

Office & Professional Employees' International Union Information Request No. OPEIU.1PM.1 Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 2
Insurance Corporation of British Columbia 27 February 2004 Filing Regarding Performance Measurements and Basic Insurance Information Sharing	

OPEIU.1PM.1

Please provide copies of weekly statistical summaries for all Call Centres for the period January 1, 2003 to date. The Call Centres include: Telephone Claims Department; Victoria Driver Service; Broker Enquiry; Customer Contact (including first contact and second contact). These documents are 5 page computer print outs and contain the following types of information: Abandon% / Avg Ans Delay / Deflected % / Service Level % / longest delay, etc.

Response:

ICBC has attached representative data from the first week of 2003 and the week of March 21st, 2004. ICBC has also compiled a summary from January 1st, 2003 to February 29th, 2004. ICBC has not attached the remaining approximately 60 weeks as the volume of pages would be significant. The attached provides the operational performance measures used by ICBC's call centres on a day-to-day basis.

Report Explanation

The following is an explanation of the pertinent measures identified in the attached reports.

Call centres operate within a context where they do not have direct control over how many customers or when customers decide to call. Customer's call ICBC call centres because they experience unexpected or unplanned events such as a car crash, another type of claim incident, receive an overdue payment request, purchase a used vehicle or simply wish to obtain information because of a change in personal circumstances (e.g. change of address). Claims call volumes are driven by weather factors, such as snow, floods, heavy rain after dry spells and long weekends where many vehicles are on the road. These factors can result in increased volumes and more customers calling in a short period of time than is typical, which can effect how long a customer waits for service.

The attached Weekly Statistical Summaries measurements are explained in more detail below.

Calls Answered represents the actual number of phone calls answered in the period measured. DN (Dialed Number) Calls Out measures the number of calls ICBC representatives make to customers in a given period. Total Calls represent the sum of Calls Answered and DN Calls Out.

Abandon calls account for those calls where the customer hung-up before reaching an ICBC representative. Customers will abandon calls for a variety of reasons and not

TCDWEEKLY STATS.

TCD Statistics Weekly Summary for the Week of Sunday, January 5 to Saturday, January 11, 2003

Summary	Interval 0:00 - 6:5	Interval 7:00 - 17:59	Interval 18:00 - 23:59	Weekly Total Jan 5 to Jan 11
Calls Answered	334	17208	2652	20194
Calls Out:	39	7777	1330	9146
TOTAL CALLS	373	24985	3982	29340

Abandon %	2.89%	15.22%	8.81%	14.25%
Avg Abandon Delay	69	123	146	124
Avg Ans Delay:	47	201	159	193
Longest Delay:	1422	1384	1494	1494
Long Delay on/at:	NDV 0030	LM H&R 1200	VI New 2200	VI New 2200
Deflected:	15/305	909/17961	316/3111	1240/21377
Deflected %	4.92%	5.06%	10.16%	5.80%
AHT:	687	726	899	748
Srvc Lvl (low):	0%	0%	0%	0%
Srvc Lvl (spread):	100	100	100	100
Service Level:	89%	48%	56%	50%

CUSTOMER SERVICE BY REGION AND BY CATEGORY:

LOWER MAINLAND CALLS:

New Claim Calls:	134	6666	1251	8051
Stolen Vehicles	39	320	73	432
NDV	19	607	124	750
Enquiry	45	3553	480	4078
Glass	30	1000	136	1166
LML Express Glass	19	516	85	620
H&R	8	565	114	687
Abandon %	2.56%	16.75%	9.37%	15.54%
Avg Abandon Delay	93	122	135	123
Avg Ans Delay	53	230	169	218
AHT	-	734	-	760
Srvc Lvl (low):	0%	0%	0%	0%
Srvc Lvl (spread):	100	100	100	100
Service Level	87%	46%	54%	47%

ISLAND CALLS:

New Claim Calls:	7	873	123	1003
Stolen Vehicles	1	19	3	23
NDV	2	103	24	129
Enquiry	3	315	27	345
Glass	0	82	9	91
ISL Express Glass	0	51	3	54
H&R	1	81	10	92
Abandon %	0.00%	10.16%	6.40%	9.66%
Avg Abandon Delay	0	146	189	149

TCDWEEKLY STATS.

