



RoadSafetyBC

# CORRESPONDENCE MANUAL

Onboarding

[roadsafetyBC@gov.bc.ca](mailto:roadsafetyBC@gov.bc.ca)

PO Box 9296 Stn Prov Govt, Victoria BC V8V 3M2

# How to use this manual

Welcome aboard! This manual is your go-to guide for all the information you need. Plus, you'll have the chance to connect with a friendly correspondence colleague (trainer) once or twice a week to discuss any questions you may have.

- If you are new to correspondence, we suggest you read it in order.
- If using it for reference, press “Control-F”, and in the sidebar menu on the left select “Headings” tab, or search a term.

Happy learning! 😊

## What we do

Did you know that the Correspondence Team plays a crucial role in RoadSafetyBC? We're responsible for responding to all the branch-related inquiries that come in through B.C. mail, the RoadSafetyBC mailbox, the Minister's office, and even inquiries sent over from other ministries. 🚗✉️

Our day-to-day looks like this: Diving into incoming messages (often called "incomings"), figuring out the best way to respond, logging/tracking everything into [CLIFF](#), teaming up with different program areas to draft top-notch replies, getting the green light from the right authorities (us or our awesome executive team), and, if needed, using [Approvals](#) to breeze through document circulation. That's the very basic version of what we do. You'll find out more about this process in [Overview of Procedures](#). Cheers to a well-rounded workflow! ✨

Here's a quick peek at the types of correspondence we receive (we'll delve into these in greater detail in a bit):

- **RoadSafetyBC Mailbox:** While there are no hard and fast rules to identifying general correspondence, we regularly deal with:
  - General inquiries about driver licensing processes and governing legislation and regulations
  - Suggestions to improve road safety, RoadSafetyBC processes and the *Motor Vehicle Act (MVA)*
  - Complaints about Motor Vehicle Act legislation and regulations,
  - Drivers that have many issues (not specific to one program)
  - Writers that have received a program area response and are still not satisfied – requires an escalated response from Deputy Superintendent/Assistant Deputy Minister and Superintendent of Motor Vehicles
- **Physical Mail:** While we don't receive a lot of physical mail from the public, we quite often send out mailed letters to drivers who request information on their file. Due to privacy laws, we can not email personal information.
- **Executive Correspondence:** Sometimes those mailbox items need the executive team's eyes before a response goes out. These get logged as "Executive Correspondence." In these instances, we draft responses under the signature of the Deputy Superintendent or Assistant Deputy Minister/Superintendent of Motor Vehicles. Again, while we draft our best attempt at an accurate, up-to-date response, we are not program area experts, so we rely on program area staff to provide us with additional, updated information. If we require specific information about the program, we work with program managers to develop a response.
- **Minister's Office (Minister & MLA correspondence):** The Minister's Office forwards us correspondence about RoadSafetyBC programs, legislation, or regulations. In this instance, we are responsible for drafting a response that will be sent under the Minister's signature, Deputy Superintendent or Assistant Deputy Minister. If we require specific information about the program, we work with program managers to develop a response. While we draft our best attempt at an accurate, up-to-date response, we are not program area experts, so we rely on program area staff to provide us with additional, updated information.

Our primary goal is to provide prompt and precise assistance. To achieve this, we tailor our responses using templates, drawing from past interactions, and utilizing our [program tools](#). For more insights, please refer to our [Writing Guidelines](#). *\*\*If you receive questionable correspondence or want to discuss the best option for a response, please don't hesitate to ask a [teammate](#).*

*Fun facts:*

1. Mailbox: Averages 200-250 per month
2. Minister Correspondence: Averages 20-25 per month
3. Approx 2:1 ratio for Bullets to Reply Direct/SG Draft/Reply Direct

Top correspondence topics include (Jan 15, 2025):

1. DMERs
  - a. Inquiring re. processing status, backlog, or receipt of documents
  - b. Complaints about the decision or RSBC authority to make decisions
  - c. Complaints that age-based DMER is discriminatory, cost is prohibitive or that the shortage of doctors makes it very challenging.
2. Accessibility or barrier (costs, location, etc.) complaints for remedial programs (IIP, RDP, DIP)
3. Appeals for reconsideration, reduced timeframe, etc. for remedial programs or IRPs
4. General safety concerns
  - a. Speeding and drivers under the influence
  - b. Large vehicles on roadways
  - c. Safety of pedestrians and cyclists
5. Complaints or inquiries into existing fines and penalties
  - a. "What are they" or "They aren't strict/substantial enough"
6. Requests for more ISCs from public or municipalities

