester, Naomi S AG:EX <Naomi.Lester@gov.bc.ca>; Lim, Ginette HLTH:EX <Ginette.Lim@gov.bc.ca>; Melvin, Stephanie AG:EX <Stephanie.Melvin@gov.bc.ca>; Mills, Eric PSSG:EX <Eric.Mills@gov.bc.ca>; Morneau, Melanie PSSG:EX <Melanie.Morneau@gov.bc.ca>; Reading, Liz CITZ:EX <Liz.Reading@gov.bc.ca>; Sasvari, Frances PSSG:EX <Frances.Sasvari@gov.bc.ca>; SDPR OPS SUPPORT Performance Reporting and Metrics SDPR:EX <SDSI.OPSSupport.Performance.ReportingandMetrics@gov.bc.ca>; Spearman, Mark VSA:EX <Mark.Spearman@gov.bc.ca>; Taylor, Anna VSA:EX <Anna.Taylor@gov.bc.ca>; Turner, Debbie L CRT:EX <Debbie.Turner@crtbc.ca>; Jorginson, Laurel CITZ:EX <Laurel.Jorginson@gov.bc.ca>; Gillani, Karim CITZ:EX <Karim.Gillani@gov.bc.ca>; McColl, John H CITZ:EX <John.McColl@gov.bc.ca>; Borrows, Erin CITZ:EX <Erin.Borrows@gov.bc.ca>; Johansson, Edgar CITZ:EX <Edgar.Johansson@gov.bc.ca>; MacLean, Debbie CITZ:EX <Debbie.1.MacLean@gov.bc.ca>; Barnes, Joanna CITZ:EX <Joanna.Barnes@gov.bc.ca>; Zacharias, Melissa CITZ:EX <Melissa.Zacharias@gov.bc.ca>; Mousseau, Jeff CITZ:EX <Jeff.Mousseau@gov.bc.ca>; Quill, Robert CITZ:EX <Robert.Quill@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Sherk, Kailyn LBR:EX <Kailyn.Sherk@gov.bc.ca>; Conradsen, Kasia CITZ:EX <Kasia.Conradsen@gov.bc.ca>; Chapman, Deanna CITZ:EX <Deanna.Chapman@gov.bc.ca>; CSCHELP - SSBC TSD DSS Customer Service Centre CITZ:EX <CSCHELP@gov.bc.ca>

Subject: UNSCHEDULED OUTAGE: Service BC Contact Centre

Importance: High

UPDATE: **The Service BC Contact Centre is back up**

SERVICE ALERT – UNSCHEDULED OUTAGE

Service

- Service BC Contact Centre

Description

- An unscheduled outage affecting all systems at MAXIMUS Canada has occurred.
- A message has been posted informing citizens of technical difficulties and to please call back later.

Impact

- Citizens are unable to connect to an agent at the Service BC Contact Centre.
- Agent can hear the citizen but citizen is unable to hear the agent.

Additional Information

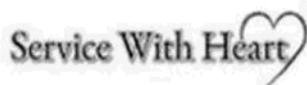
- This is being treated as a critical issue.
- Technical teams are working on this to resolves as quickly as possible.
- There is no estimated resolution time yet.

Liz Reading

Manager, Contract and Stakeholder Relations

Service BC | Ministry of Citizens' Services

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



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From: [Reading, Liz CITZ:EX](#)
To: [Harris, Richard CITZ:EX](#)
Subject: RE: Feb 1st-4th: SVT Metrics - Final/Totals for Day
Date: February 6, 2019 4:32:16 PM

Thanks Rich. I am using summer on my phone right now s.22 In
the meantime, please cc me on all SVT emails with stats, s.15 updates and CSRs taking calls. Thanks.

From: Harris, Richard CITZ:EX
Sent: Wednesday, February 06, 2019 4:20 PM
To: Reading, Liz CITZ:EX
Subject: RE: Feb 1st-4th: SVT Metrics - Final/Totals for Day

Hello Liz,

Do you have access to the inbox? There are a lot of emails to send, and it may be easier for you to see them there (they're in chronological order, which helps too).

The € were added (way quicker than the 10 days we were quoted, which I haven't had a chance to bring up yet) giving us a total of € 1 Interesting further point; Rajeev mentioned on the daily call on Tuesday that € of those are being used by HIBC. I don't know if that's permanent, if that's € of the new lines, or if SBC was previously aware of that. Functionally, we were at € on Monday. I have let Russ know that this seems irregular - when we ask about our s.15 and MMS give us a figure, we have to assume that those are all ours, not shared - but I doubt he has had the time to look into it yet.