Summary	Interval 0:00 - 6:5	Interval 7:00 - 17:59	Interval 18:00 - 23:59	Weekly Total Jan 5 to Jan 11
Avg Ans Delay	10	164	151	161
AHT	-	836	-	843
Srvc Lvl (low):	100%	0%	0%	0%
Srvc Lvl (spread):	0	100	100	100
Service Level	100%	49%	59%	51%

TCDWEEKLY STATS.

Summary	Interval 0:00 - 6:5	Interval 7:00 - 17:59	Interval 18:00 - 23:59	Weekly Total Jan 5 to Jan 11
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SOUTH CALLS:

New Claim Calls:	9	798	101	908
Stolen Vehicles	0	24	3	27
NDV	4	141	25	170
Enquiry	4	223	21	248
Glass	0	95	12	107
STH Express Glass	0	65	10	75
H&R	0	67	4	71
Abandon %	0.00%	9.91%	5.75%	9.37%
Avg Abandon Delay	0	157	226	162
Avg Ans Delay	34	161	124	156
AHT	-	836	-	843
Srvc Lvl (low):	0%	0%	0%	0%
Srvc Lvl (spread):	100	100	100	100
Service Level	88%	49%	63%	51%

NORTH CALLS:

New Claim Calls:	9	353	38	400
Stolen Vehicles	0	15	0	15
NDV	1	64	9	74
Enquiry	1	94	11	106
Glass	1	59	3	63
NTH Express Glass	0	47	3	50
H&R	0	33	1	34
Abandon %	0.00%	7.34%	7.46%	7.24%
Avg Abandon Delay	0	147	196	152
Avg Ans Delay	11	150	156	149
AHT	-	836	-	843
Srvc Lvl (low):	100%	0%	0%	0%
Srvc Lvl (spread):	0	100	100	100
Service Level	100%	52%	61%	54%

RECEPTION: 8844

Calls Answered	-	203	-	225
Abandoned	-	30	-	32
Abandoned %	-	12.88%	-	12.45%
Avg Abandon Delay	-	23	-	22

SUPERVISOR: 5912

Calls Answered	12	643	218	873
Avg talk time	50	115	124	116

TCDWEEKLY STATS.

Summary	Interval 0:00 - 6:5	Interval 7:00 - 17:59	Interval 18:00 - 23:59	Weekly Total Jan 5 to Jan 11
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INTRALINE:

Calls Answd	-	546	-	549
Abandon %	-	4.55%	-	4.69%
Avg Abandon Delay	-	44	-	43
Avg Ans Delay	-	28	-	28
AHT	-	272	-	271
Srv Lvl (low):	-	47%	-	0%
Srv Lvl (spread):	-	53	-	100
Service Level	-	84%	-	84%

TIPS & Police:

TIPS	5	203	20	228
Police	8	57	12	77
Abandon %	0.00%	9.41%	8.57%	8.96%
Avg Abandon Delay	0	148	19	136
Avg Ans Delay	36	20	3	19
AHT	-	720	-	698
Srv Lvl (low):	0%	31%	50%	0%
Srv Lvl (spread):	100	69	50	100
Service Level	92%	78%	94%	81%

VENDOR

Calls Answd	-	484	-	484
Abandon %	-	20.13%	-	20.26%
Avg Abandon Delay	-	134	-	142
Avg Ans Delay	-	132	-	132
AHT	-	649	-	650
Srv Lvl (low):	-	0%	-	0%
Srv Lvl (spread):	-	100	-	100
Service Level	-	50%	-	49%

OOP Queue

Calls Answd	13	281	20	314
Abandon %	13.33%	24.47%	13.04%	23.44%
Avg Abandon Delay	15	45	260	51
Avg Ans Delay	20	99	186	101
AHT	-	603	-	604
Srv Lvl (low):	100%	0%	0%	0%
Srv Lvl (spread):	0	100	100	100
Service Level	100%	56%	48%	57%

TCDWEEKLY STATS.