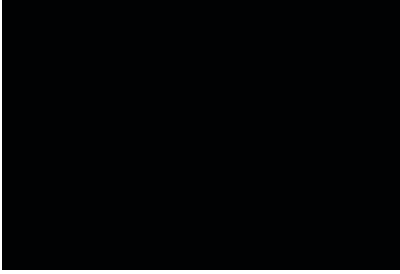
That's it! Well, mainly. Before we dive into the nitty gritty of our day-to-day, we'll leave you with a fun limerick (We think it could be a good team motto!):

*Be responsive.*

*Be on time.*

*When in doubt, ask.*

## Meet the Correspondence Team



**Jill Mitchell**



## Access: What you'll need to start

To ace the correspondence game, you'll need access to a few essential programs, and you'll also need to set up your email accounts, mailbox signature and headset. Here's a list of everything heading your way. 🚀

### Set up the mailbox

Good news: You already have access to this! Follow the below instructions to get set up:

- RoadSafetyBC mailbox: add it to your outlook with these [instructions](#).
- L:Drive: click "AG Mapper" icon on desktop, or see [instructions](#) (Be sure you're connected to our VPN first. 😊)

### Add the RSBC Signature to Outlook

To add the RoadSafetyBC signature to your signatures, go to MS Outlook and follow these steps:

1. Click File > Options > Mail > Signatures > Select New signature, then give it a distinct name. (i.e. "RoadSafetyBC")
2. In the editing box below the new name, copy the below signature – mindful to keep the formatting. (BC Sans, 11pt)
3. When you're done, select Save > OK

Sincerely,

**Corporate Priorities**

RoadSafetyBC  
Ministry of Public Safety and Solicitor General

Email [RoadSafetyBC@gov.bc.ca](mailto:RoadSafetyBC@gov.bc.ca)  
Mail PO Box 9254, STN Prov Govt  
Victoria BC V8W 9J2

Follow us on social media!

[Facebook](#) | [X](#) | [Instagram](#)

Reference – CLIFF#-Agent#

### Program access

In addition to the mailbox and writing guides, you'll need access to the following programs. Your trainer will have arranged to get you access; you'll receive an email notification when things are ready. For some programs, you will need to call the helpdesk to get set up.

- [Driver Fitness Case Management System](#) (DFCMS)
- [CLIFF](#)
- [eApprovals](#) (eApps)
- [Driver's](#) (Virtel)
- [VIPS](#)

**Tip:** check out the [links of interest](#) and add them as browser bookmarks now.

### Set up your headset

Do you have a headset yet? Luke Oldfield will reach out to you to ask your preference before he orders one. When you receive your headset (you'll need to go into the office to pick it up), it's important to [set up your headset with your laptop](#).

### Emails in your inbox

Has your inbox been flooded with notification emails from CLIFF & eApps? How about assignments from Public Safety and Solicitor General (PSSG) Correspondence Unit? You'll know what to do with these soon enough – file them in a folder for now.

Alrighty! You're ready to roll. 😊

### [How to divide the day's work](#)

Consult this handy guide to figure out what's urgent and what can wait (a bit). It's all about keeping things balanced! 🌟📅

### **A.M./P.M. Routine**

1. Mailbox: Urgent emails– examples include current vehicle impoundment, Roadside prohibitions, cancelled licence, emails from police, threats of self harm, media request/threats, time sensitive (i.e. licence cancels that day), Administrative Justice (paperwork for hearings), IRP, IIP, RDP.
2. PSSG requests – Urgent items like MLA Bullets.
3. Proceed to Daily Focus (listed below) – based on [deadline](#), oldest first!

The following is the suggested weekly routine for a solo correspondence role, including both a full week schedule and a flex week option with Monday or Friday off. Of course, urgent things pop up (ahem ... bullets!), but each workday highlights a daily focus along with a suggested routine.

