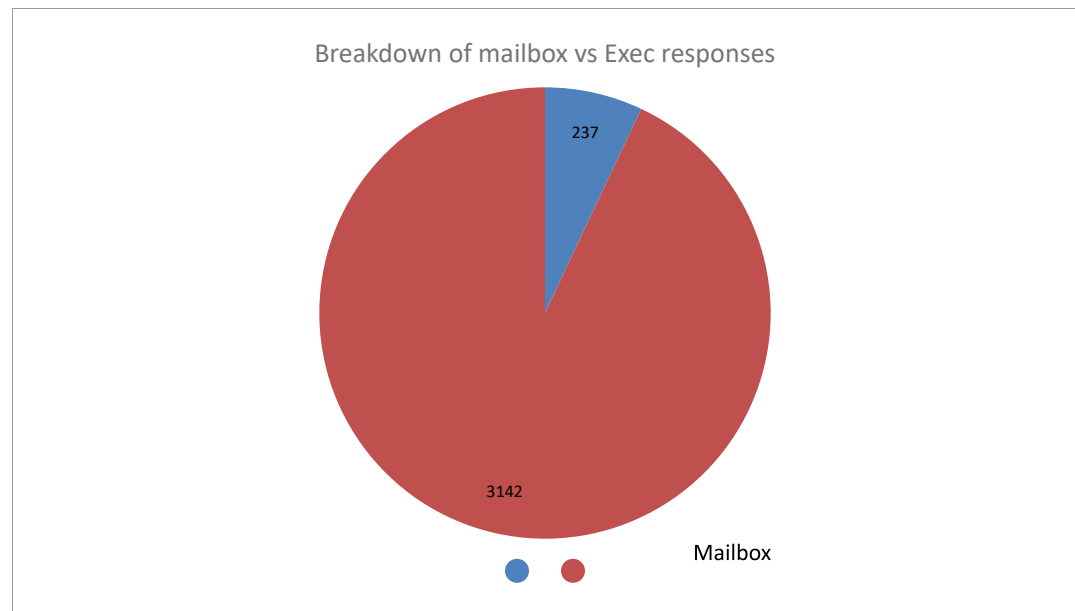


RSBC CORRESPONDENCE STATS: AT A GLANCE

| YEAR TO DATE - 2025 | Year to date Numbers | Year to date on time completion rate | Notes | GENERAL NOTE: PSSG/MO STATS |
|--|----------------------|--------------------------------------|-------|---|
| Mailbox | 2905 | | | <p>PSSG releases monthly stats, but the month-end response rate doesn't accurately show deadline compliance for all items. It reflects how many items assigned that month were overdue at month-end. Since items assigned late in the month aren't due until the next month, this skews the percentage in our favour. As such, PSSG stats have been recalculated (Tracked under the "SG-Solicitor General" office in CLIFF.)</p> <p>Mailbox and Executive Correspondence are not logged in the PSSG monthly stats. These stats have been calculated below.</p> <ul style="list-style-type: none"> - Mailbox is tracked in CLIFF under "RoadSafetyBC-Mailbox". - Executive Correspondence are tracked in CLIFF under "RoadSafetyBC- Correspond." <p>To get accurate reporting, statistics will be captured at the end of the next month. For example, the correspondence statistics for February will be captured on April 1.</p> <p>Trends for missed deadlines:</p> <ul style="list-style-type: none"> - Assigned to wrong branch, late referral to our branch (same deadline remains) - Held up in eApps -Written late by our team |
| Executive Correspondence | 237 | | | |
| RSBC total (not including filing/calls) | 3142 | | | |
| RSBC filing & calls | 251 | | | |
| MO/PSSG | 172 | | | |
| TOTAL ITEMS THROUGH CORRESPONDENCE | 3565 | | | |