Summary	Interval 0:00 - 6:5	Interval 7:00 - 17:59	Interval 18:00 - 23:59	Weekly Total Jan 5 to Jan 11
WEBDEAS				
Calls Answered	2	26	49	77
Abandon %	0.00%	10.34%	2.00%	4.94%
Avg Abandon Delay	0	22	4	18
Avg Ans Delay	1	58	5	23
AHT	77	281	241	253
Srvc Lvl (low):	100%	0%	91%	0%
Srvc Lvl (spread):	0	100	9	100
Service Level	100%	90%	98%	95%
EXPRESS REPAIR				
Direct Calls	-	10	2	12
FC Transfers	-	2	0	2
Abandon %	-	0.00%	0.00%	0.00%
Avg Abandon Delay	-	0	0	0
Avg Ans Delay	-	0	0	0
VCH Night Web				
Calls Answered	-	6	3	9
Abandon %	-	0.00%	0.00%	0.00%
Avg Abandon Delay	-	0	0	0
Avg Ans Delay	-	11	6	9
Srvc Lvl (low):	-	100%	100%	100%
Srvc Lvl (spread):	-	0	0	0
Service Level	-	100%	100%	100%

TCDWEEKLY STATS.

Summary	Interval 0:00 - 6:5	Interval 7:00 - 17:59	Interval 18:00 - 23:59	Weekly Total Jan 5 to Jan 11
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Summary By Day Of Week

TCD Statistics Weekly Summary for the Week of Sunday, March 21 to Saturday, March 27, 2004

Summary	Sunday 21-Mar	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total Mar 21 To Mar 27
Calls Answered:	973	3513	3079	2919	2828	2812	1519	17643
Calls Out:	300	1435	1433	1357	1300	1195	566	7586
TOTAL CALLS	1273	4948	4512	4276	4128	4007	2085	25229

Web Claims Processed:	29	71	57	50	49	85	68	409
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Abandon %	6.32%	9.44%	11.17%	10.96%	11.68%	14.49%	12.06%	11.26%
Avg Abandon Delay	123	99	97	100	100	111	130	105
Avg Ans Delay:	89	125	133	141	155	201	188	149
Longest Delay:	872	1100	982	828	1054	1340	1306	1340
Long Delay on/at:	LM H&R 1930	SG Vendor 1000	SG-Vendor 1130	C-LM-ENQ 0100	LM Main 0300	LM Main 2230	VI New 0000	LM Main 2230
Deflected:	33/864	190/3068	54/2543	62/2439	125/2582	347/3024	205/1625	1016/16145
Deflected %	3.82%	6.19%	2.12%	2.54%	4.84%	11.47%	12.62%	6.29%
AHT:	656	653	669	674	699	692	696	677
Service Level:	73%	64%	61%	60%	56%	49%	53%	59%

PENDING:

1 Weeks@:	16-Mar	16-Mar	17-Mar	20-Mar	20-Mar	21-Mar	21-Mar	21-Mar
8 Weeks@	16-Mar	19-Mar	20-Mar	22-Mar	22-Mar	22-Mar	23-Mar	23-Mar
TP Rept@	17-Mar	17-Mar	17-Mar	20-Mar	20-Mar	21-Mar	22-Mar	22-Mar

CUSTOMER SERVICE BY REGION AND BY CATEGORY:

LOWER MAINLAND CALLS:

