

**From:** Lemus, Alejandra PSFS:EX (Alejandra.Lemus@gov.bc.ca)  
**To:** Bianconi, Alana AG:EX (Alana.Bianconi@gov.bc.ca)  
**Cc:** Panesar, Natasha AG:EX (Natasha.Panesar@gov.bc.ca); McMurray, Arynne AG:EX (Arynne.McMurray@gov.bc.ca); Tanner, Will AG:EX (Will.Tanner@gov.bc.ca)  
**Subject:** RE: April Correspondence Stats Attached (MAG)  
**Sent:** 05/02/2023 17:11:01  
**Attachments:** image001.png  
**Message Body:**

Hello Alana,

All Admin was really helpful completing their team's correspondence before the end of the month. A few reminders need to be done during the next Monthly Admin meeting though.

In case Paul asks you about the 2 overdue correspondences for April. Please see below,

- **637926** – due date April 24<sup>th</sup> - PLD Admin informed us Friday, April 28<sup>th</sup> that Darin T let them know that 637926 Reply Direct cannot be sent until AG sends a letter with the same topic the week of May 1st. He will draft a response after that.
- **637964** – due date April 25<sup>th</sup> - PLD Admin informed us Friday, April 28<sup>th</sup> that Taran had requested Filing action for this CLIFF. No reasoning was provided. May 1<sup>st</sup>, Anita let us know that PLD might write an acknowledgment letter, but they are requesting that Incoming is redirected to PSSG.

Thank you Natasha and Will for the assistance while I was away.

Kind regards,

**Alejandra Lemus**

**From:** Bianconi, Alana AG:EX <Alana.Bianconi@gov.bc.ca>  
**Sent:** Tuesday, May 2, 2023 8:40 AM  
**To:** Lemus, Alejandra AG:EX <Alejandra.Lemus@gov.bc.ca>; Panesar, Natasha AG:EX <Natasha.Panesar@gov.bc.ca>; Saulnier, Jessica AG:EX <Jessica.Saulnier@gov.bc.ca>  
**Cc:** Sparks, Bryan AG:EX <Bryan.Sparks@gov.bc.ca>; McMurray, Arynne AG:EX <Arynne.McMurray@gov.bc.ca>; Craven, Paul AG:EX <Paul.Craven@gov.bc.ca>  
**Subject:** FW: April Correspondence Stats Attached (MAG)

98%!!!!!!!!!!!!!! Well done ladies!!

Thanks for all of your hard work keeping correspondence timely ?😊?

**Alana**

**From:** Thompson, Angella N AG:EX <s.15

s.15

**Sent:** Tuesday, May 2, 2023 8:27 AM

**To:** Adams, Alisia K AG:EX <s.15

s.15

Anderson, Erin AG:EX <s.15

s.15

Armstrong, Jaime AG:EX <s.15

s.15

Baker, Stephanie AG:EX s.15

s.15

Bennett, David AG:EX <s.15

s.15

s.15

Best, Roland AG:EX <s.15

s.15

Bianconi, Alana AG:EX <s.15

s.15

Campbell,

Tracy AG:EX <s.15

s.15

Carmichael, Barbara AG:EX <s.15

s.15

s.15

Cheema, Haiqa AG:EX <s.15

s.15

Cook, Jesse AG:EX <s.15

s.15

Craven, Paul AG:EX <s.15

s.15

Dusterbeck,

Sarah AG:EX <s.15

s.15

Earl, Jennifer AG:EX <s.15

s.15

Engelbrecht, Maya AG:EX <s.15

s.15

Genzale, Morgan AG:EX s.15

s.15

Hay, Lorna AG:EX <s.15

s.15

s.15

AG:EX <s.15

s.15

Ilunga, Christel AG:EX <s.15

s.15

s.15

Juk, Peter A AG:EX <s.15

s.15

Kim, Elly AG:EX <s.15

s.15

AG:EX <s.15

s.15

Lemus, Alejandra AG:EX <s.15

s.15

Manton, Jenny D AG:EX <s.15

s.15

May, Cheryl FIN:EX <s.15

s.15

McKenzie, Grace AG:EX <s.15

s.15

McKeown, Kayla AG:EX s.15

s.15

Mittag, Greg AG:EX <s.15

s.15

s.15

AG:EX <s.15

s.15

Oh, Yun AG:EX <s.15

Nazarko, Zach

s.15 Parfett, Fiona AG:EX  
<s.15  
s.15 Pearson, Barbera AG:EX <s.15  
s.15  
Petraroia, Helena AG:EX <s.15  
s.15 Poon, Matthew AG:EX s.15  
s.15  
s.15 Ross, Eva L C AG:EX <s.15  
s.15 Sparks, Bryan  
AG:EX <s.15  
s.15 Taggesell, Christopher AG:EX <s.15  
s.15 s.15  
Tanner, Will AG:EX <s.15  
s.15 Todd,  
Lesley AG:EX <s.15  
s.15 Williams, Julie AG:EX <s.15  
s.15  
**Subject:** April Correspondence Stats Attached (MAG)

Angella Thompson, Team Lead, Corporate Correspondence Unit

Business Planning and Priorities

Corporate Management Services Branch

Ministries of Attorney General, Public Safety and Solicitor General, and Housing

Victoria, British Columbia

778-974-3799

**From:** Bianconi, Alana AG:EX(Alana.Bianconi@gov.bc.ca)  
**To:** Lemus, Alejandra PSFS:EX (Alejandra.Lemus@gov.bc.ca); Panesar, Natasha AG:EX (Natasha.Panesar@gov.bc.ca); Saulnier, Jessica AG:EX (Jessica.Saulnier@gov.bc.ca)  
**To:** Sparks, Bryan AG:EX (Bryan.Sparks@gov.bc.ca); McMurray, Arynne AG:EX (Arynne.McMurray@gov.bc.ca); Craven, Paul AG:EX (Paul.Craven@gov.bc.ca)  
**Subject:** FW: April Correspondence Stats Attached (MAG)  
**Sent:** 05/02/2023 15:40:18

**Message**

**Body:**

98%!!!!!!!!!!!!!! Well done ladies!!

Thanks for all of your hard work keeping correspondence timely 😊

Alana

From: Thompson, Angella N AG:EX

Sent: Tuesday, May 2, 2023 8:27 AM

To: Adams, Alisia K AG:EX ; Anderson, Erin AG:EX ; Armstrong, Jaime AG:EX ; Baker, Stephanie AG:EX ; Bennett, David AG:EX ; Best, Roland AG:EX ; Bianconi, Alana AG:EX ; Campbell, Tracy AG:EX ; Carmichael, Barbara AG:EX ; Cheema, Haiqa AG:EX ; Cook, Jesse AG:EX ; Craven, Paul AG:EX ; Dusterbeck, Sarah AG:EX ; Earl, Jennifer AG:EX ; Engelbrecht, Maya AG:EX ; Genzale, Morgan AG:EX ; Hay, Lorna AG:EX ; Hughes, Candice AG:EX ; Ilunga, Christel AG:EX ; Juk, Peter A AG:EX ; Kim, Elly AG:EX ; Langham, Kelly AG:EX ; Lemus, Alejandra AG:EX ; Manton, Jenny D AG:EX ; May, Cheryl FIN:EX ; McKenzie, Grace AG:EX ; McKeown, Kayla AG:EX ; Mittag, Greg AG:EX ; Nazarko, Zach AG:EX ; Oh, Yun AG:EX ; Parfett, Fiona AG:EX ; Pearson, Barbera AG:EX ; Petraroia, Helena AG:EX ; Poon, Matthew AG:EX ; Ross, Eva L C AG:EX ; Sparks, Bryan AG:EX ; Taggesell, Christopher AG:EX ; Tanner, Will AG:EX ; Todd, Lesley AG:EX ; Williams, Julie AG:EX

Subject: April Correspondence Stats Attached (MAG)

Angella Thompson, Team Lead, Corporate Correspondence Unit

Business Planning and Priorities

Corporate Management Services Branch

Ministries of Attorney General, Public Safety and Solicitor General, and Housing

Victoria, British Columbia

778-974-3799

## AG MINISTRY CORRESPONDENCE August 2022

(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU)

| Branch                                                   | Log Action      | # Letters this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                                  |
|----------------------------------------------------------|-----------------|---------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|------------------------------------------------|
| <b>BC Housing (DMO-CAS-Correspondence)</b>               | AG Bullets      | 17                  | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                                                |
|                                                          | AG Draft Reply  | 68                  | 6                          |                                               | 40                        | 4                                 | 4                            | 0                                           |                                      | 627947, 629243, 629474, 629881, 630206, 630260 |
|                                                          | Associate DM    | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                                                |
|                                                          | Reply Direct    | 168                 | 45                         |                                               | 47                        | 21                                | 22                           | 7                                           |                                      | List sent separately                           |
|                                                          | <b>Total</b>    | <b>254</b>          | <b>51</b>                  | <b>80%</b>                                    |                           |                                   | <b>26</b>                    | <b>7</b>                                    | <b>73%</b>                           |                                                |
| <b>BC Prosecution Services (BCPS - Pros Services CU)</b> | AG Bullets      | 3                   | 0                          |                                               |                           |                                   | 4                            | 0                                           |                                      |                                                |
|                                                          | AG Draft Reply  | 25                  | 4                          |                                               | 53                        | 4                                 | 0                            | 0                                           |                                      | 628223, 628225, 629522, 629567                 |
|                                                          | Deputy AG Reply | 1                   | 1                          |                                               | 97                        | 1                                 | 0                            | 0                                           |                                      | 626978                                         |
|                                                          | Reply Direct    | 119                 | 76                         |                                               | 115                       | 59                                | 20                           | 5                                           |                                      | List sent separately                           |
|                                                          | <b>Total</b>    | <b>148</b>          | <b>81</b>                  | <b>45%</b>                                    |                           |                                   | <b>24</b>                    | <b>5</b>                                    | <b>79%</b>                           |                                                |
| <b>Corporate Management Services (CMSB-ADM)</b>          | AG Bullets      | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 2                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 1                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Reply Direct    | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | <b>Total</b>    | <b>3</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>100%</b>                          |                                                |
| <b>Court Services (CSB-Court Services)</b>               | AG Bullets      | 4                   | 0                          |                                               |                           |                                   | 2                            |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 17                  | 0                          |                                               |                           |                                   | 3                            |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 3                   | 0                          |                                               |                           |                                   | 3                            |                                             |                                      |                                                |
|                                                          | Reply Direct    | 57                  | 1                          |                                               | 191                       | 1                                 | 5                            |                                             |                                      | 623144                                         |
|                                                          | <b>Total</b>    | <b>81</b>           | <b>1</b>                   | <b>98.8%</b>                                  |                           |                                   | <b>13</b>                    | <b>0</b>                                    | <b>100%</b>                          |                                                |
| <b>Information Systems (ISB-HQ)</b>                      | AG Bullets      | 0                   | 0                          |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 0                   | 0                          |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 0                   | 0                          |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Reply Direct    | 1                   | 1                          |                                               | 66                        | 1                                 |                              |                                             |                                      | 627769                                         |
|                                                          | <b>Total</b>    | <b>1</b>            | <b>1</b>                   | <b>0%</b>                                     |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>n/a</b>                           |                                                |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

| Branch                                                     | Log Action        | #Letters Sent this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                                          |
|------------------------------------------------------------|-------------------|-------------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|--------------------------------------------------------|
| Justice Services (JSB-Just.Services)                       | AG Bullets        | 48                      | 0                          |                                               |                           |                                   | 2                            | 0                                            |                                      |                                                        |
|                                                            | AG Draft Reply    | 61                      | 1                          |                                               | 1                         |                                   | 6                            | 1                                            |                                      | 631532                                                 |
|                                                            | Deputy AG Reply   | 12                      | 0                          |                                               |                           |                                   | 0                            | 0                                            |                                      |                                                        |
|                                                            | Reply Direct      | 112                     | 1                          |                                               | 5                         |                                   | 21                           | 1                                            |                                      | 631004                                                 |
|                                                            | <b>Total</b>      | <b>233</b>              | <b>2</b>                   | <b>99%</b>                                    |                           |                                   | <b>29</b>                    | <b>2</b>                                     | <b>93%</b>                           |                                                        |
| Legal Services (LSB-Legal Serv CU)                         | AG Bullets        | 5                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG Draft Reply    | 39                      |                            |                                               |                           |                                   | 2                            |                                              |                                      |                                                        |
|                                                            | Deputy AG Reply   | 7                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Reply Direct      | 145                     |                            |                                               |                           |                                   | 11                           |                                              |                                      |                                                        |
|                                                            | <b>Total</b>      | <b>196</b>              | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>13</b>                    | <b>0</b>                                     | <b>100%</b>                          |                                                        |
| LSB-OIC Office (LSB-OIC Correspondence)                    | AG Bullets        | 2                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG Draft Reply    | 0                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Deputy AG Reply   | 0                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Reply Direct      | 3                       |                            |                                               |                           |                                   | 1                            |                                              |                                      |                                                        |
|                                                            | <b>Total</b>      | <b>5</b>                | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                                        |
| Multiculturalism (Multiculturalism & Anti-Racism Division) | AG Bullets        | 0                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG Draft Reply    | 22                      |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG/PS Draft Reply | 2                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | PS Draft Reply    | 10                      |                            |                                               |                           |                                   | 1                            |                                              |                                      |                                                        |
|                                                            | Deputy AG Reply   | 0                       |                            |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Reply Direct      | 14                      |                            |                                               |                           |                                   | 1                            |                                              |                                      |                                                        |
|                                                            | <b>Total</b>      | <b>48</b>               | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>2</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                                        |
| Office of Housing and Construction Standards (OHCS-ADM)    | AG Bullets        | 120                     | 0                          |                                               |                           |                                   | 16                           | 0                                            |                                      |                                                        |
|                                                            | AG Draft Reply    | 284                     | 7                          |                                               | 14                        | 1                                 | 16                           | 1                                            |                                      | 629552, 629559, 629722, 630394, 630403, 630487, 631432 |
|                                                            | Associate DM      | 8                       | 0                          |                                               |                           |                                   | 1                            | 0                                            |                                      |                                                        |
|                                                            | Reply Direct      | 496                     | 32                         |                                               | 19                        | 7                                 | 73                           | 12                                           |                                      | List sent separately                                   |
|                                                            | <b>Total</b>      | <b>908</b>              | <b>39</b>                  | <b>96%</b>                                    |                           |                                   | <b>106</b>                   | <b>13</b>                                    | <b>88%</b>                           |                                                        |
|                                                            |                   |                         |                            |                                               |                           |                                   |                              |                                              |                                      |                                                        |
| <b>AG Totals</b>                                           |                   | <b>1877</b>             | <b>175</b>                 | <b>91%</b>                                    |                           |                                   | <b>214</b>                   | <b>27</b>                                    | <b>87%</b>                           |                                                        |