*Stats not calculated for October 2025 due to the strike



% of total mailbox that goes to Exec correspondence 7.5%

RSBC CORRESPONDENCE STATS - PSSG/MO

| Month | STATS FROM | Type | Total | Overdue | On-Time Completion % | Filing | Notes |
|--------|------------|-----------------------|-----------|-----------|----------------------|-----------|---|
| Jan-25 | PSSG | Bullets | 7 | 1 | 86% | | See "Overview" note on sheet 1 (PSSG count will differ from ours) |
| | | SG Draft | 2 | 0 | 100% | | |
| | | Reply Direct | 8 | 0 | 100% | | |
| | | Total | 17 | 1 | 95% | | |
| RSBC | | Bullets | 7 | 5 | 29% | | < eApps delays: DMF, JQ, SS (See "SG-RSBC January 2025" stats for more details) 1 Telephone call |
| | | SG Draft | 1 | 0 | 100% | | |
| | | Reply Direct | 7 | 2 | 71% | | |
| | | RSBC Total | 15 | 7 | 67% | 7 | |
| | | YTD RSBC TOTAL | 15 | 7 | | | |
| Feb-25 | PSSG | Bullets | 9 | 0 | 100% | | |
| | | SG Draft | 1 | 0 | 100% | | |
| | | Reply Direct | 5 | 0 | 100% | | |
| | | Total | 15 | 0 | 100% | | |
| RSBC | | Bullets | 9 | 5 | 44% | | <A few late referrals (PSSG issue), lengthy eApps routing for quick turnaround < See note above (these were mainly late referrals - not on us) |
| | | SG Draft | 1 | 0 | 100% | | |
| | | Reply Direct | 5 | 4 | 20% | | |
| | | RSBC Total | 15 | 9 | 55% | 10 | |
| | | YTD RSBC TOTAL | 30 | 16 | | | |
| Mar-25 | PSSG | Bullets | 8 | 0 | 100% | | |
| | | SG Draft | 2 | 0 | 100% | | |
| | | Reply Direct | 5 | 0 | 100% | | |
| | | Total | 15 | 0 | 100% | | |
| RSBC | | Bullets | 7 | 3 | 57% | | <eApps delay: BB, KE; late referral |
| | | SG Draft | 0 | 0 | 0% | | |
| | | Reply Direct | 7 | 2 | 71% | | |
| | | RSBC Total | 14 | 5 | 43% | 13 | |
| | | YTD RSBC TOTAL | 44 | 21 | | | |
| Apr-25 | PSSG | Bullets | 6 | 0 | 100% | | |
| | | SG Draft | 0 | 0 | n/a | | |
| | | Reply Direct | 12 | 0 | 100% | | |
| | | Total | 18 | 0 | 100% | | |
| RSBC | | Bullets | 6 | 3 | 50% | | <Month BB got behind |
| | | SG Draft | 1 | 1 | 0% | | |
| | | Reply Direct | 12 | 9 | 25% | | |
| | | RSBC Total | 19 | 13 | 25% | | |
| | | YTD RSBC TOTAL | 63 | 34 | | | |
| May-25 | PSSG | Bullets | 10 | 0 | 100% | | |
| | | SG Draft | 0 | 0 | n/a | | |
| | | Reply Direct | 9 | 0 | 100% | | |
| | | Total | 19 | 0 | 100% | | |

GENERAL NOTE: PSSG/MO STATS

PSSG releases monthly stats, but the month-end response rate from PSSG doesn't accurately show deadline compliance for all items. It reflects how many items assigned that month were overdue at month-end. Since items assigned late in the month aren't due until the next month, this skews the percentage in our favour. As such, we are providing two sets of statistics: what PSSG provides us, and our own RSBC calculation (Tracked under the "SG-Solicitor General" office in CLIFF.)

Mailbox and Executive Correspondence are not logged in the PSSG monthly stats. These stats can be found in the Mailbox spreadsheet.

- Mailbox is tracked in CLIFF under "RoadSafetyBC- Mailbox".
- Executive Correspondence are tracked in CLIFF under "RoadSafetyBC- Correspond."

To get accurate reporting, statistics will be captured at the end of the next month. For example, the correspondence statistics for February will be captured on April 1.

Trends for missed deadlines:

- Assigned to wrong branch, late referral to our branch (same deadline remains)
- Held up in eApps
- Written late by our team