New Claim Calls:	429	1585	1476	1378	1324	1342	721	8255
Stolen Vehicles	40	75	57	53	56	49	32	362
NDV	50	100	97	113	105	95	83	643
Enquiry	140	515	431	446	433	362	141	2468
Glass	72	202	157	152	147	158	138	1026
LML Express Glass	34	106	75	68	76	74	81	514
H&R	49	120	106	64	73	79	60	551
Abandon %	6.62%	9.36%	11.53%	12.23%	12.73%	15.67%	12.99%	11.98%
Avg Abandon Delay	124	96	99	105	103	106	132	106
Avg Ans Delay	98	142	157	171	181	233	205	173
AHT	680	681	699	708	722	729	727	707
Service Level	71%	61%	56%	53%	50%	44%	48%	54%

ISLAND CALLS:

New Claim Calls:	47	189	151	146	135	163	66	897
Stolen Vehicles	4	3	4	5	2	3	6	27
NDV	9	19	13	17	16	21	16	111
Enquiry	12	40	38	29	42	44	12	217
Glass	6	17	12	12	7	21	18	93
ISL Express Glass	3	4	7	4	3	6	4	31
H&R	6	14	12	12	12	14	10	80
Abandon %	3.57%	6.92%	5.86%	4.48%	7.08%	10.99%	10.94%	7.34%
Avg Abandon Delay	71	134	121	125	131	147	200	142

Summary By Day Of Week

Summary	Sunday 21-Mar	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total Mar 21 To Mar 27
Avg Ans Delay	77	94	94	80	121	181	195	119
AHT	-	collapsed	collapsed	collapsed	collapsed	collapsed	-	collapsed
Service Level	79%	75%	73%	79%	68%	49%	57%	68%

Summary By Day Of Week

Summary	Sunday 21-Mar	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total Mar 21 To Mar 27
SOUTH CALLS:								
New Claim Calls:	40	173	111	109	127	120	56	736
Stolen Vehicles	3	3	7	7	3	10	2	35
NDV	5	14	15	13	14	13	10	84
Enquiry	5	24	26	16	28	19	14	132
Glass	6	30	12	9	25	16	17	115
STH Express Glass	2	8	3	6	5	9	16	49
H&R	2	20	12	11	7	12	7	71
Abandon %	3.39%	3.59%	6.45%	6.36%	6.60%	10.73%	9.48%	6.74%
Avg Abandon Delay	214	155	131	100	109	152	123	132
Avg Ans Delay	79	104	70	79	105	174	150	110
AHT	-	collapsed	collapsed	collapsed	collapsed	collapsed	-	collapsed
Service Level	75%	71%	80%	84%	70%	51%	62%	70%
NORTH CALLS:								
New Claim Calls:	15	69	55	68	58	46	23	334
Stolen Vehicles	0	2	2	1	3	2	2	12
NDV	3	5	4	2	8	6	10	38
Enquiry	0	10	10	15	13	5	4	57
Glass	7	14	5	4	7	6	13	56
NTH Express Glass	6	8	1	1	1	4	7	28
H&R	1	2	13	8	8	8	4	44
Abandon %	7.41%	9.43%	9.57%	6.86%	7.14%	14.46%	7.41%	9.04%
Avg Abandon Delay	51	130	171	90	95	223	149	147
Avg Ans Delay	68	86	77	72	105	140	178	101
AHT	-	collapsed	collapsed	collapsed	collapsed	collapsed	-	collapsed
Service Level	77%	78%	78%	81%	74%	59%	65%	74%
RECEPTION: 8844								
Calls Answered	16	19	42	35	28	23	5	168
Abandoned	3	4	4	5	5	6	1	28
Abandoned %	15.79%	17.39%	8.70%	12.50%	15.15%	20.69%	16.67%	14.29%
Avg Abandon Delay	50	13	13	3	11	5	12	13
SUPERVISOR: 5912								
Calls Answered	89	136	115	124	96	121	95	776
Avg talk time	90	118	118	120	156	116	110	119