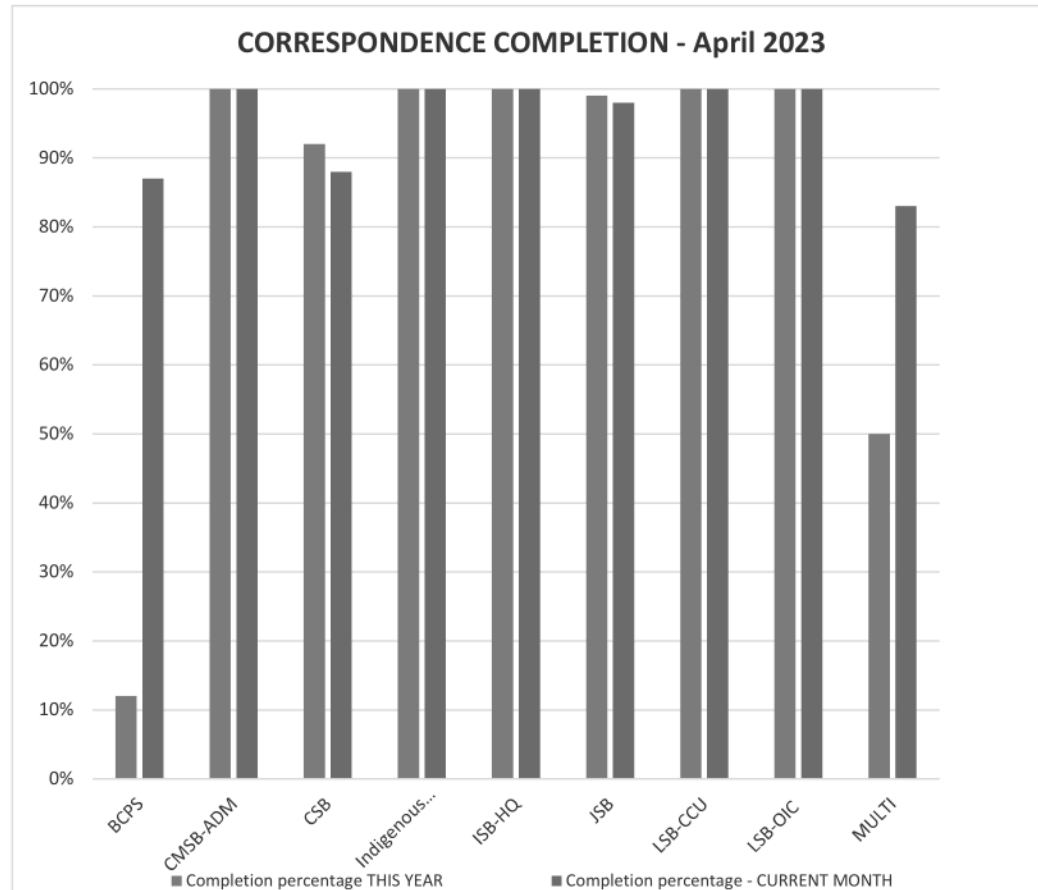
Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

**Reply Directs   AG Drafts   Web Mails**

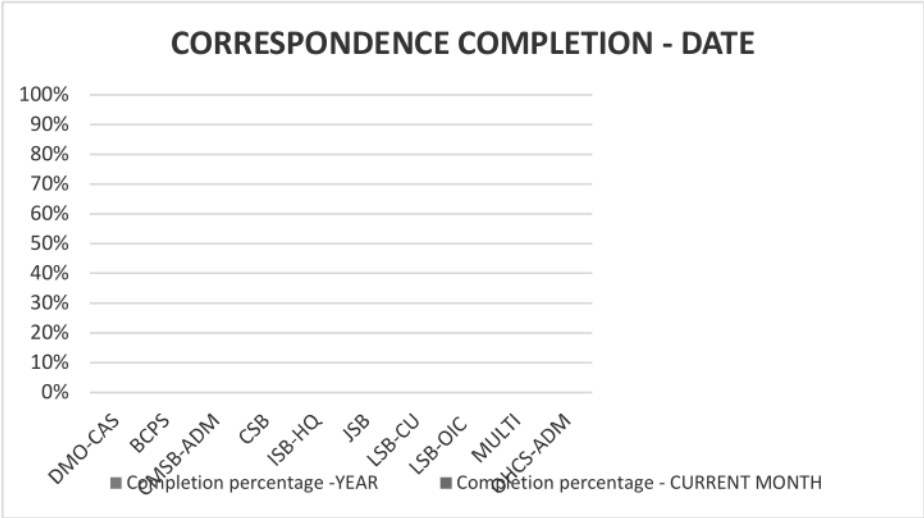
|     |     |
|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
| 73  | 62  |
| 43  | 23  |
| 39  | 15  |
| 36  | 15  |
| 35  | 21  |
| 40  |     |
| 34  |     |
| 29  |     |
| 24  |     |
| 15  |     |
| 15  |     |
| 15  |     |
| 13  |     |
| 12  |     |
| 9   |     |
| 5   |     |
| 5   |     |
| 3   |     |

| Branch                  | Completion percentage THIS YEAR | Completion percentage - CURRENT MONTH |
|-------------------------|---------------------------------|---------------------------------------|
| BCPS                    | 12%                             | 87%                                   |
| CMSB-ADM                | 100%                            | 100%                                  |
| CSB                     | 92%                             | 88%                                   |
| Indigenous Justice Sec. | 100%                            | 100%                                  |
| ISB-HQ                  | 100%                            | 100%                                  |
| JSB                     | 99%                             | 98%                                   |
| LSB-CCU                 | 100%                            | 100%                                  |
| LSB-OIC                 | 100%                            | 100%                                  |
| MULTI                   | 50%                             | 83%                                   |





| Branch   | Completion percentage - YEAR | Completion percentage - CURRENT MONTH |
|----------|------------------------------|---------------------------------------|
| DMO-CAS  | 0%                           | 0%                                    |
| BCPS     | 0%                           | 0%                                    |
| CMSB-ADM | 0%                           | 0%                                    |
| CSB      | 0.0%                         | 0%                                    |
| ISB-HQ   | 0%                           | 0%                                    |
| JSB      | 0%                           | 0%                                    |
| LSB-CU   | 0%                           | 0%                                    |
| LSB-OIC  | 0%                           | 0%                                    |
| MULTI    | 0%                           | 0%                                    |
| OHCS-ADM | 0%                           | 0%                                    |



## AG MINISTRY CORRESPONDENCE April 2023

(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU)

| Branch                                                   | Log Action      | # Letters this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers               |
|----------------------------------------------------------|-----------------|---------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|-----------------------------|
| <b>BC Prosecution Services (BCPS - Pros Services CU)</b> | AG Bullets      | 1                   | 0                          |                                               |                           |                                   | 1                            | 0                                           |                                      |                             |
|                                                          | AG Draft Reply  | 7                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                             |
|                                                          | Deputy AG Reply | 0                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                             |
|                                                          | Reply Direct    | 84                  | 81                         |                                               | 95                        | 60                                | 14                           | 2                                           |                                      | <i>list sent separately</i> |
|                                                          | <b>Total</b>    | <b>92</b>           | <b>81</b>                  | <b>12%</b>                                    |                           |                                   | <b>15</b>                    | <b>2</b>                                    | <b>87%</b>                           |                             |
| <b>Corporate Management Services (CMSB-ADM)</b>          | AG Bullets      | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | AG Draft Reply  | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Deputy AG Reply | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Reply Direct    | 1                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | <b>Total</b>    | <b>1</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>n/a</b>                           |                             |
| <b>Court Services (CSB-Court Services)</b>               | AG Bullets      | 2                   | 0                          |                                               |                           |                                   | 1                            | 0                                           |                                      |                             |
|                                                          | AG Draft Reply  | 9                   | 1                          |                                               | 1                         |                                   | 3                            | 1                                           |                                      | 638055                      |
|                                                          | Deputy AG Reply | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                             |
|                                                          | Reply Direct    | 24                  | 2                          |                                               | 65                        | 1                                 | 4                            | 0                                           |                                      | 632860, 637875              |
|                                                          | <b>Total</b>    | <b>36</b>           | <b>3</b>                   | <b>92%</b>                                    |                           |                                   | <b>8</b>                     | <b>1</b>                                    | <b>88%</b>                           |                             |
| <b>Indigenous Justice Secretariat</b>                    | AG Bullets      | 0                   |                            |                                               |                           |                                   | 0                            |                                             |                                      |                             |
|                                                          | AG Draft Reply  | 1                   |                            |                                               |                           |                                   | 0                            |                                             |                                      |                             |
|                                                          | Deputy AG Reply | 1                   |                            |                                               |                           |                                   | 0                            |                                             |                                      |                             |
|                                                          | Reply Direct    | 4                   |                            |                                               |                           |                                   | 1                            |                                             |                                      |                             |
|                                                          | <b>Total</b>    | <b>6</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                    | <b>100%</b>                          |                             |
| <b>Information Systems (ISB-HQ)</b>                      | AG Bullets      |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | AG Draft Reply  |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Deputy AG Reply |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Reply Direct    |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | <b>Total</b>    | <b>0</b>            | <b>0</b>                   | <b>n/a</b>                                    |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>n/a</b>                           |                             |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

| Branch                                                                | Log Action      | #Letters Sent this year | # of total current overdues | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                          |
|-----------------------------------------------------------------------|-----------------|-------------------------|-----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|----------------------------------------|
| <b>Justice Services (JSB-Just.Services)</b>                           | AG Bullets      | 27                      | 0                           |                                               |                           |                                   | 12                           | 0                                            |                                      |                                        |
|                                                                       | AG Draft Reply  | 28                      | 0                           |                                               |                           |                                   | 6                            | 0                                            |                                      |                                        |
|                                                                       | Deputy AG Reply | 8                       | 0                           |                                               |                           |                                   | 2                            | 0                                            |                                      |                                        |
|                                                                       | Reply Direct    | 74                      | 2                           |                                               | 5                         |                                   | 22                           | 1                                            |                                      | 637926, 637964                         |
|                                                                       | <b>Total</b>    | <b>137</b>              | <b>2</b>                    | <b>99%</b>                                    |                           |                                   | <b>42</b>                    | <b>1</b>                                     | <b>98%</b>                           |                                        |
| <b>Legal Services (LSB-Legal Serv CU)</b>                             | AG Bullets      | 1                       |                             |                                               |                           |                                   | 1                            |                                              |                                      |                                        |
|                                                                       | AG Draft Reply  | 7                       |                             |                                               |                           |                                   | 2                            |                                              |                                      |                                        |
|                                                                       | Deputy AG Reply | 1                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                        |
|                                                                       | Reply Direct    | 66                      |                             |                                               |                           |                                   | 26                           |                                              |                                      |                                        |
|                                                                       | <b>Total</b>    | <b>75</b>               | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>29</b>                    | <b>0</b>                                     | <b>100%</b>                          |                                        |
| <b>LSB-OIC Office (LSB-OIC Correspondence)</b>                        | AG Bullets      | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                        |
|                                                                       | AG Draft Reply  | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                        |
|                                                                       | Deputy AG Reply | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                        |
|                                                                       | Reply Direct    | 1                       |                             |                                               |                           |                                   | 1                            |                                              |                                      |                                        |
|                                                                       | <b>Total</b>    | <b>1</b>                | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                        |
| <b>Multiculturalism (Multiculturalism &amp; Anti-Racism Division)</b> | AG Bullets      | 1                       | 1                           |                                               | 19                        |                                   | 0                            |                                              |                                      | 637470                                 |
|                                                                       | AG Draft Reply  | 2                       | 0                           |                                               |                           |                                   | 0                            |                                              |                                      |                                        |
|                                                                       | PS Draft Reply  | 1                       | 0                           |                                               |                           |                                   | 1                            |                                              |                                      |                                        |
|                                                                       | Reply Direct    | 8                       | 5                           |                                               | 93                        | 5                                 | 2                            |                                              |                                      | 633060, 633215, 633419, 634817, 635926 |
|                                                                       | <b>Total</b>    | <b>12</b>               | <b>6</b>                    | <b>50%</b>                                    |                           |                                   | <b>3</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                        |
|                                                                       |                 |                         |                             |                                               |                           |                                   |                              |                                              |                                      |                                        |
| <b>AG Totals</b>                                                      |                 | <b>360</b>              | <b>92</b>                   | <b>74%</b>                                    |                           |                                   | <b>99</b>                    | <b>4</b>                                     | <b>96%</b>                           |                                        |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