| | | | | | |
|-------------|-----------------------|------------|-----------|----------------|--|
| RSBC | Bullets | 13 | 5 | 62% | 19 < JM was helping BB with drafts |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 12 | 3 | 75% | |
| | RSBC Total | 25 | 8 | 68% | |
| | YTD RSBC TOTAL | 88 | 42 | | |
| Jun-25 PSSG | Bullets | 10 | 0 | 100% | |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 7 | 0 | 100% | |
| | Total | 17 | 0 | 100% | |
| RSBC | Bullets | 8 | 1 | 88% | 1 < JM solo in correspondence |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 7 | 1 | 86% | |
| | RSBC Total | 15 | 2 | 87% | |
| | YTD RSBC TOTAL | 103 | 44 | | |
| Jul-25 PSSG | Bullets | 10 | 0 | 100% | Error with stats - were redone once already, still incorrect. From PSSG (09/05): It's hard for me to reconcile the July stats be |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 2 | 0 | 100% | |
| | Total | 12 | 0 | 100% | |
| RSBC | Bullets | 17 | 7 | 59% | eApps: DMF, Mike L. 4 |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 3 | 0 | 100% | |
| | RSBC Total | 20 | 7 | 79% | |
| | YTD RSBC TOTAL | 123 | 44 | | |
| Aug-25 PSSG | Bullets | 14 | 0 | 100% | Pearl is new to PSSG stats - these don't match our numbers; she is aware of the issue |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 0 | 1 | #DIV/0! | |
| | Total | | | #DIV/0! | |
| RSBC | Bullets | 9 | 6 | 33% | Correspondence team starting and completing items late Correspondence team issu (note: Received 2 redirects - lumped into Reply Direct) |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 5 | 1 | 80% | |
| | RSBC Total | 14 | 7 | 57% | |
| | YTD RSBC TOTAL | 137 | 44 | | |
| Sep-25 PSSG | Bullets | | | #DIV/0! | <<Stats from PSSG not provided |
| | SG Draft | | | n/a | |
| | Reply Direct | | | #DIV/0! | |
| | Total | | | #DIV/0! | |
| RSBC | Bullets | 6 | 1 | 83% | |
| | SG Draft | 0 | 0 | n/a | |
| | Reply Direct | 6 | 2 | 67% | |
| | RSBC Total | 12 | 3 | 75% | |
| | YTD RSBC TOTAL | 149 | 44 | | |
| Oct-25 PSSG | Bullets | | | #DIV/0! | Not calculated due to Strike. |

| | | | | | |
|---------------|------|-----------------------|------------|-----------|----------------|
| | RSBC | SG Draft | | | n/a |
| | | Reply Direct | | | #DIV/0! |
| | | Total | | | #DIV/0! |
| | | Bullets | | | #DIV/0! |
| | | SG Draft | | | n/a |
| | | Reply Direct | | | #DIV/0! |
| | | RSBC Total | 0 | | #DIV/0! |
| | | YTD RSBC TOTAL | 149 | 44 | |
| Nov-25 | PSSG | Bullets | | | #DIV/0! |
| | | SG Draft | | | n/a |
| | | Reply Direct | | | #DIV/0! |
| | | Total | | | #DIV/0! |
| | RSBC | Bullets | 6 | 3 | 50% |
| | | SG Draft | 0 | 0 | n/a |
| | | Reply Direct | 6 | 2 | 67% |
| | | RSBC Total | 12 | | 58% |
| | | YTD RSBC TOTAL | 161 | 44 | |
| Dec-25 | PSSG | Bullets | | | #DIV/0! |
| | | SG Draft | | | n/a |
| | | Reply Direct | | | #DIV/0! |
| | | Total | | | #DIV/0! |
| | RSBC | Bullets | 7 | 1 | 86% |
| | | SG Draft | 0 | 0 | n/a |
| | | Reply Direct | 4 | 2 | 50% |
| | | RSBC Total | 11 | | 68% |
| | | YTD RSBC TOTAL | 172 | 44 | |
| | | YTD AVERAGE | | | 60% |

