



RoadSafetyBC

# RoadSafetyBC Correspondence

---

Onboarding Training

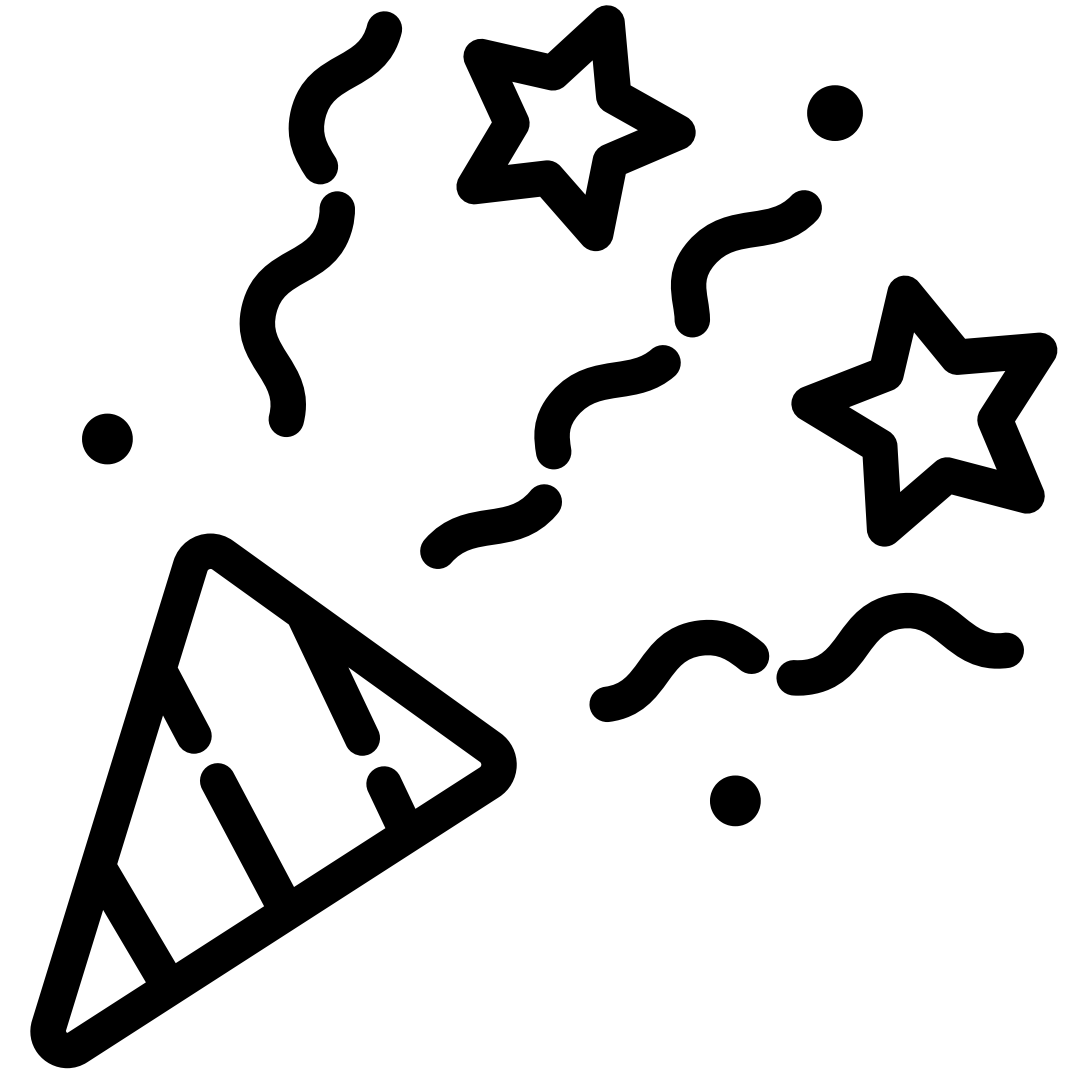


# Welcome to the team!

---

We're so appreciative that you're here.