**Reply Directs   AG Drafts   Web Mails**

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| 102 | 129 |
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**From:** McMurray, Arynne AG:EX (Arynne.McMurray@gov.bc.ca)  
**To:** Tanner, Will AG:EX (Will.Tanner@gov.bc.ca); Wiebe, Matthew AG:EX (Matthew.Wiebe@gov.bc.ca)  
**Cc:** Qu, Odile AG:EX (Odile.Qu@gov.bc.ca); Panesar, Natasha AG:EX (Natasha.Panesar@gov.bc.ca)  
**Subject:** RE: End of month outstanding CLIFFS  
**Sent:** 05/31/2023 20:42:54  
**Attachments:** image001.png  
**Message Body:**

Just an update on this – we heard back from Alana and it looks like these may have to be re-approved, so I don't predict we'll be able to close the log. I'm not sure if it will actually be included in our correspondence stats given the action type is Speaking Notes.

Regardless, I'm aware of the situation with this one so no further action needed from the correspondence team at this point ?😊?

**Arynne McMurray** (s.15)

Project & Service Design Division

Justice Services Branch | Ministry of Attorney General

**From:** Tanner, Will AG:EX <Will.Tanner@gov.bc.ca>  
**Sent:** Wednesday, May 31, 2023 12:34 PM  
**To:** Wiebe, Matthew AG:EX <Matthew.Wiebe@gov.bc.ca>  
**Cc:** McMurray, Arynne AG:EX <Arynne.McMurray@gov.bc.ca>; Qu, Odile AG:EX <Odile.Qu@gov.bc.ca>; Panesar, Natasha AG:EX <Natasha.Panesar@gov.bc.ca>  
**Subject:** RE: End of month outstanding CLIFFS

Hi Matthew,

These Speaking Notes were approved all the way up to the MO, but we received revisions from GCPE about an hour after Alana asked us to close the item. Those have been forwarded to Alana, I will follow up with her and CC the whole team.

Thank you,

**Will Tanner** ([hear name](#))

A/Communications & Engagement Coordinator | he/him

Justice Services Branch | Ministry of Attorney General

Phone: (236) 478-2488 | Email: [Will.Tanner@gov.bc.ca](mailto:Will.Tanner@gov.bc.ca)

I gratefully and respectfully acknowledge that I live and work on the Coast Salish territories of the ləkʷəʔʔən peoples.

**From:** Tanner, Will AG:EX

**Sent:** Wednesday, May 31, 2023 12:31 PM

**To:** Wiebe, Matthew AG:EX <[Matthew.Wiebe@gov.bc.ca](mailto:Matthew.Wiebe@gov.bc.ca)>; Oh, Yun AG:EX <[Yun.Oh@gov.bc.ca](mailto:Yun.Oh@gov.bc.ca)>

**Subject:** RE: End of month outstanding CLIFFS

Thank you Matthew, this is exactly what I asked you to do!

Unfortunately I gave you bad instructions in this instance – **Yun, we have the speaking notes, your division has nothing outstanding to contribute.**

Matthew, I will catch you up about this separately.

Sorry and thanks both!

**Will Tanner** ([hear name](#))

A/Communications & Engagement Coordinator | he/him

Justice Services Branch | Ministry of Attorney General

Phone: (236) 478-2488 | Email: [Will.Tanner@gov.bc.ca](mailto:Will.Tanner@gov.bc.ca)

I gratefully and respectfully acknowledge that I live and work on the Coast Salish territories of the ləkʷəʔʔən peoples.

**From:** Wiebe, Matthew AG:EX <[Matthew.Wiebe@gov.bc.ca](mailto:Matthew.Wiebe@gov.bc.ca)>

**Sent:** Wednesday, May 31, 2023 12:29 PM

**To:** Oh, Yun AG:EX <[Yun.Oh@gov.bc.ca](mailto:Yun.Oh@gov.bc.ca)>

**Cc:** Tanner, Will AG:EX <[Will.Tanner@gov.bc.ca](mailto:Will.Tanner@gov.bc.ca)>

**Subject:** End of month outstanding CLIFFS

Hey Yun, as per the end of month outstanding correspondence I can only see one outstanding cliff

that needs attention:

637946

McPherson, Christopher A

The Law Society of BC

Speaking Notes

PLD

Assigned May 11

\*PLD due May 22 -NP

Let me know if there was anything else included in these end of month reviews or formatting changes you would prefer and I will be sure to include it if possible.

Thanks,

Matthew

**From:** Bianconi, Alana AG:EX (Alana.Bianconi@gov.bc.ca)  
**To:** Panesar, Natasha AG:EX (Natasha.Panesar@gov.bc.ca); Tanner, Will AG:EX (Will.Tanner@gov.bc.ca); Wiebe, Matthew AG:EX (Matthew.Wiebe@gov.bc.ca)  
**Cc:** McMurray, Arynne AG:EX (Arynne.McMurray@gov.bc.ca); Sparks, Bryan AG:EX (Bryan.Sparks@gov.bc.ca)  
**Subject:** FW: May Correspondence Stats Attached (MAG)  
**Sent:** 06/02/2023 18:32:41  
**Attachments:** image001.png, May 2023.xls, May at a glance.xls  
**Message Body:**

99%!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

WELL DONE TEAM CORRESPONDENCE!!!!!!!

Keep up the good work ?😊?

**Alana**

**From:** Thompson, Angella N AG:EX <Angella.Thompson@gov.bc.ca>  
**Sent:** Friday, June 2, 2023 8:39 AM  
**To:** Adams, Alisia K AG:EX <Alisia.Adams@gov.bc.ca>; Anderson, Erin AG:EX <Erin.Anderson@gov.bc.ca>; Armstrong, Jaime AG:EX <Jaime.Armstrong@gov.bc.ca>; Baker, Stephanie AG:EX <Stephanie.Baker@gov.bc.ca>; Bennett, David AG:EX <David.Bennett@gov.bc.ca>; Best, Roland AG:EX <Roland.Best@gov.bc.ca>; Bianconi, Alana AG:EX <Alana.Bianconi@gov.bc.ca>; Campbell, Tracy AG:EX <Tracy.Campbell@gov.bc.ca>; Carmichael, Barbara AG:EX <Barbara.Carmichael@gov.bc.ca>; Cheema, Haiqa AG:EX <Haiqa.Cheema@gov.bc.ca>; Cook, Jesse AG:EX <Jesse.Cook@gov.bc.ca>; Cormier, Kira AG:EX <Kira.Cormier@gov.bc.ca>; Craven, Paul AG:EX <Paul.Craven@gov.bc.ca>; Dusterbeck, Sarah AG:EX <Sarah.Dusterbeck@gov.bc.ca>; Earl, Jennifer AG:EX <Jen.Earl@gov.bc.ca>; Engelbrecht, Maya AG:EX <Maya.Engelbrecht@gov.bc.ca>; Genzale, Morgan AG:EX <Morgan.Genzale@gov.bc.ca>; Hay, Lorna AG:EX <Lorna.Hay@gov.bc.ca>; Hughes, Candice AG:EX <Candice.Hughes@gov.bc.ca>; Ilunga, Christel AG:EX <Christel.Ilunga@gov.bc.ca>; Juk, Peter A AG:EX <Peter.Juk@gov.bc.ca>; Langham, Kelly AG:EX <Kelly.Langham@gov.bc.ca>; Manton, Jenny D AG:EX <Jenny.Manton@gov.bc.ca>; May, Cheryl FIN:EX <Cheryl.May@gov.bc.ca>; Mazer, Erna AG:EX <Erna.Mazer@gov.bc.ca>; McKenzie, Grace AG:EX <Grace.McKenzie@gov.bc.ca>; McKeown, Kayla AG:EX <Kayla.McKeown@gov.bc.ca>; Mittag, Greg AG:EX <Greg.Mittag@gov.bc.ca>; Nazarko, Zach AG:EX <Zach.Nazarko@gov.bc.ca>; Oh, Yun AG:EX <Yun.Oh@gov.bc.ca>; Panesar, Natasha AG:EX <Natasha.Panesar@gov.bc.ca>; Parfett, Fiona AG:EX <Fiona.Parfett@gov.bc.ca>; Pearson, Barbera AG:EX <Barbera.Pearson@gov.bc.ca>; Petraroia, Helena AG:EX <Helena.Petraroia@gov.bc.ca>; Ross, Eva L C AG:EX <Eva.L.Ross@gov.bc.ca>; Sparks, Bryan AG:EX <Bryan.Sparks@gov.bc.ca>; Taggesell, Christopher AG:EX <Christopher.Taggesell@gov.bc.ca>; Tanner, Will AG:EX <Will.Tanner@gov.bc.ca>; Todd, Lesley AG:EX <Lesley.Todd@gov.bc.ca>; Wiebe, Matthew AG:EX <Matthew.Wiebe@gov.bc.ca>; Williams, Julie AG:EX <Julie.Williams@gov.bc.ca>  
**Subject:** May Correspondence Stats Attached (MAG)



Angella Thompson, Team Lead, Corporate Correspondence Unit

Business Planning and Priorities

Corporate Management Services Branch

Ministries of Attorney General, Public Safety and Solicitor General, and Housing

Victoria, British Columbia

778-974-3799

| AG MINISTRY CORRESPONDENCE May 2023<br>(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU) |                 |                     |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|----------------------|
| Branch                                                                                                                             | Log Action      | # Letters this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers        |
| BC Prosecution Services (BCPS - Pros Services CU)                                                                                  | AG Bullets      | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                                                                                                    | AG Draft Reply  | 8                   | 1                          |                                               | 5                         | 0                                 | 3                            | 1                                            |                                      | 638468               |
|                                                                                                                                    | Deputy AG Reply | 0                   | 0                          |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                                                                                                    | Reply Direct    | 105                 | 63                         |                                               | 95                        | 49                                | 13                           | 0                                            |                                      | list sent separately |
|                                                                                                                                    | <b>Total</b>    | <b>114</b>          | <b>64</b>                  | <b>44%</b>                                    |                           |                                   | <b>16</b>                    | <b>1</b>                                     | <b>94%</b>                           |                      |
| Corporate Management Services (CMSB-ADM)                                                                                           | AG Bullets      | 0                   |                            |                                               |                           |                                   | 0                            |                                              |                                      |                      |
|                                                                                                                                    | AG Draft Reply  | 0                   |                            |                                               |                           |                                   | 0                            |                                              |                                      |                      |
|                                                                                                                                    | Deputy AG Reply | 1                   |                            |                                               |                           |                                   | 1                            |                                              |                                      |                      |
|                                                                                                                                    | Reply Direct    | 1                   |                            |                                               |                           |                                   | 0                            |                                              |                                      |                      |
|                                                                                                                                    | <b>Total</b>    | <b>2</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                     | <b>100%</b>                          |                      |
| Court Services (CSB-Court Services)                                                                                                | AG Bullets      | 2                   | 0                          |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                                                                                                    | AG Draft Reply  | 10                  | 0                          |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                                                                                                    | Deputy AG Reply | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                                                                                                    | Reply Direct    | 37                  | 1                          |                                               | 8                         | 0                                 | 12                           | 1                                            |                                      | 638511               |
|                                                                                                                                    | <b>Total</b>    | <b>50</b>           | <b>1</b>                   | <b>98%</b>                                    |                           |                                   | <b>12</b>                    | <b>1</b>                                     | <b>92%</b>                           |                      |
| Indigenous Justice Secretariat                                                                                                     | AG Bullets      | 0                   |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | AG Draft Reply  | 1                   |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | Deputy AG Reply | 1                   |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | Reply Direct    | 4                   |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | <b>Total</b>    | <b>6</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>n/a</b>                           |                      |
| Information Systems (ISB-HQ)                                                                                                       | AG Bullets      |                     |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | AG Draft Reply  |                     |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | Deputy AG Reply |                     |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | Reply Direct    |                     |                            |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                                                                                                    | <b>Total</b>    | <b>0</b>            | <b>0</b>                   | <b>n/a</b>                                    |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>n/a</b>                           |                      |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval  
MAG-2023-31485 18 of 47