<<Stats from PSSG not provided

Late items - complex file

PSSG did not send stats

1 BB away this month, holiday season holdups

RSBC CORRESPONDENCE STATS - MAILBOX

| Month | Type | Total | Overdue | On-Time Completion % | Notes | GENERAL NOTE: MAILBOX STATS |
|--------|--------------------|-------------|-----------|----------------------|---|---|
| Jan-25 | Mailbox | 292 | 4 | 99% | OVERALL NOTE: Mailbox is typically 1-2 day response. | <p>Mailbox and Executive Correspondence are not logged in the PSSG monthly stats. PSSG monthly stats are presented in the PSSG Minister spreadsheet.</p> <p>- Mailbox is tracked in CLIFF under "RoadSafetyBC- Mailbox".</p> <p>- Executive Correspondence are tracked in CLIFF under "RoadSafetyBC- Correspond."</p> <p>To get accurate reporting, statistics will be captured at the end of the next month. For example, the correspondence statistics for February will be captured on April 1.</p> <p>Trends for missed deadlines:</p> <ul style="list-style-type: none"> - Assigned to wrong branch, late referral to our branch (same deadline remains) - Held up in eApps - Written late by our team <p>CLIFF does not account for repeat correspondence with driver - 1 driver, 1 log</p> |
| | Executive | 34 | 2 | 94% | | |
| | Filing/Call | 31 | | | OVERALL NOTE: Filing not calculated in percentages. | |
| | MONTH TOTAL | 357 | 6 | 96% | | |
| | YTD TOTAL | 357 | | | | |
| Feb-25 | Mailbox | 159 | 1 | 99% | | |
| | Executive | 43 | 4 | 91% | | |
| | Filing/Call | 3 | | | | |
| | MONTH TOTAL | 205 | 5 | 95% | | |
| | YTD TOTAL | 562 | | | | |
| Mar-25 | Mailbox | 147 | 7 | 95% | | |
| | Executive | 49 | 3 | 94% | | |
| | Filing/Call | 32 | | | | |
| | MONTH TOTAL | 228 | 10 | 95% | | |
| | YTD TOTAL | 790 | | | | |
| Apr-25 | Mailbox | 242 | 18 | 93% | < Unsatisfactory: BB got behind in writing drafts, instead focused on | |
| | Executive | 3 | 2 | 33% | | |
| | Filing/Call | 17 | | | | |
| | MONTH TOTAL | 262 | 20 | 63% | | |
| | YTD TOTAL | 1052 | | | | |
| May-25 | Mailbox | 292 | 5 | 98% | | |
| | Executive | 53 | 7 | 87% | | |
| | Filing | 32 | | | | |
| | MONTH TOTAL | 377 | 12 | 93% | < Jill helped in Correspondence | |
| | YTD TOTAL | 1429 | | | | |
| Jun-25 | Mailbox | 308 | 0 | 100% | | |
| | Executive | 28 | 1 | 96% | | |
| | Filing | 27 | | | | |
| | MONTH TOTAL | 363 | 1 | 98% | < Jill in Correspondence | |
| | YTD TOTAL | 1792 | | | | |
| Jul-25 | Mailbox | 333 | 2 | 99% | I note many items were marked with a 14-day deadline | |
| | Executive | 4 | 2 | 50% | | *Late items - HRT claim, fraudulent letters (took extra time) |
| | Filing | 40 | | | | |
| | MONTH TOTAL | 377 | 4 | 75% | | |
| | YTD TOTAL | 2169 | | | | |
| Aug-25 | Mailbox | 246 | 1 | 100% | Lots of items have 14-day deadline (but completed in 7 day timeframe) | |
| | Executive | 9 | 5 | 44% | Drafts written late | |

RSBC CORRESPONDENCE STATS - MAILBOX

| Month | Type | Total | Overdue | On-Time Completion % | Notes | GENERAL NOTE: MAILBOX STATS |
|---------------|--------------------|-------------|-----------|----------------------|---|-----------------------------|
| | Filing | 29 | | | | |
| | MONTH TOTAL | 284 | 6 | 72% | | |
| | YTD TOTAL | 2453 | | | | |
| Sep-25 | Mailbox | 266 | 2 | 99% | Deadline changed to 14 business days, average response 1 day | |
| | Executive | 5 | 4 | 20% | Strike handoff | |
| | Filing | | | | | |
| | MONTH TOTAL | 271 | 6 | 60% | | |
| | YTD TOTAL | 2724 | | | | |
| Oct-25 | Mailbox | | 0 | #DIV/0! | Strike - not calculated in annual stats | |
| | Executive | | | #DIV/0! | | |
| | Filing | | | | | |
| | MONTH TOTAL | 0 | 0 | #DIV/0! | | |
| | YTD TOTAL | 2724 | | | | |
| Nov-25 | Mailbox | 301 | 9 | 97% | Job action return | |
| | Executive | 4 | 2 | 50% | | |
| | Filing | 22 | | | | |
| | MONTH TOTAL | 327 | 11 | 74% | | |
| | YTD TOTAL | 3051 | | | | |
| Dec-25 | Mailbox | 319 | 2 | 99% | BB away this month; mailbox backlog to enter in CLIFF - MM, TCS, JM, BD | |
| | Executive | 5 | 2 | 60% | | |
| | Filing | 18 | | | | |
| | MONTH TOTAL | 342 | 4 | 80% | | |
| 2025 | YTD TOTAL | 3393 | | 82% | << October omitted in formula | |