I haven't been included or replied to for much of the follow-up from Monday's volumes, but the last I have heard, about 8,000 calls were lost that day due the volume exceeding the capacity at MMS. I have asked Rajeev to clarify the outcome, but have not heard back. Jeanette has been handling it on our end, I believe. Between us and FIN, we only answered ~3,500 calls out of 16,000.


MMS are adding a further s.15 . I have not been given an ETA for install.

Best,

Rich

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

From: Reading, Liz CITZ:EX
Sent: February 6, 2019 4:07 PM
To: Harris, Richard CITZ:EX <Richard.Harris@gov.bc.ca>
Subject: RE: Feb 1st-4th: SVT Metrics - Final/Totals for Day

What is the status of the  additional s.15 lines?

When s.15 calls entered the queue did that cause a busy a signal for all CC callers as all s.15 were used?

Please forward me all SVT emails so I can get myself up to speed. I wont be back until Monday but I need to come in fully briefed.

Thanks Rich.

From: Harris, Richard CITZ:EX

Sent: Wednesday, February 06, 2019 3:57 PM

To: Reading, Liz CITZ:EX

Subject: FW: Feb 1st-4th: SVT Metrics - Final/Totals for Day

From: Harris, Richard CITZ:EX

Sent: February 5, 2019 2:47 PM

To: Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca<<mailto:Russell.Bell@gov.bc.ca>>>

Cc: Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca<<mailto:Jeannette.Eason@gov.bc.ca>>>

Subject: Feb 1st-4th: SVT Metrics - Final/Totals for Day

Hello Russ,

Here are the SVT metrics for Bev and Jill that include the final/total metrics from Friday February 1st to Monday February 4th.

s.13,s.15

Date

Average Speed of Answer (ASA)

Telephony Service Factor (TSF)

Received Calls

Trends

Ministry of Finance Update

Call Notes

Friday Feb 1st

21:35

0.4% of calls answered in 60 seconds or less

9,117

Updated:

Average Speed of Answer increased slightly by 26 seconds, relative to Thursday January 31st.

Updated:

Telephony Service Factor (TSF) was 79.6% below SBC's standard of 80% of calls answered in 60 seconds or less.

Updated:

Call volume remained very high, decreasing by 240 calls relative to Thursday January 31st.

NEW:

- 195,579 declarations taken as of EoD January 31st, 2019 (16.17% of total).

NEW:

- * Second highest volume day to date.
- * SBC agents working the SVT line.
- * Agent well-being is showing signs of fatigue – MAXIMUS fully supporting all.
- * Month-to-date, we have received more than 49,000 calls for SVT, far above the expected calls volume.

Saturday Feb 2nd

8:38

18.4%

3,741

Updated:

Average Speed of Answer decreased significantly by 12 minutes and 57 seconds, relative to Friday Feb 1st.

Updated:

Telephony Service Factor (TSF) was 61.6% below SBC's standard of 80% of calls answered in 60 seconds or less.

Updated:

Call volume decreased significantly by calls 5,376 relative to Friday Feb 1st.

NEW:

- * MoF implementing new phone tree messaging to better separate calls by type, i.e. "To make your declaration, press 1 now".

- * MoF also noticing Agent fatigue: taking measures to better support staff.

NEW:

- * Call volumes drop to lowest figure in 6 days.

- * Volume only ~1,300 calls greater than previous Saturday (January 26th).

Sunday Feb 3rd

1:50

60.0%

2,315

Updated:

Average Speed of Answer decreased significantly by 6 minutes and 48 seconds, relative to Saturday Feb 2nd.

Updated:

Telephony Service Factor (TSF) was 20% below SBC's standard of 80% of calls answered in 60 seconds or less.

Updated:

Call volume hit another new high, increasing by 1659 calls relative to Saturday Feb 2nd.

NEW:

· MoF investigated confirmation email “glitch” reported by SBC (noted to the right >), and determined that there was a technical “clog” that created a backlog queue. This issue was resolved, and confirmations were sent out.

NEW:

* Expansion of MoF queue capacity allowed for SBC to activate automatic transfer feature – as of 9am, Tier 1 calls being automatically sent to MoF when SBC had more than 8 calls in queue.

