July 11, 2013

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: AES/016/2013]

On June 11, 2013, the Department of Advanced Education and Skills received your request for access to the following records:

"Percentage of incoming calls being answered in Income Support case maintenance for the following years: 2012, 2011, 2010"

Your request for access to these records has been granted. The chart below is based on a calendar year (January 1st – December 31st).

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>81%</td>
<td>79%</td>
<td>84%</td>
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</table>

Please note the software used to track calls does not track unique callers; it simply counts the number of incoming calls. Individuals may hang up and call again if all available agents are busy at the time of their initial call.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement's website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact Janelle Kenway at 729-7920 or janellekenway@gov.nl.ca

Yours sincerely,

[Signature]

JULIA MULLALEY
Deputy Minister