

RSBC/ICBC/UBCIC
Plain Language
Letters Project –
Briefing



RoadSafetyBC

RSBC/ICBC Plain Language Letters Project

- 1. Project Overview**
 - 1. Letters Prioritization & Matrix**
 - 2. Project Structure**
- 2. Review & Process Flow**
- 3. Change Impact**
- 4. Next Steps & Timeline**

WHAT IS THE PLAIN LANGUAGE PROJECT?

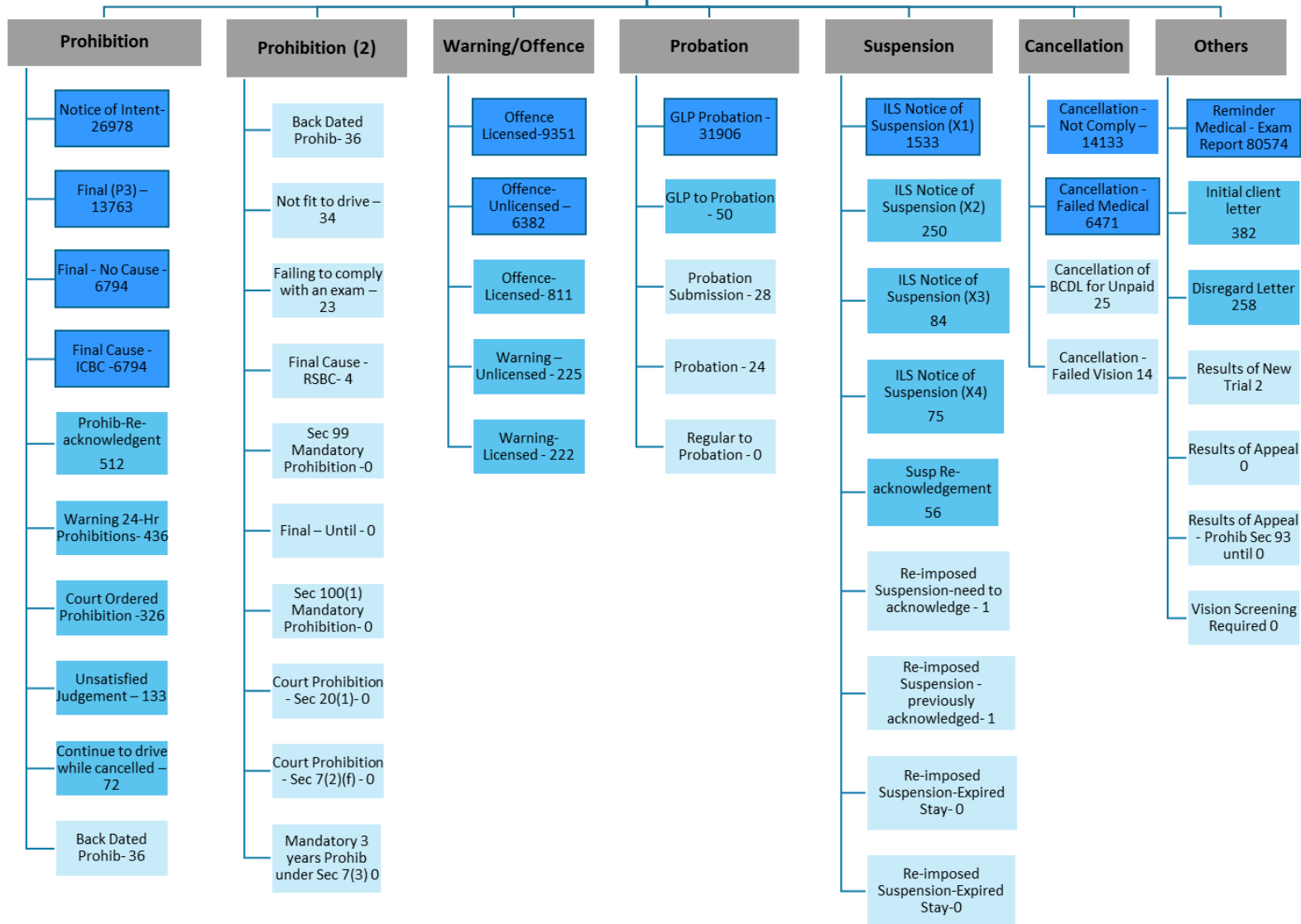


In response to recommendations from the UBCIC (Union of British Columbia Indian Chiefs) “*The Road to Reconciliation Discussion Paper,*”, Recommendation 16.



RoadSafetyBC (RSBC) and the Insurance Corporation of British Columbia (ICBC) are currently working to plain language 45 of RSBC’s letters and accompanying stuffers to the public to better meet accessibility standards and ensure use of language that is culturally appropriate for an Indigenous audience.