* SBC received reports of an email “glitch” where citizens were not receiving a confirmation email after making a declaration.

* Call volumes increased by ~1,300 compared to previous Sunday (January 27th).

Monday, Feb 4th

20:08

2.0%

16,055

Updated:

Average Speed of Answer increased significantly by 18 minutes and 18 seconds, relative to Sunday Feb 3rd.

Updated:

Telephony Service Factor (TSF) was 78% below SBC’s standard of 80% of calls answered in 60 seconds or less.

Updated:

Call volume hit a new high, increasing by 13,740 calls relative to Sunday Feb 3rd.

NEW:

- 344,534 declarations taken as of EoD February 4th, 2019 (24.1% of total).
- MoF staff stayed until 8:45pm to answer all of the “currently waiting” call queue.

NEW:

- * 8 SBC Agents working the SVT line.
- * Unprecedented call volumes saw huge spike after midday, bucking established trend of immediate high volumes between 8-9am.
- * At one point, 1,400 calls entered queue within a few minutes of each other.
- * SBC Contact Centre can only hold up to 8 concurrent calls; this level of volume, sustained for extended periods, lead to between 8-9,000 calls being dropped.
- * SBC is adding an additional 5.15 capacity to call queue.

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<sip:richard.harris@gov.bc.ca>

[cid:image003.png@01D471DB.CE7D9460]

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From: [Eason, Jeannette CITZ:EX](#)
To: [Bell, Russell CITZ:EX](#); [Hinshaw, Ron CITZ:EX](#)
Subject: RE: SVT call issue
Date: February 4, 2019 4:06:23 PM

Good update Russell. I just heard from Rajeev too, there are about 7000 calls that don't seem to have been answered. This is very strange. My guess is that the transfer worked all day, and FIN didn't know that they were giving out the busy signal. We should find out soon.

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

From: Bell, Russell CITZ:EX
Sent: February 4, 2019 3:59 PM
To: Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>
Cc: Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>
Subject: SVT call issue

Ron,

Rajeev has been concerned about the calls today. He had just talked to FIN and the total calls do not add up - but the systems are not showing dropped calls and they have not received complaints. Rajeev and Steven from fin are talking now with their vendors to understand what is happening. The s. threshold is turned off until this is sorted. I will be up dated once they know more.

Cheers RB

Sent from my iPhone

From: [Eason, Jeannette CITZ:EX](#)
To: [Hinshaw, Ron CITZ:EX](#)
Subject: Re: STV Call Volume Issues
Date: February 5, 2019 11:05:58 AM

Looks great Ron.i just called OCIO who will work with FIN to increase their ^{s.15} from ^{s.15} to meet capacity that we will transfer

Sent from my iPhone

On Feb 5, 2019, at 11:00 AM, Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca> wrote:

Yesterday our Contact Centre received 16,000 SVT calls; this is well beyond the forecasted per day call volume and our system was not set up to manage that level of volume. As a result a large volume of calls were lost and calls were dropped.

In response our technical team has reviewed the issues overnight and found that the main issue was insufficient ~~s.15~~ capacity. We added an additional ~~s.15~~ over night bring us up to ~~s.15~~ lines. Another ~~s.1~~ lines will be added today so callers should not be dropped with this additional ~~s.15~~ capacity.

This is one of a number of actions Service BC and our vendor have taken to assist Min of Finance in dealing with their unanticipated SVT call volumes. Our Agreement with Finance envisioned that the Service BC contact centre would add ~~s.~~ additional agents to handle SVT call volume over 3 month period. It was fully understood by all that this would not meet the requirements of the forecasted call volume and that Finance would take the lead on adding capacity to address the gap as required..

Finance and Service BC have been challenged with the unanticipated extra volume above forecast since week one. Service BC has modelling call volumes and arrival patterns based on actual call data to provide a better understanding of staffing needs. Service BC has also been assisting Finance to develop agent schedules to meet demand as they add staff to their contact centre capacity.

Finance has not yet added a sufficient number of agents to meet call demand and SBC has been limiting the number of calls transferred to Finance based on their capacity to receive them.