### Regular Work Week

Day	Daily Focus	Routine
<b>Monday</b>	<b>Mailbox</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● Handle any eApps send-outs or cleanups that you forward to the next person</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> <li>● Prepare a plan for the next day, including notes, action items, and any follow-ups.</li> </ul>
<b>Tuesday</b>	<b>Mailbox</b> (+eApps reminders)	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● eApps reminders</li> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> <li>● Plan for the next day</li> </ul>
<b>Wednesday</b>	<b>Writing Day</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Write Executive and SG drafts — the goal is to complete all drafts at least two weeks before their due dates and get them moving in eApps.</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps: send-outs, cleanups</li> <li>● Plan for next day</li> </ul>

		<i>*Mailbox checks are minimal.</i>
<b>Thursday</b>	<b>Variable: Writing or Mailbox</b>  (+eApps reminders)	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● Address eApps send-outs, cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● eApps reminders (if applicable)</li> <li>● Write any remaining drafts for exec/SG (due in two weeks). If caught up, mailbox.</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> <li>● Plan for the next day</li> </ul> <p><i>*Mailbox checks are minimal.</i></p>
<b>Friday</b>	<b>Mailbox</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> <li>● Plan for next week</li> </ul>

### Flex Week (Monday off)

Day	Daily Focus	Routine
<b>Monday</b>	<b>Off</b> 😊	
<b>Tuesday</b>	<b>Mailbox</b> (+eApps reminders)	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● Handle any eApps send-outs or cleanups that you forward to the next person</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● eApps reminders</li> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> </ul>

		<ul style="list-style-type: none"> <li>● Prepare a plan for the next day, including notes, action items, and any follow-ups.</li> </ul>
<b>Wednesday</b>	<b>Writing Day</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Write Executive and SG drafts — the goal is to complete all drafts at least two weeks before their due dates and get them moving in eApps.</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanup</li> <li>● Plan for next day</li> </ul> <p><i>*Mailbox checks are minimal.</i></p>
<b>Thursday</b>	<b>Variable: Writing or mailbox (eApps reminders)</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● eApps reminders (if applicable)</li> <li>● With two writing days the previous week, you may already be caught up. Check if there's any writing needed—that takes priority. Once that's done, focus on the mailbox.</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> <li>● Plan for next day</li> </ul>
<b>Friday</b>	<b>Mailbox</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> <li>● Plan for Monday/next week</li> </ul>

## Flex Week (Friday off)

Day	Daily Focus	Routine
<b>Monday</b>	<b>Mailbox</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● Handle any eApps send-outs or cleanups that you forward to the next person</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> <li>● Prepare a plan for the next day, including notes, action items, and any follow-ups.</li> </ul>
<b>Tuesday</b>	<b>Mailbox</b> (+eApps reminders)	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● eApps reminders</li> <li>● Mailbox</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> <li>● Plan for the next day</li> </ul> <p><i>*Mailbox checks are minimal.</i></p>
<b>Wednesday</b>	<b>Writing Day</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p> <ul style="list-style-type: none"> <li>● Write Executive and SG drafts — the goal is to complete all drafts at least two weeks before their due dates and get them moving in eApps.</li> </ul> <p>P.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanup</li> <li>● Plan for the next day</li> </ul> <p><i>*Mailbox checks are minimal.</i></p>
<b>Thursday</b>	<b>Mailbox</b>	<p>A.M. routine:</p> <ul style="list-style-type: none"> <li>● Urgent incoming emails (mailbox and junk)</li> <li>● eApps send-outs or cleanups</li> </ul> <p>Daily focus:</p>

		<ul style="list-style-type: none"> <li>● Mailbox</li> </ul> P.M. routine: <ul style="list-style-type: none"> <li>● eApps send-outs or cleanups</li> <li>● Plan for Monday/next week</li> </ul>
<b>Friday</b>	<b>Off</b> 😊	

**Pro Tip: Keep a to-do list**

With loads of correspondence flowing in and plenty of due dates to juggle, it's crucial to track of due dates. You can use “Due in this Office” in CLIFF for “RSBC Correspondence” – all SG assignments and executive correspondence that have been logged will show up there. Or keep your own list handy. Consider it your secret weapon for staying on top of things! 📝 ✨

Here’s an example:

<b>CLIFF Number</b>	<b>Subject</b>	<b>Due Date</b>	<b>Status</b>
CLIFF # - Bullets	Driver’s medical file	July 6, 2024	In eApps
CLIFF # - Reply Direct	Pat Bay Highway speed cameras	August 1, 2024	To write

**\*If you use an online to-do list in programs like Asana or Trello, do not include any personal information.**