| Branch                                                     | Log Action      | #Letters Sent this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers  |
|------------------------------------------------------------|-----------------|-------------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|----------------|
| Justice Services (JSB-Just.Services)                       | AG Bullets      | 32                      | 1                          |                                               | 1                         | 0                                 | 6                            | 1                                           |                                      | 638978         |
|                                                            | AG Draft Reply  | 32                      | 0                          |                                               |                           |                                   | 3                            | 0                                           |                                      |                |
|                                                            | Deputy AG Reply | 11                      | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                |
|                                                            | Reply Direct    | 98                      | 0                          |                                               |                           |                                   | 28                           | 0                                           |                                      |                |
|                                                            | <b>Total</b>    | <b>173</b>              | <b>1</b>                   | <b>99%</b>                                    |                           |                                   | <b>37</b>                    | <b>1</b>                                    | <b>97%</b>                           |                |
| Legal Services (LSB-Legal Serv CU)                         | AG Bullets      | 2                       | 0                          |                                               |                           |                                   | 1                            | 0                                           |                                      |                |
|                                                            | AG Draft Reply  | 8                       | 0                          |                                               |                           |                                   | 2                            | 0                                           |                                      |                |
|                                                            | Deputy AG Reply | 3                       | 0                          |                                               |                           |                                   | 2                            | 0                                           |                                      |                |
|                                                            | Reply Direct    | 82                      | 1                          |                                               | 4                         | 0                                 | 15                           | 1                                           |                                      | 638591         |
|                                                            | <b>Total</b>    | <b>95</b>               | <b>1</b>                   | <b>99%</b>                                    |                           |                                   | <b>20</b>                    | <b>1</b>                                    | <b>95%</b>                           |                |
| LSB-OIC Office (LSB-OIC Correspondence)                    | AG Bullets      | 0                       |                            |                                               |                           |                                   |                              |                                             |                                      |                |
|                                                            | AG Draft Reply  | 0                       |                            |                                               |                           |                                   |                              |                                             |                                      |                |
|                                                            | Deputy AG Reply | 0                       |                            |                                               |                           |                                   |                              |                                             |                                      |                |
|                                                            | Reply Direct    | 1                       |                            |                                               |                           |                                   |                              |                                             |                                      |                |
|                                                            | <b>Total</b>    | <b>1</b>                | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>n/a</b>                           |                |
| Multiculturalism (Multiculturalism & Anti-Racism Division) | AG Bullets      | 1                       | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                |
|                                                            | AG Draft Reply  | 3                       | 2                          |                                               | 2                         | 0                                 | 3                            | 2                                           |                                      | 638731, 638080 |
|                                                            | PS Draft Reply  | 1                       | 1                          |                                               | 5                         | 0                                 | 1                            | 1                                           |                                      | 638468         |
|                                                            | Reply Direct    | 10                      | 2                          |                                               | 70                        | 1                                 | 2                            | 1                                           |                                      | 633060, 638648 |
|                                                            | <b>Total</b>    | <b>15</b>               | <b>5</b>                   | <b>67%</b>                                    |                           |                                   | <b>6</b>                     | <b>3</b>                                    | <b>50%</b>                           |                |
|                                                            |                 |                         |                            |                                               |                           |                                   |                              |                                             |                                      |                |
| <b>AG Totals</b>                                           |                 | <b>456</b>              | <b>72</b>                  | <b>84%</b>                                    |                           |                                   | <b>92</b>                    | <b>7</b>                                    | <b>92%</b>                           |                |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval  
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**Reply Directs   AG Drafts   Web Mails**

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|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
| 73  | 62  |
| 43  | 23  |
| 39  | 15  |
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## AG MINISTRY CORRESPONDENCE August 2022

(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU)

| Branch                                                   | Log Action      | # Letters this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                                  |
|----------------------------------------------------------|-----------------|---------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|------------------------------------------------|
| <b>BC Housing (DMO-CAS-Correspondence)</b>               | AG Bullets      | 17                  | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                                                |
|                                                          | AG Draft Reply  | 68                  | 6                          |                                               | 40                        | 4                                 | 4                            | 0                                           |                                      | 627947, 629243, 629474, 629881, 630206, 630260 |
|                                                          | Associate DM    | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                                                |
|                                                          | Reply Direct    | 168                 | 45                         |                                               | 47                        | 21                                | 22                           | 7                                           |                                      | List sent separately                           |
|                                                          | <b>Total</b>    | <b>254</b>          | <b>51</b>                  | <b>80%</b>                                    |                           |                                   | <b>26</b>                    | <b>7</b>                                    | <b>73%</b>                           |                                                |
| <b>BC Prosecution Services (BCPS - Pros Services CU)</b> | AG Bullets      | 3                   | 0                          |                                               |                           |                                   | 4                            | 0                                           |                                      |                                                |
|                                                          | AG Draft Reply  | 25                  | 4                          |                                               | 53                        | 4                                 | 0                            | 0                                           |                                      | 628223, 628225, 629522, 629567                 |
|                                                          | Deputy AG Reply | 1                   | 1                          |                                               | 97                        | 1                                 | 0                            | 0                                           |                                      | 626978                                         |
|                                                          | Reply Direct    | 119                 | 76                         |                                               | 115                       | 59                                | 20                           | 5                                           |                                      | List sent separately                           |
|                                                          | <b>Total</b>    | <b>148</b>          | <b>81</b>                  | <b>45%</b>                                    |                           |                                   | <b>24</b>                    | <b>5</b>                                    | <b>79%</b>                           |                                                |
| <b>Corporate Management Services (CMSB-ADM)</b>          | AG Bullets      | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 2                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 1                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Reply Direct    | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | <b>Total</b>    | <b>3</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>100%</b>                          |                                                |
| <b>Court Services (CSB-Court Services)</b>               | AG Bullets      | 4                   | 0                          |                                               |                           |                                   | 2                            |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 17                  | 0                          |                                               |                           |                                   | 3                            |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 3                   | 0                          |                                               |                           |                                   | 3                            |                                             |                                      |                                                |
|                                                          | Reply Direct    | 57                  | 1                          |                                               | 191                       | 1                                 | 5                            |                                             |                                      | 623144                                         |
|                                                          | <b>Total</b>    | <b>81</b>           | <b>1</b>                   | <b>98.8%</b>                                  |                           |                                   | <b>13</b>                    | <b>0</b>                                    | <b>100%</b>                          |                                                |
| <b>Information Systems (ISB-HQ)</b>                      | AG Bullets      | 0                   | 0                          |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | AG Draft Reply  |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |

Due dates (work days):  
 AG Draft Reply=14 days  
 Reply Direct=14 days  
 Draft Web mail=10 days

AG Draft Reply includes:  
 AG Wording Needed  
 Template Approval

|  |                 |          |          |           |    |   |          |          |            |        |
|--|-----------------|----------|----------|-----------|----|---|----------|----------|------------|--------|
|  | AG Draft Reply  | 0        | 0        |           |    |   |          |          |            |        |
|  | Deputy AG Reply | 0        | 0        |           |    |   |          |          |            |        |
|  | Reply Direct    | 1        | 1        |           | 66 | 1 |          |          |            | 627769 |
|  | <b>Total</b>    | <b>1</b> | <b>1</b> | <b>0%</b> |    |   | <b>0</b> | <b>0</b> | <b>n/a</b> |        |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

| Branch                                                     | Log Action        | #Letters Sent this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers |
|------------------------------------------------------------|-------------------|-------------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|---------------|
| Justice Services (JSB-Just.Services)                       | AG Bullets        | 48                      | 0                          |                                               |                           |                                   | 2                            | 0                                           |                                      |               |
|                                                            | AG Draft Reply    | 61                      | 1                          |                                               | 1                         |                                   | 6                            | 1                                           |                                      | 631532        |
|                                                            | Deputy AG Reply   | 12                      | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |               |
|                                                            | Reply Direct      | 112                     | 1                          |                                               | 5                         |                                   | 21                           | 1                                           |                                      | 631004        |
|                                                            | <b>Total</b>      | <b>233</b>              | <b>2</b>                   | <b>99%</b>                                    |                           |                                   | <b>29</b>                    | <b>2</b>                                    | <b>93%</b>                           |               |
| Legal Services (LSB-Legal Serv CU)                         | AG Bullets        | 5                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | AG Draft Reply    | 39                      |                            |                                               |                           |                                   | 2                            |                                             |                                      |               |
|                                                            | Deputy AG Reply   | 7                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | Reply Direct      | 145                     |                            |                                               |                           |                                   | 11                           |                                             |                                      |               |
|                                                            | <b>Total</b>      | <b>196</b>              | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>13</b>                    | <b>0</b>                                    | <b>100%</b>                          |               |
| LSB-OIC Office (LSB-OIC Correspondence)                    | AG Bullets        | 2                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | AG Draft Reply    | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | Deputy AG Reply   | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | Reply Direct      | 3                       |                            |                                               |                           |                                   | 1                            |                                             |                                      |               |
|                                                            | <b>Total</b>      | <b>5</b>                | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                    | <b>100%</b>                          |               |
| Multiculturalism (Multiculturalism & Anti-Racism Division) | AG Bullets        | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | AG Draft Reply    | 22                      |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | AG/PS Draft Reply | 2                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | PS Draft Reply    | 10                      |                            |                                               |                           |                                   | 1                            |                                             |                                      |               |
|                                                            | Deputy AG Reply   | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                            | Reply Direct      | 14                      |                            |                                               |                           |                                   | 1                            |                                             |                                      |               |
|                                                            | <b>Total</b>      | <b>48</b>               | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>2</b>                     | <b>0</b>                                    | <b>100%</b>                          |               |
| Office of Housing and Construction Standards (OHCS-ADM)    |                   |                         |                            |                                               |                           |                                   |                              |                                             |                                      |               |
|                                                            | AG Bullets        | 120                     | 0                          |                                               |                           |                                   | 16                           | 0                                           |                                      |               |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

|                  |                |             |            |            |    |   |            |           |            |                                                              |
|------------------|----------------|-------------|------------|------------|----|---|------------|-----------|------------|--------------------------------------------------------------|
|                  | AG Draft Reply | 284         | 7          |            | 14 | 1 | 16         | 1         |            | 629552, 629559, 629722,<br>630394, 630403, 630487,<br>631432 |
|                  | Associate DM   | 8           | 0          |            |    |   | 1          | 0         |            |                                                              |
|                  | Reply Direct   | 496         | 32         |            | 19 | 7 | 73         | 12        |            | List sent separately                                         |
|                  | <b>Total</b>   | <b>908</b>  | <b>39</b>  | <b>96%</b> |    |   | <b>106</b> | <b>13</b> | <b>88%</b> |                                                              |
|                  |                |             |            |            |    |   |            |           |            |                                                              |
| <b>AG Totals</b> |                | <b>1877</b> | <b>175</b> | <b>91%</b> |    |   | <b>214</b> | <b>27</b> | <b>87%</b> |                                                              |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

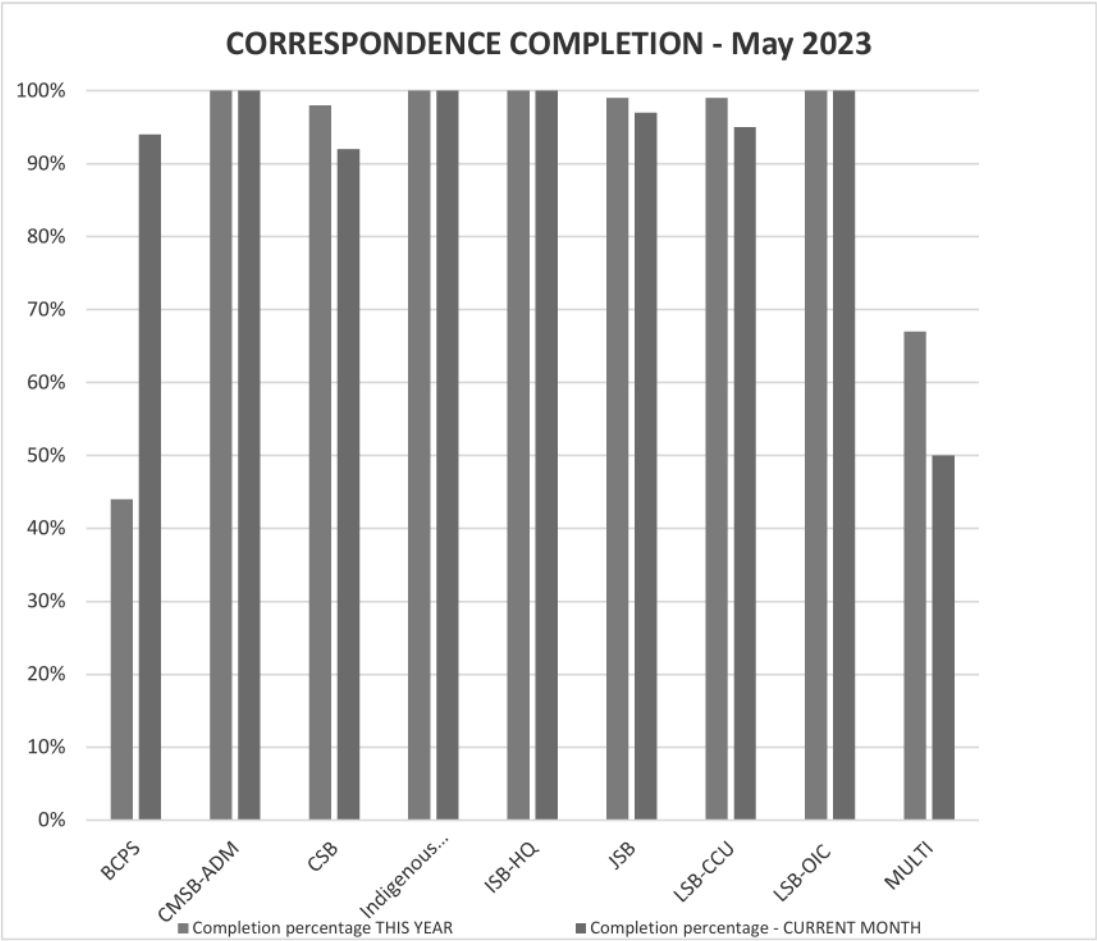
AG Draft Reply includes:  
AG Wording Needed  
Template Approval