Based on the information that we had when we developed the Agreement with Finance, SBC and our vendor did not envision that we would need to co-ordinate and manage the additional response required., SBC has being working hard to assist Finance by creating new forecasts based on actual call arrival volumes and recommended that Finance:

- Increase agent capacity
- Increase technical capacity

- Drive citizens online using media campaigns and queue messaging

SBC made it clear to Finance that it would be necessary to draw upon all available Finance contact centre agent resources to address the growing call volumes. Finance took the lead on these recommendations and have been adding capacity incrementally through a variety of different existing contact centres..

SBC shared a PIA to assist with the quick onboarding on a contracted contact centre and SBC brought in the OCIO to manage the technical configuration which will allow Finance to distribute the calls to their new network of inhouse and contracted contact centre organisations.

SBC also helped Finance with agent scheduling.

SBC is also working on a plan to utilize existing CSR's from our 65 Service BC Centres in communities to assist both during the day and after hours with citizen call backs. Part time staff will be brought in and we will use overtime to manage evening calls.

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

From: [Rajeev Purewal](#)
To: [Emery, Steven B FIN:EX](#); [Khaira, Kally FIN:EX](#)
Cc: [Paul Simunkovic](#); [Hinshaw, Ron CITZ:EX](#); [Eason, Jeannette CITZ:EX](#); [Bell, Russell CITZ:EX](#); [Graboski, Anne FIN:EX](#); [SBC Contact Centre Information CITZ:EX](#)
Subject: RE: Racist Remarks
Date: January 30, 2019 4:58:12 PM

Thank you for your support Steven.

From: Emery, Steven B FIN:EX [mailto:Steven.Emery@gov.bc.ca]
Sent: Wednesday, January 30, 2019 4:56 PM
To: Rajeev Purewal; Khaira, Kally FIN:EX
Cc: Paul Simunkovic; Hinshaw, Ron CITZ:EX; Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Graboski, Anne FIN:EX; SBC Contact Centre Information CITZ:EX
Subject: RE: Racist Remarks

Rajeev, I spoke with the Minister's Office about this, and they were equally appalled and fully support your staff in terminating a call. No one should be subject to racism. Again, I'm so sorry they have been experiencing this.

Steven Emery

Executive Director, Property Taxation Branch

From: Emery, Steven B FIN:EX
Sent: January 30, 2019 2:41 PM
To: XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>
Subject: RE: Racist Remarks

OMG. This is horrendous. Absolutely, this should not be tolerated and we support your staff that are experiencing this to not tolerate racism. Keep the recordings if possible. I'm so sorry your staff have to deal with this.

Steven Emery

Executive Director, Property Taxation Branch

From: Rajeev Purewal <Rajeev.Purewal@maximusbc.ca>
Sent: January 30, 2019 2:36 PM
To: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>
Cc: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>

Subject: Racist Remarks

Hi Kally,

As requested here is a sample of some the remarks agents unfortunately had to deal with this morning.

s.22

Remark – “this is a scam, I can tell because of your accent”, s.22 reiterated that this was not scam and offered a transfer if she did not want to speak with him. Citizen denied and just hung up.

s.22

voicemail received

“Maybe you should hire people who are from Canada to run your call centre”

s.22

“Where are you from? I don’t want to talk to you because you are black” Citizen then proceeded to hang up.

We have instructed agents that they are by no means expected to deal with these sort of calls and can absolutely inform the citizen that we will not tolerate this kind of language and disconnect the call.

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

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From: Rajeev Purewal
To: Hinshaw, Ron CITZ:EX; 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
Date: January 29, 2019 9:50:59 AM

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 5 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>
Sent: January 29, 2019 8:57 AM
To: Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>
Cc: Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Hinshaw, Ron CITZ:EX <Ron.Hinshaw@gov.bc.ca>; Paul Simunkovic <paul.simunkovic@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBContactCentreInfo@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>
Subject: Threshold

Good Morning,

We successfully deployed the "Call Threshold" this morning at 8am. Unfortunately due to the ICE system being capped at 50 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
Phone: (250) 405-3715

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From: Eason, Jeannette CITZ:EX
To: Dicks, Beverly J CITZ:EX
Cc: Hinshaw, Ron CITZ:EX; Bell, Russell CITZ:EX
Subject: Yesterday's Lost Calls
Date: February 5, 2019 8:05:35 PM

Hi Bev,

I talked to Rajeev this afternoon and he informed me that the cause of yesterday's lost calls (over 7k) was an error in the s.15 configuration by Allstream for MAXIMUS.