Summary By Day Of Week

Summary	Sunday 21-Mar	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total Mar 21 To Mar 27
INTRALINE:								
Calls Answd	2	112	92	100	74	78	2	460
Abandon %	0.00%	5.08%	6.12%	9.09%	11.90%	4.88%	33.33%	7.44%
Avg Abandon Delay	0	19	9	27	9	4	8	15
Avg Ans Delay	94	29	32	35	35	26	10	31
AHT	162	310	277	265	314	280	51	287
Srvc Lvl (low):	0%	25%	0%	0%	0%	0%	100%	0%
Srvc Lvl (spread):	50	75	100	48	100	100	0	100
Service Level	50%	82%	76%	74%	76%	82%	100%	78%
TIPS & Police:								
TIPS	10	51	61	35	35	55	22	269
Police	9	7	22	13	16	9	9	85
Abandon %	5.00%	17.14%	5.68%	12.73%	1.92%	3.03%	3.13%	7.57%
Avg Abandon Delay	484	126	30	45	40	12	4	87
Avg Ans Delay	25	22	17	29	15	14	32	21
AHT	352	614	428	412	656	401	328	475
Service Level	70%	69%	82%	66%	75%	85%	75%	76%
VENDOR								
Calls Answd	16	123	81	94	72	88	65	539
Abandon %	5.88%	17.88%	22.64%	3.09%	11.11%	14.56%	9.72%	13.72%
Avg Abandon Delay	38	112	107	221	175	159	39	122
Avg Ans Delay	42	99	76	31	24	66	51	61
AHT	211	372	458	410	442	367	319	389
Service Level	89%	58%	72%	87%	80%	72%	85%	74%
OOP Queue								
Calls Answd	8	72	63	60	49	49	19	320
Abandon %	20.00%	23.40%	27.59%	18.92%	23.44%	19.67%	9.52%	22.14%
Avg Abandon Delay	16	41	32	52	36	59	20	41
Avg Ans Delay	35	76	68	58	50	56	100	64
AHT	842	442	518	358	514	527	534	477
Service Level	80%	62%	68%	73%	80%	81%	57%	71%

Customer Contact Statistics Weekly Summary for the Week of Monday, January 6th, 2003 to Saturday, January 11th, 2003

Summary	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
Calls Answered:	1925	1555	1572	1487	1415	284	8238
DN Calls Out:	396	359	275	324	279	48	1681
TOTAL CALLS	2321	1914	1847	1811	1694	332	9919
Abandon %:	10.30%	11.80%	4.90%	7.41%	10.89%	4.05%	8.99%
Avg Abandon Delay	74	94	55	70	100	14	81
Avg. Ans. Delay:	98	98	30	60	92	6	74
Long Ans. Delay:	792	1146	448	762	1138	198	1146
Long Delay on/at:	5814 15:00	5814 13:00	5814 11:00	5814 11:00	5814 16:00	5818 15:30	5814 13:00
Deflected:	152	172	-	.49	.107	-	480
Deflected %:	6.38%	8.48%	-	2.87%	6.21%	-	4.83%
AHT:	256	274	270	268	279	229	267
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100%	100%	100%	100%	100%
Service Level:	46%	48%	75%	60%	51%	96%	57%

COMMENTS:

DETAILED:

Calls Offered:	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
Public Callers	1852	1542	1276	1287	1267	346	7570
All Deflected Callers	2383	2029	-	1705	1724	-	7841

CUSTOMER CONTACT VICTORIA BY CATEGORY:

Field Calls - Island	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
DSC	10	5	2	10	12	-	39
AA	5	7	3	6	5	8	34
GA	24	12	21	16	17	-	90
Abandon %	7.14%	22.58%	0	3.03%	8.11%	0.00%	7.91%
Avg Abandon Delay	36	39	-	22	26	-	34
Avg Ans Delay	49	67	22	37	49	5	43

SL - Lowest	0%	0%	0%	0%	0%	67%	0%
SL - Spread	100%	100%	100%	100%	100%	33%	100%
Service Level	21%	26%	62%	51%	41%	88%	41%