**Welcome to the Correspondence team!**

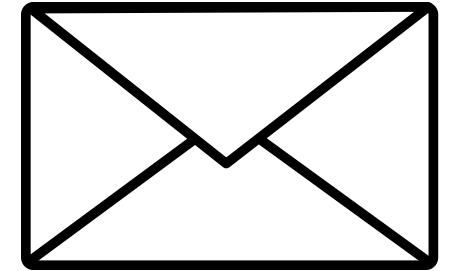




# Foundations

---

# What we do (+ why it matters)



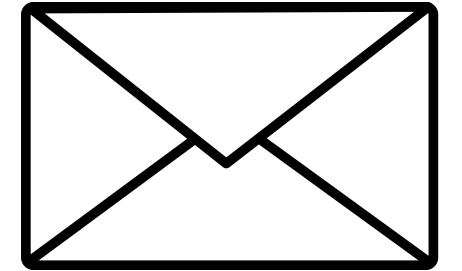
Respond to public inquiries via email & letter in a timely manner.

✓ Provide a service

✓ Help manage the department's public reputation

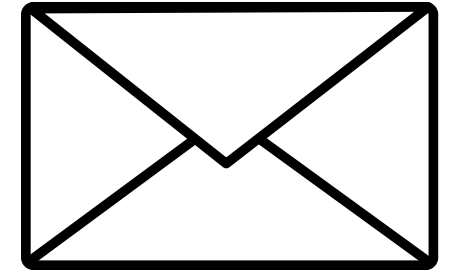
# A team effort

- A piece of correspondence may involve anywhere from 1 to 7 or more team members—and in some cases, even the Minister's office.
- Level of involvement depends on the type and complexity
- Approval process ensures accuracy and consistency
- Collaboration helps deliver a complete and thoughtful response
- Goal: share correct information and maintain public trust



Teamwork making the dream work!

# Types of Correspondence



There are 3 types of correspondence:

Mailbox

Executive

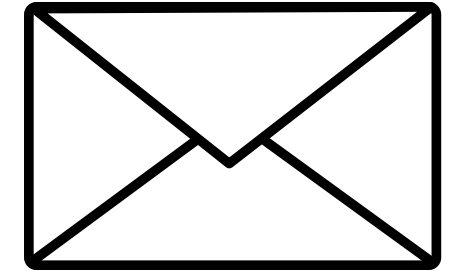
Minister



We refer to the email/letter from the public as an “incoming.”

# Standards

Government sets the timelines for Minister Correspondence. RSBC sets mailbox timeline.



**24/48**  
hours

bullets

**7** days

bullets  
mailbox

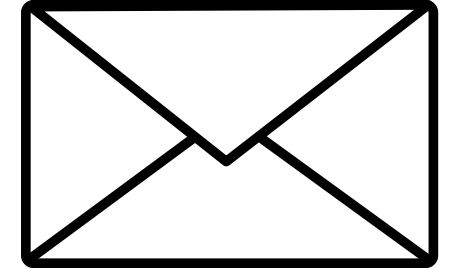
**14** days

-Executive & SG  
Correspondence  
(Reply Direct, SG  
Draft Replies, etc.)  
-Physical mail  
-Filing



And that includes the approval routes.

# Tracking



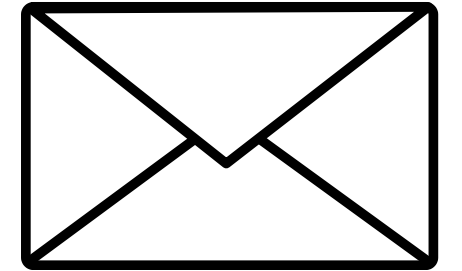
## **We track *everything!***

- Every piece of correspondence is logged
- We're responsible for ensuring responses meet required timelines and that the log is successfully closed
- Two systems: CLIFF, eApprovals
- Timelines for response range from 24-48h (minister-bullets), to 7 business days (mailbox), to 14 days (exec, minister)



We are also responsible for sending program area eApps reminders.

# Resources



**You (almost) never have to start from scratch.**

We have a wide range of resources with templated wording ready to use!

LAN  
(drafts)

Onboarding  
Manual

Templated  
wording

Previous  
mailbox  
replies



If you can't find what you need, just ask a colleague!

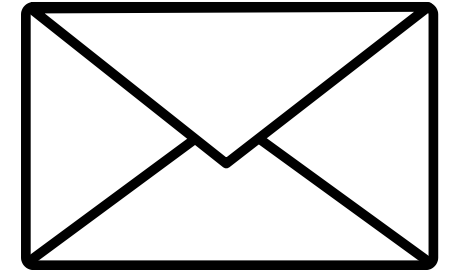
# How a response is sent

Email

Does not contain personal information

Paper

Contains personal information



When in doubt, mail it out. (*wink*)