When Allstream configured the additional s.15 they connected SBC to HIBCs s.15 This resulted in transfers to FIN being branded HIBC and also meant that when we reached capacity of HIBC s.15, the additional SBC s.1 were not utilized and thousands of calls dropped. Citizens must have called back, resulting in the unusually high call volume on Monday.

I will forward The MMS report as soon as I get it. I will also check to see if there are any privacy or security issues with SBC and HIBC s.15 being connected (I don't think so, but will ask).

I'm on my cell if you need me (email not working).
Thank you
Jeannette

Sent from my iPhone

From: Janine Roy
To: Eason, Jeannette CITZ:EX; Bell, Russell CITZ:EX; Lambrick, Rick D FIN:EX; Louise Roth; Emery, Steven B FIN:EX; Khaira, Kally FIN:EX
Cc: Janine Roy; XT: Nel, Chris CITZ:IN; XT:Purewal, Rajeev HLTH:IN; Cheryl Stewart; Justin Leger; Joel Levinson; Usman Farooqi; Manuel Colmenarez; Singaravel Gunasekaran
Subject: ****Status Update on SVT Call Tracing***Successful
Date: February 8, 2019 8:35:17 AM

We have completed 20 minutes of call tracing from Service BC SVT queue to Finance SVT queue. All calls were successful and are now coming from the right PBX and going to Finance successfully with no dropped calls. As well, all changes to the Service BC queues were implemented successfully and are now available to Citizens as per list below:

Call Flow Changes:

1. 604-660-2421 – added new message, “For Speculation and Vacancy Tax press 1……” - Successful
2. Speculation and Vacancy Tax
 - a. Added offer of Callback every 5 minutes while caller is in queue - Successful
 - b. Added offer of Voicemail every 5 minutes while caller is in queue - Successful
3. Changes in Callback were required and needed a service restart – Successful

Auto Transfers greater than 1 call is now turned on.

AllStream, MAXIMUS, Ministry of Finance and ComputerTalk will continue to monitor today through the end of next week to ensure there are no errors and if there are, to adjust as necessary.

Thanks to everyone who had a hand in getting us through this peak time!

All the best

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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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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From: Eason, Jeannette CITZ:EX
To: Dicks, Beverly J CITZ:EX; Hinshaw, Ron CITZ:EX
Cc: Bell, Russell CITZ:EX
Subject: FIN - Server Issues. Auto Transfer Turn Off
Date: February 8, 2019 10:37:32 AM
Importance: High

Hi Bev and Ron,

Finance are experiencing server issues and are dropping calls. They have asked us to turn off the auto-transfer. Rajeev has turned it off, based on the fact that calls are being dropped. I will follow with an update once I hear more.

Thank you
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"

From: Nelson, Marty CITZ:EX
To: Bell, Russell CITZ:EX; Luscher, John CITZ:EX; Harris, Richard CITZ:EX; Duncan, Peggy CITZ:EX
Cc: Ballam, Patty CITZ:EX; Dunkley, Candace CITZ:EX; Talbott, Janice CITZ:EX
Subject: Issue Requiring Reponse/Support: SVT Tier 2 Call Back Numbers
Date: March 14, 2019 11:37:04 AM
Importance: High

Hi gang, we are seeing significant challenges when contacting the SVT Tier 2 number for support and aren't comfortable in handing this number to citizens for them to call back nor engage in a conversation where we can't factually manage expectations. The highlighted number has been more successful but not by much.

- Numbers listed in materials : SVT Tier 2: **s.15,s.17** and **s.15,s.17**

Issues:

- This number doesn't connect directly to tier 2
- Upon speaking to an agent (tier 1) there is a transfer that has indicates a 15 minute wait to speak to an agent (as of sending we are now up to 45 minutes with the hold in the background - **s.15,s.17**)
- Agent didn't acknowledge when indicating we are with Service BC and needing a tier 2 agent for SVT
- Calls have dropped a number of times

Areas of Concern?

- Is this the expected process?
- Is there not a direct connection to a tier 2 support?
- Is there a better or more direct number that can be provided? Concern is that a citizen may already be frustrated with this accessing this service then providing them a number that requires holding, a transfer then holding 15 minutes (based on the messaging) is not going to build trust and confidence.