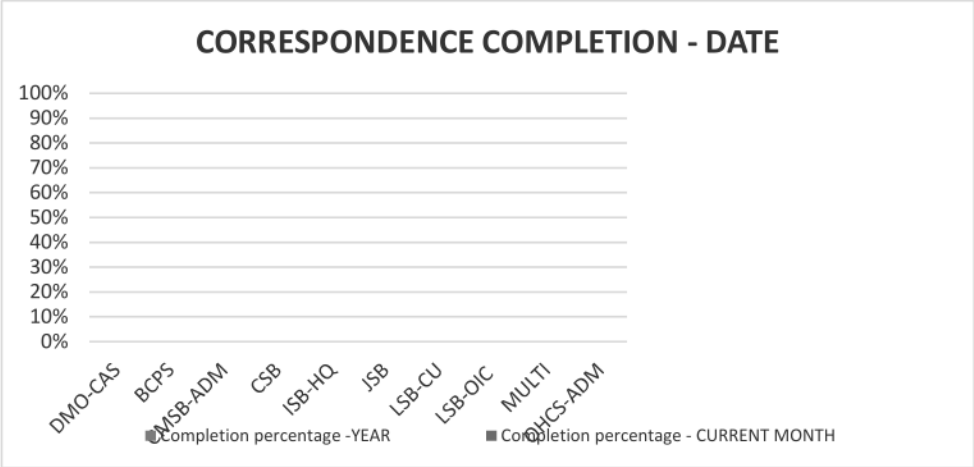
**Reply Directs   AG Drafts   Web Mails**

|     |     |
|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
| 73  | 62  |
| 43  | 23  |
| 39  | 15  |
| 36  | 15  |
| 35  | 21  |
| 40  |     |
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| 24  |     |
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| 13  |     |
| 12  |     |
| 9   |     |
| 5   |     |
| 5   |     |
| 3   |     |

| Branch                  | Completion percentage THIS YEAR | Completion percentage - CURRENT MONTH |
|-------------------------|---------------------------------|---------------------------------------|
| BCPS                    | 44%                             | 94%                                   |
| CMSB-ADM                | 100%                            | 100%                                  |
| CSB                     | 98%                             | 92%                                   |
| Indigenous Justice Sec. | 100%                            | 100%                                  |
| ISB-HQ                  | 100%                            | 100%                                  |
| JSB                     | 99%                             | 97%                                   |
| LSB-CCU                 | 99%                             | 95%                                   |
| LSB-OIC                 | 100%                            | 100%                                  |
| MULTI                   | 67%                             | 50%                                   |



| Branch   | Completion percentage -YEAR | Completion percentage - CURRENT MONTH |
|----------|-----------------------------|---------------------------------------|
| DMO-CAS  | 0%                          | 0%                                    |
| BCPS     | 0%                          | 0%                                    |
| CMSB-ADM | 0%                          | 0%                                    |
| CSB      | 0.0%                        | 0%                                    |
| ISB-HQ   | 0%                          | 0%                                    |
| JSB      | 0%                          | 0%                                    |
| LSB-CU   | 0%                          | 0%                                    |
| LSB-OIC  | 0%                          | 0%                                    |
| MULTI    | 0%                          | 0%                                    |
| OHCS-ADM | 0%                          | 0%                                    |



**From:** Thompson, Angella N AG:EX (Angella.Thompson@gov.bc.ca)  
**To:** Adams, Alisia K AG:EX (Alisia.Adams@gov.bc.ca); Anderson, Erin AG:EX (Erin.Anderson@gov.bc.ca); Armstrong, Jaime AG:EX (Jaime.Armstrong@gov.bc.ca); Baker, Stephanie AG:EX (Stephanie.Baker@gov.bc.ca); Bennett, David AG:EX (David.Bennett@gov.bc.ca); Best, Roland AG:EX (Roland.Best@gov.bc.ca); Bianconi, Alana AG:EX (Alana.Bianconi@gov.bc.ca); Campbell, Tracy AG:EX (Tracy.Campbell@gov.bc.ca); Carmichael, Barbara AG:EX (Barbara.Carmichael@gov.bc.ca); Cheema, Haiqa AG:EX (Haiqa.Cheema@gov.bc.ca); Cook, Jesse AG:EX (Jesse.Cook@gov.bc.ca); Craven, Paul AG:EX (Paul.Craven@gov.bc.ca); Dusterbeck, Sarah AG:EX (Sarah.Dusterbeck@gov.bc.ca); Earl, Jennifer AG:EX (Jen.Earl@gov.bc.ca); Engelbrecht, Maya AG:EX (Maya.Engelbrecht@gov.bc.ca); Genzale, Morgan AG:EX (Morgan.Genzale@gov.bc.ca); Hay, Lorna AG:EX (Lorna.Hay@gov.bc.ca); Hughes, Candice AG:EX (Candice.Hughes@gov.bc.ca); Ilunga, Christel AG:EX (Christel.Ilunga@gov.bc.ca); Juk, Peter A AG:EX (Peter.Juk@gov.bc.ca); Kim, Elly AG:EX (Elly.Kim@gov.bc.ca); Langham, Kelly AG:EX (Kelly.Langham@gov.bc.ca); Lemus, Alejandra PSFS:EX (Alejandra.Lemus@gov.bc.ca); Manton, Jenny D AG:EX (Jenny.Manton@gov.bc.ca); May, Cheryl FIN:EX (Cheryl.May@gov.bc.ca); McKenzie, Grace AG:EX (Grace.McKenzie@gov.bc.ca); McKeown, Kayla AG:EX (Kayla.McKeown@gov.bc.ca); Mittag, Greg AG:EX (Greg.Mittag@gov.bc.ca); Nazarko, Zach AG:EX (Zach.Nazarko@gov.bc.ca); Oh, Yun AG:EX (Yun.Oh@gov.bc.ca); Parfett, Fiona AG:EX (Fiona.Parfett@gov.bc.ca); Pearson, Barbera AG:EX (Barbera.Pearson@gov.bc.ca); Petraroia, Helena AG:EX (Helena.Petraroia@gov.bc.ca); Poon, Matthew AG:EX (Matthew.Poon@gov.bc.ca); Ross, Eva L C AG:EX (Eva.L.Ross@gov.bc.ca); Sparks, Bryan AG:EX (Bryan.Sparks@gov.bc.ca); Taggesell, Christopher AG:EX (Christopher.Taggesell@gov.bc.ca); Tanner, Will AG:EX (Will.Tanner@gov.bc.ca); Todd, Lesley AG:EX (Lesley.Todd@gov.bc.ca); Williams, Julie AG:EX (Julie.Williams@gov.bc.ca)  
**Subject:** April Correspondence Stats Attached (MAG)  
**Sent:** 05/02/2023 15:27:21  
**Attachments:** image001.png, April at a glance.xls, April 2023.xls  
**Message Body:**

Angella Thompson, Team Lead, Corporate Correspondence Unit  
Business Planning and Priorities  
Corporate Management Services Branch  
Ministries of Attorney General, Public Safety and Solicitor General, and Housing  
Victoria, British Columbia  
778-974-3799

## AG MINISTRY CORRESPONDENCE August 2022

(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU)

| Branch                                                   | Log Action      | # Letters this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                                  |
|----------------------------------------------------------|-----------------|---------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|------------------------------------------------|
| <b>BC Housing (DMO-CAS-Correspondence)</b>               | AG Bullets      | 17                  | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                                                |
|                                                          | AG Draft Reply  | 68                  | 6                          |                                               | 40                        | 4                                 | 4                            | 0                                           |                                      | 627947, 629243, 629474, 629881, 630206, 630260 |
|                                                          | Associate DM    | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                                                |
|                                                          | Reply Direct    | 168                 | 45                         |                                               | 47                        | 21                                | 22                           | 7                                           |                                      | List sent separately                           |
|                                                          | <b>Total</b>    | <b>254</b>          | <b>51</b>                  | <b>80%</b>                                    |                           |                                   | <b>26</b>                    | <b>7</b>                                    | <b>73%</b>                           |                                                |
| <b>BC Prosecution Services (BCPS - Pros Services CU)</b> | AG Bullets      | 3                   | 0                          |                                               |                           |                                   | 4                            | 0                                           |                                      |                                                |
|                                                          | AG Draft Reply  | 25                  | 4                          |                                               | 53                        | 4                                 | 0                            | 0                                           |                                      | 628223, 628225, 629522, 629567                 |
|                                                          | Deputy AG Reply | 1                   | 1                          |                                               | 97                        | 1                                 | 0                            | 0                                           |                                      | 626978                                         |
|                                                          | Reply Direct    | 119                 | 76                         |                                               | 115                       | 59                                | 20                           | 5                                           |                                      | List sent separately                           |
|                                                          | <b>Total</b>    | <b>148</b>          | <b>81</b>                  | <b>45%</b>                                    |                           |                                   | <b>24</b>                    | <b>5</b>                                    | <b>79%</b>                           |                                                |
| <b>Corporate Management Services (CMSB-ADM)</b>          | AG Bullets      | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 2                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 1                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | Reply Direct    | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | <b>Total</b>    | <b>3</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>100%</b>                          |                                                |
| <b>Court Services (CSB-Court Services)</b>               | AG Bullets      | 4                   | 0                          |                                               |                           |                                   | 2                            |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 17                  | 0                          |                                               |                           |                                   | 3                            |                                             |                                      |                                                |
|                                                          | Deputy AG Reply | 3                   | 0                          |                                               |                           |                                   | 3                            |                                             |                                      |                                                |
|                                                          | Reply Direct    | 57                  | 1                          |                                               | 191                       | 1                                 | 5                            |                                             |                                      | 623144                                         |
|                                                          | <b>Total</b>    | <b>81</b>           | <b>1</b>                   | <b>98.8%</b>                                  |                           |                                   | <b>13</b>                    | <b>0</b>                                    | <b>100%</b>                          |                                                |
| <b>Information Systems (ISB-HQ)</b>                      | AG Bullets      | 0                   | 0                          |                                               |                           |                                   |                              |                                             |                                      |                                                |
|                                                          | AG Draft Reply  | 0                   | 0                          |                                               |                           |                                   |                              |                                             |                                      |                                                |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

|  |                 |          |          |           |    |   |          |          |            |        |
|--|-----------------|----------|----------|-----------|----|---|----------|----------|------------|--------|
|  | Deputy AG Reply | 0        | 0        |           |    |   |          |          |            |        |
|  | Reply Direct    | 1        | 1        |           | 66 | 1 |          |          |            | 627769 |
|  | <b>Total</b>    | <b>1</b> | <b>1</b> | <b>0%</b> |    |   | <b>0</b> | <b>0</b> | <b>n/a</b> |        |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