Field Calls - Lower Mainland

DSC	-	2	-	-	-	-	2
AA	-	-	-	-	-	-	0
GA	95	82	69	77	85	-	408
Abandon %	9.52%	7.69%	1.43%	1%	8.60%	-	6.18%
Avg Abandon Delay	38	37	26	28	23	-	32
Avg Ans Delay	42	67	25	42	53	-	47
SL - Lowest	0%	0%	0%	0%	0%	-	0%
SL - Spread	100%	100%	100%	100%	100%	-	100%
Service Level	29%	26%	64%	40%	30%	-	36%

Field Calls - South

DSC	14	12	17	3	13	-	59
AA	-	-	-	-	-	-	0
GA	9	8	7	8	7	-	39
Abandon %	20.69%	0.00%	0.00%	21.43%	13.04%	-	10.91%
Avg Abandon Delay	23	-	-	39	3	-	22
Avg Ans Delay	43	56	30	47	45	-	43
SL - Lowest	0%	0%	0%	0%	0%	-	0%
SL - Spread	100%	100%	100%	100%	100%	-	100%
Service Level	38%	35%	62%	43%	43%	-	45%

Field Calls - North

DSC	2	1	1	-	3	1	8
AA	-	-	-	-	-	-	0
GA	-	3	3	2	5	-	13
Abandon %	-	-	-	-	-	-	-
Avg Abandon Delay	-	-	-	-	-	-	-
Avg Ans Delay	58	77	32	15	52	2	48
SL - Lowest	0%	0%	0%	0%	0%	100%	0%
SL - Spread	0%	0%	100%	100%	100%	0%	100%
Service Level	0%	0%	75%	50%	25%	100%	33%

Field Calls - Outside

DSC	207	202	167	165	158	16	915
AA	100	98	100	88	95	26	507
GA	20	18	20	17	15	-	90
Abandon %	7.37%	6.74%	5.59%	6.87%	9.46%	2.33%	7.06%

Avg Abandon Delay	27	40	32	32	50	8	36
Avg Ans Delay	45	55	25	34	50	6	41
SL - Lowest	0%	0%	0%	0%	0%	50%	0%
SL - Spread	100%	100%	100%	100%	100%	50%	100%
Service Level	29%	30%	65%	48%	38%	88%	43%

OSMV Calls

Calls Answered:	5	2	2	6	1	-	16
Abandon %	16.67%	0.00%	0.00%	0.00%	0.00%	-	6%
Avg Abandon Delay	14	-	-	-	-	-	14
Avg Ans Delay	42	9	2	36	44	-	30
SL - Lowest	0%	100%	100%	0%	100%	-	0%
SL - Spread	100%	0%	0%	100%	0%	-	100%
Service Level	67%	100%	100%	67%	100%	-	76%

Broker Calls

Calls Answered:	141	85	95	85	94	16	516
Abandon %	2.08%	10.53%	1.04%	1.16%	6.93%	0.00%	4.09%
Avg Abandon Delay	45	25	2	26	19	-	25
Avg Ans Delay	32	45	16	28	35	2	30
SL - Lowest	60%	8%	63%	50%	0%	100%	0%
SL - Spread	40%	92%	37%	50%	100%	0%	100%
Service Level	83%	73%	94%	83%	82%	100%	83%

Emergency Calls

Police Calls	19	23	15	13	21	6	97
911 Callback	-	-	-	-	-	-	0
Abandon %	9.52%	14.81%	0.00%	13.33%	4.55%	40%	11.82%
Avg Abandon Delay	18	14	-	31	16	19	19
Avg Ans Delay	6	13	6	11	16	9	11
SL - Lowest	100%	100%	100%	100%	100%	100%	100%
SL - Spread	0%	0%	0%	0%	0%	0%	0%
Service Level	100%	100%	100%	100%	100%	100%	100%