Regards,
Marty

Marty Nelson
Area Services Manager – Area 7
Government Agent - Duncan
Service BC
Ministry of Citizens' Services
T: 250-746-1226 | M: 250-466-4851 | Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"

From: Bell, Russell CITZ:EX
Sent: Friday, March 1, 2019 10:51 AM
To: Luscher, John CITZ:EX; Nelson, Marty CITZ:EX
Cc: Harris, Richard CITZ:EX
Subject: SVT Update Meeting

Gentlemen,

Can we cancel today's meeting at 11:00.

I have no new information to add since the note from yesterday.

There should be a trickle of emails into the Vernon Box so expect more.

I am still chasing FIN to see if they have work to offer us but I received no response.

We can meet again on Monday.

Cheers

RB

Russell Bell

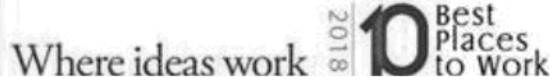
A/Director, Contact Centres

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"



From: [Rajeev Purewal](#)
To: [Eason, Jeannette CITZ:EX](#)
Cc: [SBC Contact Centre Information CITZ:EX](#); [Emery, Steven B FIN:EX](#); [Hinshaw, Ron CITZ:EX](#); [Paul Simunkovic; Khaira, Kally FIN:EX](#)
Subject: Update to Incident Report
Date: February 5, 2019 11:03:44 AM
Attachments: [SBC Sev 1 Incident Notification 1030 05022019.pdf](#)

Please see the update to the document attached describing the root cause of the issue this morning.
Thanks

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

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Severity 1 Incident Notification

Please be advised that a Severity 1 incident has occurred. Below is the relevant information relating to the problem. Please direct any questions or concerns to the situation manager identified below.

Date: 02/05/2019 Time of Sev 1 Incident: ~0920 Time of Resolution: ~0935	Ticket(s) # MAXIMUS: N/A
Incident Manager Name: Rajeev Purewal	Incident Manager Contact Info: Phone: 250-514-7791 Email: rajeev.purewal@maximuscanada.ca
Problem Description: The SBC Contact Centre is not currently receiving calls. When a call is placed, the caller hears a tone. **Now Resolved** Public Impacted? Yes. Public will be unable to reach the SBC Contact Centre and will be greeted by a tone.	
Area(s) Responsible to Action: MAXIMUS Canada	
Estimated Time of Resolution: **RESOLVED**	

Update(s):		
Time:	Activity/Description of Resolution:	Next Update:
0940	The root cause of the issue is being investigated and will be communicated once identified. Sev 1	N/A
1000	The drop in calls this morning was as a result of the implementation of the additional s.15 as was requested on a call this morning. This should have been better scheduled and will be taken up with Allstream. Notifications will now cease and normal communications will resume.	N/A

From: Rajeev Purewal
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
Date: January 29, 2019 10:00:30 AM

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
Phone: (250) 405-3715

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From: [Rajeev Purewal](#)
To: [Bell, Russell CITZ:EX](#); [SBC Contact Centre Information CITZ:EX](#)
Subject: FW: Telephony Issues
Date: January 30, 2019 4:53:51 PM

From: Rajeev Purewal
Sent: Wednesday, January 30, 2019 4:53 PM
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); Eason, Jeannette MTIC:EX (Jeannette.Eason@gov.bc.ca) (Jeannette.Eason@gov.bc.ca); Hinshaw, Ron MTIC:EX <Ron.Hinshaw@gov.bc.ca> (Ron.Hinshaw@gov.bc.ca); Paul Simunkovic
Subject: FW: Telephony Issues

Please see the note below from our Incident Manager Justin Leger:

An issue was identified today where calls were not being picked up by the call centre. Based on **limited internal testing**, approximately 20% of calls would result in a caller receiving "dead air." It would appear to the citizen that they had likely not hit the call button on their phone or made an error, prompting them to try again. To our knowledge there have not been any complaints regarding this issue; this is expected as the amount of irritation to the citizen is limited.

There is a related issue where calls transferred to HIBC or RSBC may be dropped.

The root cause is related to the unanticipated influx of SVT calls. Capacity is being increased within our systems to accommodate the high volume of calls. A fix will be put in place by this evening. Further effort is required to resolve the dropped calls on transfers but it is anticipated that it will be resolved tomorrow morning.