| Branch                                                                | Log Action        | #Letters Sent this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers |
|-----------------------------------------------------------------------|-------------------|-------------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|---------------|
| <b>Justice Services (JSB-Just.Services)</b>                           | AG Bullets        | 48                      | 0                          |                                               |                           |                                   | 2                            | 0                                           |                                      |               |
|                                                                       | AG Draft Reply    | 61                      | 1                          |                                               | 1                         |                                   | 6                            | 1                                           |                                      | 631532        |
|                                                                       | Deputy AG Reply   | 12                      | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |               |
|                                                                       | Reply Direct      | 112                     | 1                          |                                               | 5                         |                                   | 21                           | 1                                           |                                      | 631004        |
|                                                                       | <b>Total</b>      | <b>233</b>              | <b>2</b>                   | <b>99%</b>                                    |                           |                                   | <b>29</b>                    | <b>2</b>                                    | <b>93%</b>                           |               |
| <b>Legal Services (LSB-Legal Serv CU)</b>                             | AG Bullets        | 5                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | AG Draft Reply    | 39                      |                            |                                               |                           |                                   | 2                            |                                             |                                      |               |
|                                                                       | Deputy AG Reply   | 7                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | Reply Direct      | 145                     |                            |                                               |                           |                                   | 11                           |                                             |                                      |               |
|                                                                       | <b>Total</b>      | <b>196</b>              | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>13</b>                    | <b>0</b>                                    | <b>100%</b>                          |               |
| <b>LSB-OIC Office (LSB-OIC Correspondence)</b>                        | AG Bullets        | 2                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | AG Draft Reply    | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | Deputy AG Reply   | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | Reply Direct      | 3                       |                            |                                               |                           |                                   | 1                            |                                             |                                      |               |
|                                                                       | <b>Total</b>      | <b>5</b>                | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                    | <b>100%</b>                          |               |
| <b>Multiculturalism (Multiculturalism &amp; Anti-Racism Division)</b> | AG Bullets        | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | AG Draft Reply    | 22                      |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | AG/PS Draft Reply | 2                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | PS Draft Reply    | 10                      |                            |                                               |                           |                                   | 1                            |                                             |                                      |               |
|                                                                       | Deputy AG Reply   | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |               |
|                                                                       | Reply Direct      | 14                      |                            |                                               |                           |                                   | 1                            |                                             |                                      |               |
|                                                                       | <b>Total</b>      | <b>48</b>               | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>2</b>                     | <b>0</b>                                    | <b>100%</b>                          |               |
| <b>Office of Housing and Construction Standards (OHCS-ADM)</b>        |                   |                         |                            |                                               |                           |                                   |                              |                                             |                                      |               |
|                                                                       | AG Bullets        | 120                     | 0                          |                                               |                           |                                   | 16                           | 0                                           |                                      |               |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

|  |                  |             |            |            |    |   |            |           |            |                                                              |
|--|------------------|-------------|------------|------------|----|---|------------|-----------|------------|--------------------------------------------------------------|
|  | AG Draft Reply   | 284         | 7          |            | 14 | 1 | 16         | 1         |            | 629552, 629559, 629722,<br>630394, 630403, 630487,<br>631432 |
|  | Associate DM     | 8           | 0          |            |    |   | 1          | 0         |            |                                                              |
|  | Reply Direct     | 496         | 32         |            | 19 | 7 | 73         | 12        |            | List sent separately                                         |
|  | <b>Total</b>     | <b>908</b>  | <b>39</b>  | <b>96%</b> |    |   | <b>106</b> | <b>13</b> | <b>88%</b> |                                                              |
|  |                  |             |            |            |    |   |            |           |            |                                                              |
|  | <b>AG Totals</b> | <b>1877</b> | <b>175</b> | <b>91%</b> |    |   | <b>214</b> | <b>27</b> | <b>87%</b> |                                                              |

Due dates (work days):  
AG Draft Reply=14 days  
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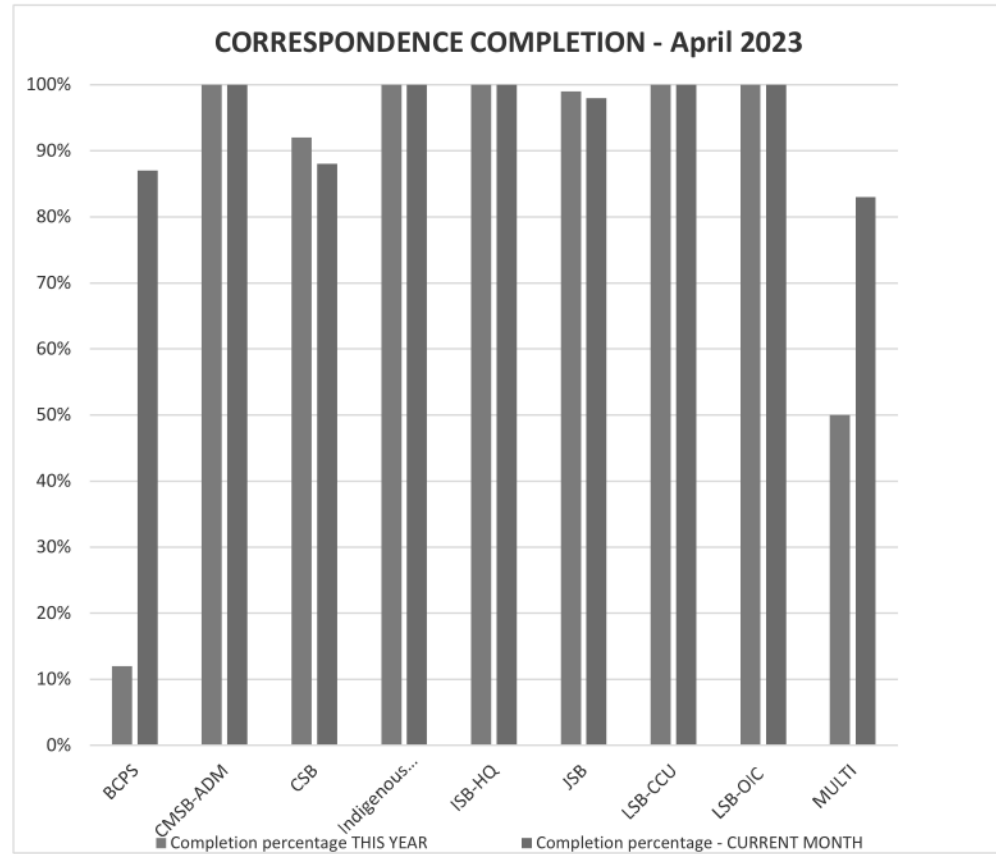
AG Draft Reply includes:  
AG Wording Needed  
Template Approval



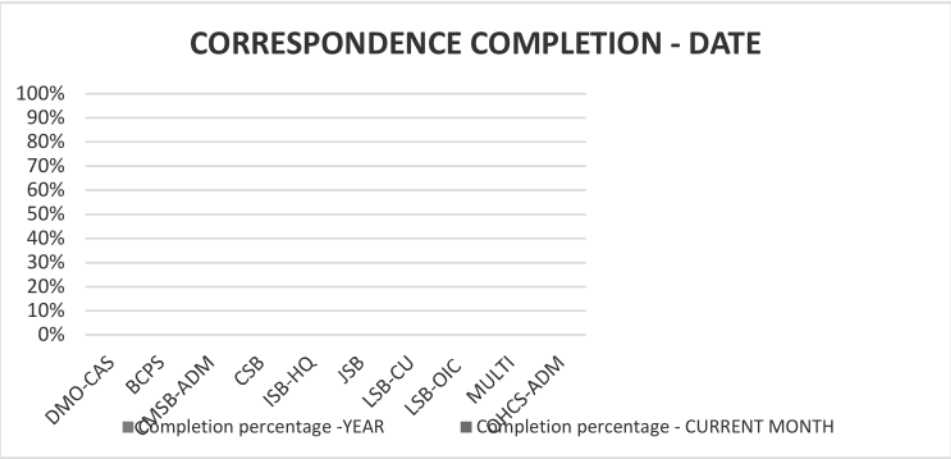
**Reply Directs   AG Drafts   Web Mails**

|     |     |
|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
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| 5   |     |
| 3   |     |

| Branch                  | Completion percentage THIS YEAR | Completion percentage - CURRENT MONTH |
|-------------------------|---------------------------------|---------------------------------------|
| BCPS                    | 12%                             | 87%                                   |
| CMSB-ADM                | 100%                            | 100%                                  |
| CSB                     | 92%                             | 88%                                   |
| Indigenous Justice Sec. | 100%                            | 100%                                  |
| ISB-HQ                  | 100%                            | 100%                                  |
| JSB                     | 99%                             | 98%                                   |
| LSB-CCU                 | 100%                            | 100%                                  |
| LSB-OIC                 | 100%                            | 100%                                  |
| MULTI                   | 50%                             | 83%                                   |



| Branch   | Completion percentage -YEAR | Completion percentage - CURRENT MONTH |
|----------|-----------------------------|---------------------------------------|
| DMO-CAS  | 0%                          | 0%                                    |
| BCPS     | 0%                          | 0%                                    |
| CMSB-ADM | 0%                          | 0%                                    |
| CSB      | 0.0%                        | 0%                                    |
| ISB-HQ   | 0%                          | 0%                                    |
| JSB      | 0%                          | 0%                                    |
| LSB-CU   | 0%                          | 0%                                    |
| LSB-OIC  | 0%                          | 0%                                    |
| MULTI    | 0%                          | 0%                                    |
| OHCS-ADM | 0%                          | 0%                                    |



## AG MINISTRY CORRESPONDENCE April 2023

(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU)

| Branch                                                   | Log Action      | # Letters this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers               |
|----------------------------------------------------------|-----------------|---------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|-----------------------------|
| <b>BC Prosecution Services (BCPS - Pros Services CU)</b> | AG Bullets      | 1                   | 0                          |                                               |                           |                                   | 1                            | 0                                           |                                      |                             |
|                                                          | AG Draft Reply  | 7                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                             |
|                                                          | Deputy AG Reply | 0                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                             |
|                                                          | Reply Direct    | 84                  | 81                         |                                               | 95                        | 60                                | 14                           | 2                                           |                                      | <i>list sent separately</i> |
|                                                          | <b>Total</b>    | <b>92</b>           | <b>81</b>                  | <b>12%</b>                                    |                           |                                   | <b>15</b>                    | <b>2</b>                                    | <b>87%</b>                           |                             |
| <b>Corporate Management Services (CMSB-ADM)</b>          | AG Bullets      | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | AG Draft Reply  | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Deputy AG Reply | 0                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Reply Direct    | 1                   |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | <b>Total</b>    | <b>1</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>n/a</b>                           |                             |
| <b>Court Services (CSB-Court Services)</b>               | AG Bullets      | 2                   | 0                          |                                               |                           |                                   | 1                            | 0                                           |                                      |                             |
|                                                          | AG Draft Reply  | 9                   | 1                          |                                               | 1                         |                                   | 3                            | 1                                           |                                      | 638055                      |
|                                                          | Deputy AG Reply | 1                   | 0                          |                                               |                           |                                   | 0                            | 0                                           |                                      |                             |
|                                                          | Reply Direct    | 24                  | 2                          |                                               | 65                        | 1                                 | 4                            | 0                                           |                                      | 632860, 637875              |
|                                                          | <b>Total</b>    | <b>36</b>           | <b>3</b>                   | <b>92%</b>                                    |                           |                                   | <b>8</b>                     | <b>1</b>                                    | <b>88%</b>                           |                             |
| <b>Indigenous Justice Secretariat</b>                    | AG Bullets      | 0                   |                            |                                               |                           |                                   | 0                            |                                             |                                      |                             |
|                                                          | AG Draft Reply  | 1                   |                            |                                               |                           |                                   | 0                            |                                             |                                      |                             |
|                                                          | Deputy AG Reply | 1                   |                            |                                               |                           |                                   | 0                            |                                             |                                      |                             |
|                                                          | Reply Direct    | 4                   |                            |                                               |                           |                                   | 1                            |                                             |                                      |                             |
|                                                          | <b>Total</b>    | <b>6</b>            | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                    | <b>100%</b>                          |                             |
| <b>Information Systems (ISB-HQ)</b>                      | AG Bullets      |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | AG Draft Reply  |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Deputy AG Reply |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | Reply Direct    |                     |                            |                                               |                           |                                   |                              |                                             |                                      |                             |
|                                                          | <b>Total</b>    | <b>0</b>            | <b>0</b>                   | <b>n/a</b>                                    |                           |                                   | <b>0</b>                     | <b>0</b>                                    | <b>n/a</b>                           |                             |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