ICBC/RSBC-LETTERS' INVENTORY BY CATEGORIES



 High priority
 Medium Priority
 Low Priority

PHASE 1. HIGH PIRORITY LETTERS

Phase 1	Letters	Stuffer	Status
Batch 1. Prohibition Letters	004 Notice of Intent 019 Final P3 Notice of prohibition	DIP Fact Sheet & Surrender & App	Completed
Batch 2. Prohibition Letters	021 Final Cause RSBC 021a Final Cause ICBC 023 Final No Cause	DIP Fact Sheet & Surrender & App	Completed
Batch 3. Warning/Offense Letters (High Priority)	009 Offense– licensed 010 Offense-unlicensed 112 GLP Probation	DIP Fact Sheet	Completed – submitted for RSBC Exec Approval
Batch 4. Suspension Letters / Cancellation Letters / Others	036 ILS Notice of Suspension x1 057 Cancellation – Not Comply 055 Cancellation - Failed Medical 072 Reminder Medical – Exam Report	Strike (either 1, 2 or 3 depending on customer record) N/A	Last stage of review

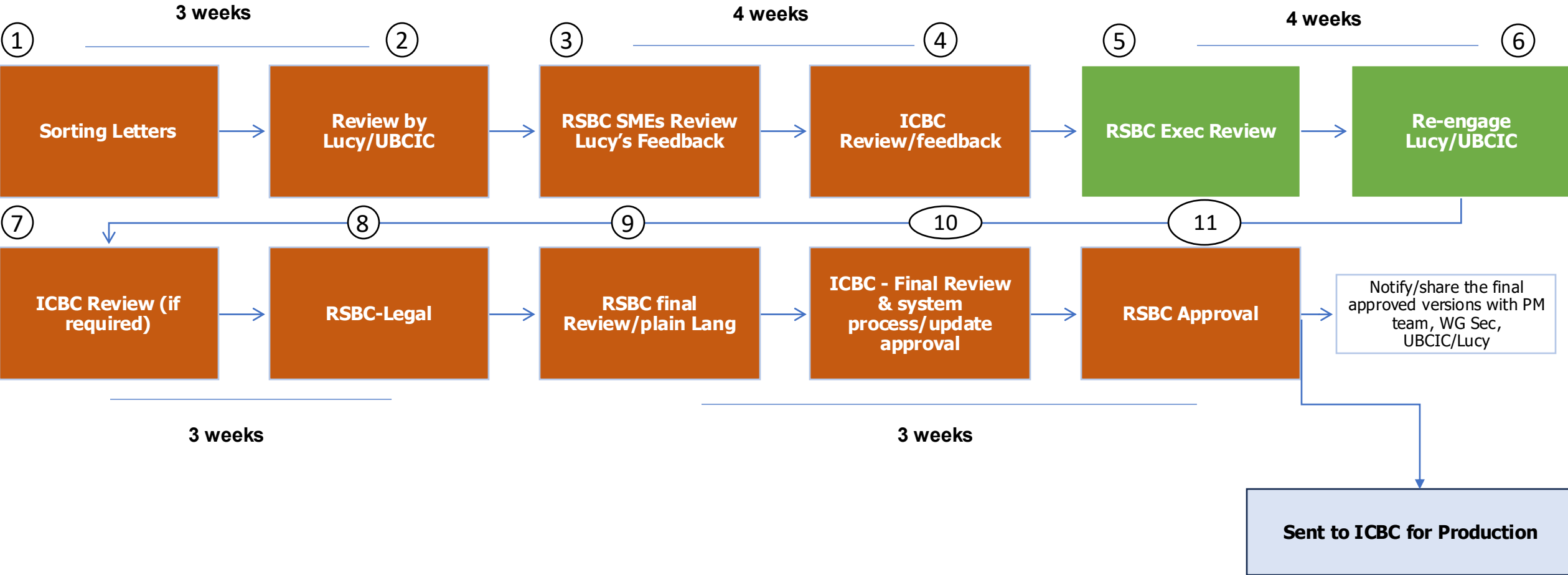
HOW WE WORK

Key Project Partners

Externals	<ul style="list-style-type: none">• Union of British Columbia Indian Chiefs (UBCIC)• Lucy Sager, Founder, All Nations Driving Academy
	<ul style="list-style-type: none">• Insurance Corporation of British Columbia (ICBC)
Internals	<ul style="list-style-type: none">• RSBC Program Team (Subject Matter Experts)• RSBC Policy• RSBC Plain Language Writer
	<ul style="list-style-type: none">• Legal Services Branch

- Biweekly Project Team Meetings
- Sub- Working Group - Terms of Reference

Letters Rewrite Process Workflow & Timeline



CHANGE IMPACT

- While the scope of the project is to plain language 45 letters, no process changes have been made for either ICBC or RSBC.
- There is no impact to the operational team day to day work, for the first five letters implemented.
- The project team will continue to communicate changes and work with the teams involved to identify potential impacts.
- Issues Management Log (Out of Scope)

WHAT ARE THE NEXT STEPS?

Jan – August. Phase 1 (High Priority Letters)

September – March 25. Phase II & III Medium & Low Priority Letters

Questions

Thank you!