Justin Leger
Manager, Business Performance

MAXIMUS Canada

716 Yates Street
Victoria, BC V8W 1L4
Office: 250.405.3949
Mobile: 778.350.9120

justin.leger@maximuscandada.ca

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From: [Eason, Jeannette CITZ:EX](#)
To: [XT:Purewal, Rajeev HLTH:IN](#)
Cc: [Khaira, Kally FIN:EX](#); [Emery, Steven B FIN:EX](#); [Graboski, Anne FIN:EX](#); [Hinshaw, Ron CITZ:EX](#); [Paul Simunkovic; SBC Contact Centre Information CITZ:EX](#)
Subject: Re: 12pm Update
Date: January 29, 2019 1:10:45 PM

Thanks Rajeev,
Could we also receive an abandoned rate for stats going forward?
Thank you
Jeannette

Sent from my iPhone

On Jan 29, 2019, at 12:22 PM, Rajeev Purewal <Rajeev.Purewal@maximusbc.ca> wrote:

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 \$15 call wait threshold.

Our current stats are:

In queue: 16

Available agents: 5 (lower due to break time)

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 <SBCCContactCentreInfo@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.~~15

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
Phone: (250) 405-3715

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From: [Eason, Jeannette CITZ:EX](#)
To: [SBC Contact Centre Information CITZ:EX](#)
Subject: RE: Heads up: 1-833-554-2323 - error message
Date: February 4, 2019 4:35:29 PM

Hi Rich,

I should have explained that Rajeev had the auto transfer on all day and just turned it off when I called. So the majority of calls have been auto transferred over to FIN. FIN don't seem to have had a capacity issue, so it's really strange!

From: SBC Contact Centre Information CITZ:EX
Sent: February 4, 2019 4:06 PM
To: Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>
Subject: RE: Heads up: 1-833-554-2323 - error message

Hey Jeannette,

With the auto transfer turned off, would the calls not go straight to MMS from that phone number? I don't think they'd be transferred to FIN until they were manually sent over, implying that a busy signal right off the bat would be on the MMS side.

I could certainly be wrong, but just my thoughts.

Rich

From: Eason, Jeannette CITZ:EX
Sent: February 4, 2019 4:03 PM
To: SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>
Subject: RE: Heads up: 1-833-554-2323 - error message

Rajeev just confirmed that he turned off the transfer threshold and he went up to 220 calls in queue immediately. They have capacity so it looks like it might be ICE that is giving a busy signal?

From: Eason, Jeannette CITZ:EX
Sent: February 4, 2019 3:56 PM
To: SBC Contact Centre Information CITZ:EX <SBCContactCentreInfo@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; Khaira, Kally FIN:EX <Kally.Khaira@gov.bc.ca>; Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>
Subject: RE: Heads up: 1-833-554-2323 - error message

I just tried it and I am in queue. s.15

I'll wait for Rajeev to confirm if MAXIMUS reached s.15 : capacity. I believe the Cisco System is built to handle this type of volume.

Steven or Kally- how is ICE doing with capacity? Or the s.15

Thanks

Jeannette

From: SBC Contact Centre Information CITZ:EX

Sent: February 4, 2019 3:42 PM

To: Eason, Jeannette CITZ:EX <Jeannette.Eason@gov.bc.ca>; Bell, Russell CITZ:EX <Russell.Bell@gov.bc.ca>

Subject: FW: Heads up: 1-833-554-2323 - error message

FYI...

From: Emery, Steven B FIN:EX

Sent: February 4, 2019 3:33 PM

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

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

Subject: RE: Heads up: 1-833-554-2323 - error message

I just tied calling, and it went busy signal

Steven Emery

Executive Director, Property Taxation Branch

From: Khaira, Kally FIN:EX

Sent: February 4, 2019 3:30 PM

To: Graboski, Anne FIN:EX <Anne.Graboski@gov.bc.ca>; Emery, Steven B FIN:EX <Steven.Emery@gov.bc.ca>; XT:Purewal, Rajeev HLTH:IN <Rajeev.purewal@maximusbc.ca>; SBC Contact Centre Information CITZ:EX <SBCCContactCentreInfo@gov.bc.ca>

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

Subject: Heads up: 1-833-554-2323 - error message

Importance: High

We just got our first report from a caller advising our staff of the following:

I have a caller saying the toll free number is crashing and she was receiving a busy signal.

do we know this?

1-833-554-2323

she says that apparently "they know" but it is kicking TP's put

*out

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