| Branch                                                                | Log Action      | #Letters Sent this year | # of total current overdue | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdue for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                          |
|-----------------------------------------------------------------------|-----------------|-------------------------|----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|---------------------------------------------|--------------------------------------|----------------------------------------|
| <b>Justice Services (JSB-Just.Services)</b>                           | AG Bullets      | 27                      | 0                          |                                               |                           |                                   | 12                           | 0                                           |                                      |                                        |
|                                                                       | AG Draft Reply  | 28                      | 0                          |                                               |                           |                                   | 6                            | 0                                           |                                      |                                        |
|                                                                       | Deputy AG Reply | 8                       | 0                          |                                               |                           |                                   | 2                            | 0                                           |                                      |                                        |
|                                                                       | Reply Direct    | 74                      | 2                          |                                               | 5                         |                                   | 22                           | 1                                           |                                      | 637926, 637964                         |
|                                                                       | <b>Total</b>    | <b>137</b>              | <b>2</b>                   | <b>99%</b>                                    |                           |                                   | <b>42</b>                    | <b>1</b>                                    | <b>98%</b>                           |                                        |
| <b>Legal Services (LSB-Legal Serv CU)</b>                             | AG Bullets      | 1                       |                            |                                               |                           |                                   | 1                            |                                             |                                      |                                        |
|                                                                       | AG Draft Reply  | 7                       |                            |                                               |                           |                                   | 2                            |                                             |                                      |                                        |
|                                                                       | Deputy AG Reply | 1                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |                                        |
|                                                                       | Reply Direct    | 66                      |                            |                                               |                           |                                   | 26                           |                                             |                                      |                                        |
|                                                                       | <b>Total</b>    | <b>75</b>               | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>29</b>                    | <b>0</b>                                    | <b>100%</b>                          |                                        |
| <b>LSB-OIC Office (LSB-OIC Correspondence)</b>                        | AG Bullets      | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |                                        |
|                                                                       | AG Draft Reply  | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |                                        |
|                                                                       | Deputy AG Reply | 0                       |                            |                                               |                           |                                   | 0                            |                                             |                                      |                                        |
|                                                                       | Reply Direct    | 1                       |                            |                                               |                           |                                   | 1                            |                                             |                                      |                                        |
|                                                                       | <b>Total</b>    | <b>1</b>                | <b>0</b>                   | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                    | <b>100%</b>                          |                                        |
| <b>Multiculturalism (Multiculturalism &amp; Anti-Racism Division)</b> | AG Bullets      | 1                       | 1                          |                                               | 19                        |                                   | 0                            |                                             |                                      | 637470                                 |
|                                                                       | AG Draft Reply  | 2                       | 0                          |                                               |                           |                                   | 0                            |                                             |                                      |                                        |
|                                                                       | PS Draft Reply  | 1                       | 0                          |                                               |                           |                                   | 1                            |                                             |                                      |                                        |
|                                                                       | Reply Direct    | 8                       | 5                          |                                               | 93                        | 5                                 | 2                            |                                             |                                      | 633060, 633215, 633419, 634817, 635926 |
|                                                                       | <b>Total</b>    | <b>12</b>               | <b>6</b>                   | <b>50%</b>                                    |                           |                                   | <b>3</b>                     | <b>0</b>                                    | <b>100%</b>                          |                                        |
|                                                                       |                 |                         |                            |                                               |                           |                                   |                              |                                             |                                      |                                        |
| <b>AG Totals</b>                                                      |                 | <b>360</b>              | <b>92</b>                  | <b>74%</b>                                    |                           |                                   | <b>99</b>                    | <b>4</b>                                    | <b>96%</b>                           |                                        |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

**Reply Directs   AG Drafts   Web Mails**

|     |     |
|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
| 73  | 62  |
| 43  | 23  |
| 39  | 15  |
| 36  | 15  |
| 35  | 21  |
| 40  |     |
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| 29  |     |
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| 9   |     |
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| 5   |     |
| 3   |     |

**From:** Thompson, Angella N AG:EX (Angella.Thompson@gov.bc.ca)  
**To:** Adams, Alisia K AG:EX (Alisia.Adams@gov.bc.ca); Anderson, Erin AG:EX (Erin.Anderson@gov.bc.ca); Armstrong, Jaime AG:EX (Jaime.Armstrong@gov.bc.ca); Baker, Stephanie AG:EX (Stephanie.Baker@gov.bc.ca); Bennett, David AG:EX (David.Bennett@gov.bc.ca); Best, Roland AG:EX (Roland.Best@gov.bc.ca); Bianconi, Alana AG:EX (Alana.Bianconi@gov.bc.ca); Campbell, Tracy AG:EX (Tracy.Campbell@gov.bc.ca); Carmichael, Barbara AG:EX (Barbara.Carmichael@gov.bc.ca); Cheema, Haiqa AG:EX (Haiqa.Cheema@gov.bc.ca); Cook, Jesse AG:EX (Jesse.Cook@gov.bc.ca); Cormier, Kira AG:EX (Kira.Cormier@gov.bc.ca); Craven, Paul AG:EX (Paul.Craven@gov.bc.ca); Dusterbeck, Sarah AG:EX (Sarah.Dusterbeck@gov.bc.ca); Earl, Jennifer AG:EX (Jen.Earl@gov.bc.ca); Engelbrecht, Maya AG:EX (Maya.Engelbrecht@gov.bc.ca); Genzale, Morgan AG:EX (Morgan.Genzale@gov.bc.ca); Hay, Lorna AG:EX (Lorna.Hay@gov.bc.ca); Hughes, Candice AG:EX (Candice.Hughes@gov.bc.ca); Ilunga, Christel AG:EX (Christel.Ilunga@gov.bc.ca); Juk, Peter A AG:EX (Peter.Juk@gov.bc.ca); Langham, Kelly AG:EX (Kelly.Langham@gov.bc.ca); Manton, Jenny D AG:EX (Jenny.Manton@gov.bc.ca); May, Cheryl FIN:EX (Cheryl.May@gov.bc.ca); Mazer, Erna AG:EX (Erna.Mazer@gov.bc.ca); McKenzie, Grace AG:EX (Grace.McKenzie@gov.bc.ca); McKeown, Kayla AG:EX (Kayla.McKeown@gov.bc.ca); Mittag, Greg AG:EX (Greg.Mittag@gov.bc.ca); Nazarko, Zach AG:EX (Zach.Nazarko@gov.bc.ca); Oh, Yun AG:EX (Yun.Oh@gov.bc.ca); Panesar, Natasha AG:EX (Natasha.Panesar@gov.bc.ca); Parfett, Fiona AG:EX (Fiona.Parfett@gov.bc.ca); Pearson, Barbera AG:EX (Barbera.Pearson@gov.bc.ca); Petraroia, Helena AG:EX (Helena.Petraroia@gov.bc.ca); Ross, Eva L C AG:EX (Eva.L.Ross@gov.bc.ca); Sparks, Bryan AG:EX (Bryan.Sparks@gov.bc.ca); Taggesell, Christopher AG:EX (Christopher.Taggesell@gov.bc.ca); Tanner, Will AG:EX (Will.Tanner@gov.bc.ca); Todd, Lesley AG:EX (Lesley.Todd@gov.bc.ca); Wiebe, Matthew AG:EX (Matthew.Wiebe@gov.bc.ca); Williams, Julie AG:EX (Julie.Williams@gov.bc.ca)  
**Subject:** May Correspondence Stats Attached (MAG)  
**Sent:** 06/02/2023 15:39:17  
**Attachments:** image001.png, May 2023.xls, May at a glance.xls  
**Message Body:**

Angella Thompson, Team Lead, Corporate Correspondence Unit  
Business Planning and Priorities  
Corporate Management Services Branch  
Ministries of Attorney General, Public Safety and Solicitor General, and Housing  
Victoria, British Columbia  
778-974-3799

## AG MINISTRY CORRESPONDENCE May 2023

(correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU)

| Branch                                                   | Log Action      | # Letters this year | # of total current overdues | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers        |
|----------------------------------------------------------|-----------------|---------------------|-----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|----------------------|
| <b>BC Prosecution Services (BCPS - Pros Services CU)</b> | AG Bullets      | 1                   | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                          | AG Draft Reply  | 8                   | 1                           |                                               | 5                         | 0                                 | 3                            | 1                                            |                                      | 638468               |
|                                                          | Deputy AG Reply | 0                   | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                          | Reply Direct    | 105                 | 63                          |                                               | 95                        | 49                                | 13                           | 0                                            |                                      | list sent separately |
|                                                          | <b>Total</b>    | <b>114</b>          | <b>64</b>                   | <b>44%</b>                                    |                           |                                   | <b>16</b>                    | <b>1</b>                                     | <b>94%</b>                           |                      |
| <b>Corporate Management Services (CMSB-ADM)</b>          | AG Bullets      | 0                   |                             |                                               |                           |                                   | 0                            |                                              |                                      |                      |
|                                                          | AG Draft Reply  | 0                   |                             |                                               |                           |                                   | 0                            |                                              |                                      |                      |
|                                                          | Deputy AG Reply | 1                   |                             |                                               |                           |                                   | 1                            |                                              |                                      |                      |
|                                                          | Reply Direct    | 1                   |                             |                                               |                           |                                   | 0                            |                                              |                                      |                      |
|                                                          | <b>Total</b>    | <b>2</b>            | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                     | <b>100%</b>                          |                      |
| <b>Court Services (CSB- Court Services)</b>              | AG Bullets      | 2                   | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                          | AG Draft Reply  | 10                  | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                          | Deputy AG Reply | 1                   | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                      |
|                                                          | Reply Direct    | 37                  | 1                           |                                               | 8                         | 0                                 | 12                           | 1                                            |                                      | 638511               |
|                                                          | <b>Total</b>    | <b>50</b>           | <b>1</b>                    | <b>98%</b>                                    |                           |                                   | <b>12</b>                    | <b>1</b>                                     | <b>92%</b>                           |                      |
| <b>Indigenous Justice Secretariat</b>                    | AG Bullets      | 0                   |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | AG Draft Reply  | 1                   |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | Deputy AG Reply | 1                   |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | Reply Direct    | 4                   |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | <b>Total</b>    | <b>6</b>            | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>n/a</b>                           |                      |
| <b>Information Systems (ISB-HQ)</b>                      | AG Bullets      |                     |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | AG Draft Reply  |                     |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | Deputy AG Reply |                     |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | Reply Direct    |                     |                             |                                               |                           |                                   |                              |                                              |                                      |                      |
|                                                          | <b>Total</b>    | <b>0</b>            | <b>0</b>                    | <b>n/a</b>                                    |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>n/a</b>                           |                      |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval



| Branch                                                     | Log Action      | #Letters Sent this year | # of total current overdues | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers  |
|------------------------------------------------------------|-----------------|-------------------------|-----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|----------------|
| Justice Services (JSB-Just.Services)                       | AG Bullets      | 32                      | 1                           |                                               | 1                         | 0                                 | 6                            | 1                                            |                                      | 638978         |
|                                                            | AG Draft Reply  | 32                      | 0                           |                                               |                           |                                   | 3                            | 0                                            |                                      |                |
|                                                            | Deputy AG Reply | 11                      | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                |
|                                                            | Reply Direct    | 98                      | 0                           |                                               |                           |                                   | 28                           | 0                                            |                                      |                |
|                                                            | <b>Total</b>    | <b>173</b>              | <b>1</b>                    | <b>99%</b>                                    |                           |                                   | <b>37</b>                    | <b>1</b>                                     | <b>97%</b>                           |                |
| Legal Services (LSB-Legal Serv CU)                         | AG Bullets      | 2                       | 0                           |                                               |                           |                                   | 1                            | 0                                            |                                      |                |
|                                                            | AG Draft Reply  | 8                       | 0                           |                                               |                           |                                   | 2                            | 0                                            |                                      |                |
|                                                            | Deputy AG Reply | 3                       | 0                           |                                               |                           |                                   | 2                            | 0                                            |                                      |                |
|                                                            | Reply Direct    | 82                      | 1                           |                                               | 4                         | 0                                 | 15                           | 1                                            |                                      | 638591         |
|                                                            | <b>Total</b>    | <b>95</b>               | <b>1</b>                    | <b>99%</b>                                    |                           |                                   | <b>20</b>                    | <b>1</b>                                     | <b>95%</b>                           |                |
| LSB-OIC Office (LSB-OIC Correspondence)                    | AG Bullets      | 0                       |                             |                                               |                           |                                   |                              |                                              |                                      |                |
|                                                            | AG Draft Reply  | 0                       |                             |                                               |                           |                                   |                              |                                              |                                      |                |
|                                                            | Deputy AG Reply | 0                       |                             |                                               |                           |                                   |                              |                                              |                                      |                |
|                                                            | Reply Direct    | 1                       |                             |                                               |                           |                                   |                              |                                              |                                      |                |
|                                                            | <b>Total</b>    | <b>1</b>                | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>n/a</b>                           |                |
| Multiculturalism (Multiculturalism & Anti-Racism Division) | AG Bullets      | 1                       | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                |
|                                                            | AG Draft Reply  | 3                       | 2                           |                                               | 2                         | 0                                 | 3                            | 2                                            |                                      | 638731, 638080 |
|                                                            | PS Draft Reply  | 1                       | 1                           |                                               | 5                         | 0                                 | 1                            | 1                                            |                                      | 638468         |
|                                                            | Reply Direct    | 10                      | 2                           |                                               | 70                        | 1                                 | 2                            | 1                                            |                                      | 633060, 638648 |
|                                                            | <b>Total</b>    | <b>15</b>               | <b>5</b>                    | <b>67%</b>                                    |                           |                                   | <b>6</b>                     | <b>3</b>                                     | <b>50%</b>                           |                |
|                                                            |                 |                         |                             |                                               |                           |                                   |                              |                                              |                                      |                |
| <b>AG Totals</b>                                           |                 | <b>456</b>              | <b>72</b>                   | <b>84%</b>                                    |                           |                                   | <b>92</b>                    | <b>7</b>                                     | <b>92%</b>                           |                |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval

**Reply Directs   AG Drafts   Web Mails**

|     |     |
|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
| 73  | 62  |
| 43  | 23  |
| 39  | 15  |
| 36  | 15  |
| 35  | 21  |
| 40  |     |
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| AG MINISTRY CORRESPONDENCE August 2022                                                      |                 |                     |                             |                                               |                           |                                   |                              |                                              |                                      |                                                |
|---------------------------------------------------------------------------------------------|-----------------|---------------------|-----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|------------------------------------------------|
| (correspondence needing responses sent to branches via Corporate Correspondence Unit - CCU) |                 |                     |                             |                                               |                           |                                   |                              |                                              |                                      |                                                |
| Branch                                                                                      | Log Action      | # Letters this year | # of total current overdues | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                                  |
| BC Housing (DMO-CAS-Correspondence)                                                         | AG Bullets      | 17                  | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                                                |
|                                                                                             | AG Draft Reply  | 68                  | 6                           |                                               | 40                        | 4                                 | 4                            | 0                                            |                                      | 627947, 629243, 629474, 629881, 630206, 630260 |
|                                                                                             | Associate DM    | 1                   | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                                                |
|                                                                                             | Reply Direct    | 168                 | 45                          |                                               | 47                        | 21                                | 22                           | 7                                            |                                      | List sent separately                           |
|                                                                                             | <b>Total</b>    | <b>254</b>          | <b>51</b>                   | <b>80%</b>                                    |                           |                                   | <b>26</b>                    | <b>7</b>                                     | <b>73%</b>                           |                                                |
| BC Prosecution Services (BCPS - Pros Services CU)                                           | AG Bullets      | 3                   | 0                           |                                               |                           |                                   | 4                            | 0                                            |                                      |                                                |
|                                                                                             | AG Draft Reply  | 25                  | 4                           |                                               | 53                        | 4                                 | 0                            | 0                                            |                                      | 628223, 628225, 629522, 629567                 |
|                                                                                             | Deputy AG Reply | 1                   | 1                           |                                               | 97                        | 1                                 | 0                            | 0                                            |                                      | 626978                                         |
|                                                                                             | Reply Direct    | 119                 | 76                          |                                               | 115                       | 59                                | 20                           | 5                                            |                                      | List sent separately                           |
|                                                                                             | <b>Total</b>    | <b>148</b>          | <b>81</b>                   | <b>45%</b>                                    |                           |                                   | <b>24</b>                    | <b>5</b>                                     | <b>79%</b>                           |                                                |
| Corporate Management Services (CMSB-ADM)                                                    | AG Bullets      | 0                   |                             |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | AG Draft Reply  | 2                   |                             |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | Deputy AG Reply | 1                   |                             |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | Reply Direct    | 0                   |                             |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | <b>Total</b>    | <b>3</b>            | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                                |
| Court Services (CSB-Court Services)                                                         | AG Bullets      | 4                   | 0                           |                                               |                           |                                   | 2                            |                                              |                                      |                                                |
|                                                                                             | AG Draft Reply  | 17                  | 0                           |                                               |                           |                                   | 3                            |                                              |                                      |                                                |
|                                                                                             | Deputy AG Reply | 3                   | 0                           |                                               |                           |                                   | 3                            |                                              |                                      |                                                |
|                                                                                             | Reply Direct    | 57                  | 1                           |                                               | 191                       | 1                                 | 5                            |                                              |                                      | 623144                                         |
|                                                                                             | <b>Total</b>    | <b>81</b>           | <b>1</b>                    | <b>98.8%</b>                                  |                           |                                   | <b>13</b>                    | <b>0</b>                                     | <b>100%</b>                          |                                                |
| Information Systems (ISB-HQ)                                                                | AG Bullets      | 0                   | 0                           |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | AG Draft Reply  | 0                   | 0                           |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | Deputy AG Reply | 0                   | 0                           |                                               |                           |                                   |                              |                                              |                                      |                                                |
|                                                                                             | Reply Direct    | 1                   | 1                           |                                               | 66                        | 1                                 |                              |                                              |                                      | 627769                                         |
|                                                                                             | <b>Total</b>    | <b>1</b>            | <b>1</b>                    | <b>0%</b>                                     |                           |                                   | <b>0</b>                     | <b>0</b>                                     | <b>n/a</b>                           |                                                |

Due dates (work days):  
AG Draft Reply=14 days  
Reply Direct=14 days  
Draft Web mail=10 days

AG Draft Reply includes:  
AG Wording Needed  
Template Approval  
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| Branch                                                     | Log Action        | #Letters Sent this year | # of total current overdues | Completion percentage for all rec'd this year | Average # of Days overdue | # of Cliff logs over 30 days late | # of Letters Sent THIS Month | # of overdues for Cliff log rec'd THIS Month | Completion percentage for this month | Cliff numbers                                          |
|------------------------------------------------------------|-------------------|-------------------------|-----------------------------|-----------------------------------------------|---------------------------|-----------------------------------|------------------------------|----------------------------------------------|--------------------------------------|--------------------------------------------------------|
| Justice Services (JSB-Just.Services)                       | AG Bullets        | 48                      | 0                           |                                               |                           |                                   | 2                            | 0                                            |                                      |                                                        |
|                                                            | AG Draft Reply    | 61                      | 1                           |                                               | 1                         |                                   | 6                            | 1                                            |                                      | 631532                                                 |
|                                                            | Deputy AG Reply   | 12                      | 0                           |                                               |                           |                                   | 0                            | 0                                            |                                      |                                                        |
|                                                            | Reply Direct      | 112                     | 1                           |                                               | 5                         |                                   | 21                           | 1                                            |                                      | 631004                                                 |
|                                                            | <b>Total</b>      | <b>233</b>              | <b>2</b>                    | <b>99%</b>                                    |                           |                                   | <b>29</b>                    | <b>2</b>                                     | <b>93%</b>                           |                                                        |
| Legal Services (LSB-Legal Serv CU)                         | AG Bullets        | 5                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG Draft Reply    | 39                      |                             |                                               |                           |                                   | 2                            |                                              |                                      |                                                        |
|                                                            | Deputy AG Reply   | 7                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Reply Direct      | 145                     |                             |                                               |                           |                                   | 11                           |                                              |                                      |                                                        |
|                                                            | <b>Total</b>      | <b>196</b>              | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>13</b>                    | <b>0</b>                                     | <b>100%</b>                          |                                                        |
| LSB-OIC Office (LSB-OIC Correspondence)                    | AG Bullets        | 2                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG Draft Reply    | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Deputy AG Reply   | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Reply Direct      | 3                       |                             |                                               |                           |                                   | 1                            |                                              |                                      |                                                        |
|                                                            | <b>Total</b>      | <b>5</b>                | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>1</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                                        |
| Multiculturalism (Multiculturalism & Anti-Racism Division) | AG Bullets        | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG Draft Reply    | 22                      |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | AG/PS Draft Reply | 2                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | PS Draft Reply    | 10                      |                             |                                               |                           |                                   | 1                            |                                              |                                      |                                                        |
|                                                            | Deputy AG Reply   | 0                       |                             |                                               |                           |                                   | 0                            |                                              |                                      |                                                        |
|                                                            | Reply Direct      | 14                      |                             |                                               |                           |                                   | 1                            |                                              |                                      |                                                        |
|                                                            | <b>Total</b>      | <b>48</b>               | <b>0</b>                    | <b>100%</b>                                   |                           |                                   | <b>2</b>                     | <b>0</b>                                     | <b>100%</b>                          |                                                        |
| Office of Housing and Construction Standards (OHCS-ADM)    | AG Bullets        | 120                     | 0                           |                                               |                           |                                   | 16                           | 0                                            |                                      | 629552, 629559, 629722, 630394, 630403, 630487, 631432 |
|                                                            | AG Draft Reply    | 284                     | 7                           |                                               | 14                        | 1                                 | 16                           | 1                                            |                                      |                                                        |
|                                                            | Associate DM      | 8                       | 0                           |                                               |                           |                                   | 1                            | 0                                            |                                      |                                                        |
|                                                            | Reply Direct      | 496                     | 32                          |                                               | 19                        | 7                                 | 73                           | 12                                           |                                      | List sent separately                                   |
|                                                            | <b>Total</b>      | <b>908</b>              | <b>39</b>                   | <b>96%</b>                                    |                           |                                   | <b>106</b>                   | <b>13</b>                                    | <b>88%</b>                           |                                                        |
| <b>AG Totals</b>                                           |                   | <b>1877</b>             | <b>175</b>                  | <b>91%</b>                                    |                           |                                   | <b>214</b>                   | <b>27</b>                                    | <b>87%</b>                           |                                                        |

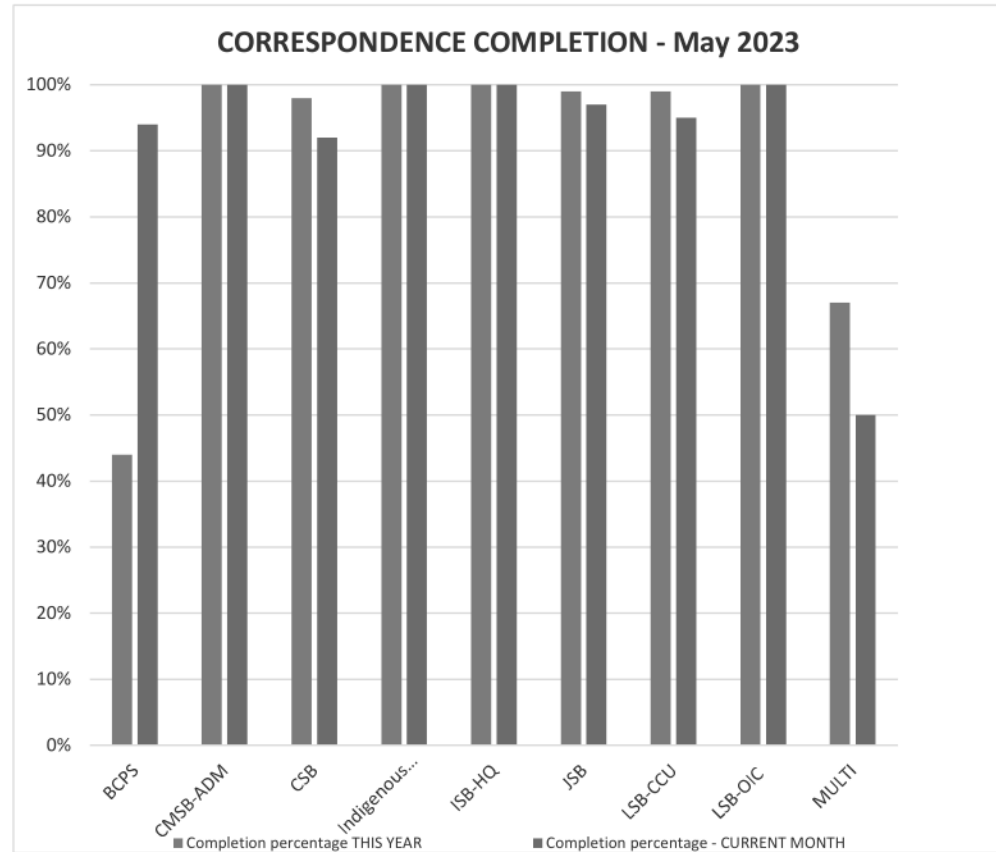
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**Reply Directs   AG Drafts   Web Mails**

|     |     |
|-----|-----|
| 104 | 136 |
| 102 | 129 |
| 81  | 66  |
| 73  | 62  |
| 43  | 23  |
| 39  | 15  |
| 36  | 15  |
| 35  | 21  |
| 40  |     |
| 34  |     |
| 29  |     |
| 24  |     |
| 15  |     |
| 15  |     |
| 15  |     |
| 13  |     |
| 12  |     |
| 9   |     |
| 5   |     |
| 5   |     |
| 3   |     |

| Branch                  | Completion percentage THIS YEAR | Completion percentage - CURRENT MONTH |
|-------------------------|---------------------------------|---------------------------------------|
| BCPS                    | 44%                             | 94%                                   |
| CMSB-ADM                | 100%                            | 100%                                  |
| CSB                     | 98%                             | 92%                                   |
| Indigenous Justice Sec. | 100%                            | 100%                                  |
| ISB-HQ                  | 100%                            | 100%                                  |
| JSB                     | 99%                             | 97%                                   |
| LSB-CCU                 | 99%                             | 95%                                   |
| LSB-OIC                 | 100%                            | 100%                                  |
| MULTI                   | 67%                             | 50%                                   |



| Branch   | Completion percentage -YEAR | Completion percentage - CURRENT MONTH |
|----------|-----------------------------|---------------------------------------|
| DMO-CAS  | 0%                          | 0%                                    |
| BCPS     | 0%                          | 0%                                    |
| CMSB-ADM | 0%                          | 0%                                    |
| CSB      | 0.0%                        | 0%                                    |
| ISB-HQ   | 0%                          | 0%                                    |
| JSB      | 0%                          | 0%                                    |
| LSB-CU   | 0%                          | 0%                                    |
| LSB-OIC  | 0%                          | 0%                                    |
| MULTI    | 0%                          | 0%                                    |
| OHCS-ADM | 0%                          | 0%                                    |