Customer Contact Victoria - "0" Option

"0" Option	167	101	123	92	95	35	613
Abandon %	12.11%	20.47%	10.22%	0.15%	24.00%	2.78%	15.21%
Avg Abandon Delay	102	72	40	46	100	2	78
Avg Ans Delay	108	110	28	60	117	4	81
SL - Lowest	0%	0%	33%	0%	0%	100%	0%
SL - Spread	100%	100%	67%	100%	100%	0%	100%
Service Level	56%	57%	82%	67%	56%	100%	65%

Customer Contact Victoria - Inquiries

Driver License Inq	596	476	470	496	442	113	2593
Cust Cont Other	412	334	371	315	267	59	1758
Abandon %	12.50%	13.55%	5.19%	8.15%	11.38%	0.02%	9.99%
Avg Abandon Delay	86	124	73	93	134	20	105
Avg Ans Delay	141	132	37	80	128	8	101
SL - Lowest	3%	8%	37%	0%	6%	50%	0%
SL - Spread	97%	92%	63	100%	94%	50%	63%
Service Level	45%	51%	78%	62%	53%	97%	59%

Customer Contact Victoria - Information Messages

Hours Info	151	122	87	89	106	71	626
Road Test Booking	16	12	11	7	8	4	58

Customer Contact Victoria - Insurance Inquiries Routed to North Vanc

DTVI CFA	26	29	19	24	14	6	118
NV CFA	59	43	42	36	40	9	229

Customer Contact Victoria - Regional

Outside	235	242	171	201	178	32	1059
South	180	156	126	121	108	19	710
Island	112	86	67	51	64	12	392
North	89	55	48	44	66	13	315
Lower Mainland	883	706	614	645	612	211	3671

Victoria Drivers Services Statistics Weekly Summary , 2004

Summary	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total March 22nd - 27th
Calls Answered:	2036	1924	1689	1693	1661	294	9297
DN Calls Out:	300	381	254	318	313	30	1596
TOTAL CALLS	2336	2305	1943	2011	1974	324	10893

Abandon %:	14.31%	8.03%	11.76%	10.68%	9.03%	10.91%	10.89%
Avg Abandon Delay	210	92	159	187	133	74	163
Avg. Ans. Delay:	173	59	121	105	66	61	105
Long Ans. Delay:	1962	1226	1026	1328	1286	786	1962
Long Delay on/at:	5808 08:30	5820 @ 13:30	5818 @ 12:00	5808 @ 13:30	5820 19:00	5809 @ 11:00	5808 08:30
Deflected:	1	80	10	19	41	28	179
Deflected %:	0.56%	44.69%	5.59%	10.61%	22.91%	15.64%	100.00%
AHT:	259	278	279	274	250	235	267
Service Level:	52%	73%	59%	63%	71%	76%	64%

CUSTOMER CONTACT VICTORIA BY CATEGORY:

Field Calls - Island	(SL Goal 80%/90secs)						
DSC	8	9	6	10	14	0	47
AA	21	17	22	14	25	6	105
GA	9	5	10	9	9	0	42
Abandon %	11.67%	12.12%	5.00%	5.71%	9.43%	25.00%	9.61%
Avg Abandon Delay	12	84	78	74	72	4400.00%	53
Avg Ans Delay	74	74	58	55	51	64	62
Service Level	77%	71%	78%	72%	78%	88%	76%

Field Calls - Lower Mainland	(SL Goal 80%/90secs)						
DSC	31	13	0	0	0	0	44
AA	129	121	14	18	15	6	303
GA	8	9	96	73	72	0	258
Abandon %	5.88%	4.29%	3.51%	6.19%	4.40%	14.29%	5.01%
Avg Abandon Delay	61	116	46	60	84	178	76
Avg Ans Delay	71	45	61	54	52	91	58
Service Level	66%	79%	75%	79%	80%	0.57	74%

