

Service Delivery Transition - Correspondence email to Client Services

1. Purpose & End State

Effective at launch, RSBC Correspondence (Correspond) team will no longer handle driver file inquiries. All driver-related inquiries will be directed to Client Services through the ICE web form. The goal is to establish one intake pathway, one owner per inquiry, and consistent client direction.

Correspond Will	Correspond Will Not
Respond to policy/program inquiries	Respond to driver file inquiries
Handle Executive/SG, Ministerial, FOI	Forward or triage emails
Provide general information	Arrange callbacks
Use autoresponder for redirection (driver files, AR, VIP)	Partially respond to mixed-content emails

2. Ownership Rules

Client Services owns all driver file inquiries. Correspond owns policy suggestions, general info, Executive/SG, Ministerial/PSSG, and FOI. Any email containing driver file content is owned entirely by Client Services with no split responses.

Inquiry Type	Owner
Driver file status / decisions / DMER / callbacks	Client Services
Policy / legislation / program info	Correspond
Executive / Ministerial / FOI	Correspond
Unsolicited Report of Concern	RSBC inbox for now

3. Intake & Inbox Management

The autoresponder is the primary intake mechanism. Correspondence will not triage, forward, or redirect driver file inquiries. (They will, however, track these queries for stats.)

Activity	Approach
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Driver inquiry received	Auto-response directs to ICE, email gets filed
Manual forwarding	Not permitted
Callbacks	Not permitted
Misdirected emails	Response only if not driver file
Tracking	Retained for monitoring

4. Exceptions & In-Flight Files

Executive/SG, Ministerial/PSSG, and FOI remain with Correspond. Active files continue until completion, after which new inquiries go to ICE.

Scenario	Handling
Executive / SG / Ministerial / FOI	RSBC retains ownership
Active file in progress	RSBC completes
Post-completion follow-up	Redirect to ICE

5. Operational Readiness & Risks

Success depends on staff alignment, clear templates, and system readiness. Key risks include inbox misuse, ownership confusion, and ICE downtime.

Readiness Area	Details	Status
Autoresponder		In progress - writing
Website updates	Update contact page, remove RSBC email	Tatiana & Bela – contact page
Staff guidance		
Escalation process	CS – escalate driver to exec letter	

Templates	Language- same tone (emails, exec letters) > Share Language library	TBD
ICE Contingency Plan	What happens if ICE doesn't work/glitches (MLA queries if we don't provide another contact option: ministry email?)	

>> Key risks include continued RSBC inbox use, ownership confusion, reverting to old practices, and ICE outages.

6. Who Needs to Be Informed?

Clear communication during soft launch is critical to support consistent intake handling and reduce confusion during transition.

Audience	Info Required
Public	Clear direction to submit driver-related inquiries through ICE (autoresponder)
Staff (AR inbox, VIP inbox, OSMVRDP inbox)	Awareness of intake changes and updated client direction messaging
ICBC (other partners?)	Updated client contact pathway and transition timeline
Client Services Staff	Expectation of increased emails, intake change (RSBC inbox)
Executive/Ministerial contacts	Awareness of operational transition and retained exceptions process