Field Calls - South		(SL Goal 80%/90secs)					
DSC	47	37	14	11	20	0	129
AA	8	7	34	33	45	17	144
GA	9	1	4	7	5	0	26
Abandon %	5.88%	7.69%	3.70%	3.77%	7.89%	10.53%	6.30%
Avg Abandon Delay	52	43	46	146	18	129	55
Avg Ans Delay	92	67	45	52	56	45	62
Service Level	89%	142%	78%	77%	76%	0.74	89%

Field Calls - North		(SL Goal 80%/90secs)					
DSC	15	16	1	0	5	0	37
AA	6	9	15	15	7	5	57
GA	0	0	5	3	2	0	10
Abandon %	6.25%	7.14%	0.00%	10.00%	6.67%	0.00%	5.79%
Avg Abandon Delay	4	125	0	47	6	0	51
Avg Ans Delay	121	62	35	74	53	5	67
Service Level	97%	82%	81%	68%	78%	100%	83%

Field Calls - Outside		(SL Goal 80%/90secs)					
DSC	2	5	167	161	183	17	535
AA	12	16	5	6	3	0	42
GA	0	0	12	11	10	0	33
Abandon %	0.45%	0.00%	6.12%	7.77%	6.22%	5.56%	4.03%
Avg Abandon Delay	438	0	58	33	52	46	74
Avg Ans Delay	866	318	56	54	43	77	80
Service Level	1204%	849%	77%	79%	85%	78%	133%

OSMV Calls		(SL Goal 80%/90secs)					
Calls Answered:	59	72	0	3	3	0	137
Abandon %	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	8.33%
Avg Abandon Delay	0	18	0	0	0	0	18
Avg Ans Delay	5	2	0	23	13	0	4
Service Level	2%	4%	0%	100%	100%	0	7%

Broker Calls		(SL Goal 80%/90secs)					
Calls Answered:	59	72	58	65	51	15	320
Abandon %	11.94%	7.69%	4.92%	2.99%	10.53%	6.25%	7.51%
Avg Abandon Delay	28	9	33	29	96	68	42
Avg Ans Delay	24	54	53	42	61	46	47
Service Level	78%	83%	79%	83%	75%	81%	80%

Emergency Calls		(SL Goal 80%/90secs)					
Police Calls	192	174	19	19	20	3	427
911 Callback	2	3	0	0	0	0	5
Abandon %	0.00%	0.00%	5.00%	0.00%	0.00%	25.00%	2.00%
Avg Abandon Delay	0	0	18	0	0	12	15
Avg Ans Delay	2	2	22	14	33	9	5
Service Level	7%	12%	100%	100%	90%	100%	22%

Customer Contact Victoria - Information Messages							
Hours Info	19	16	23	16	32	32	138
Road Test Booking	12	7	9	8	5	0	41

Customer Contact Victoria - Insurance Inquiries Routed to North Vanc							
DTVI CFA	19	16	13	10	9	3	70
NV CFA	0	0	0	0	0	0	0

Customer Contact Victoria - Regional							
Outside	240	190	190	170	177	40	1007
South	140	111	132	104	110	22	619
Island	90	63	72	80	99	18	422
North	54	53	56	53	53	17	286
Lower Mainland	698	627	560	615	501	165	3166

Rep 1	(SL Goal 80%/90secs)						
Driver's Abstract	218	180	184	168	145	27	922
Renewal/Repl.	227	237	184	187	209	72	1116
"0" Option	71	69	73	68	82	20	383
DTVI DL General	190	191	156	150	162	0	849
Cust Cont Other	250	237	217	240	201	47	1192
DTVI DL Record	5	11	6	13	5	0	40
Abandon %	26.32%	14.93%	33.13%	30.67%	28.82%	8.29%	25.69%
Avg Abandon Delay	211	63	96	111	45	101	112
Avg Ans Delay	283	76	192	145	78	63	154
AHT	207	210	218	215	202	171	209
Service Level	35%	67%	47%	54%	67%	75%	55%

Rep 2	(SL Goal 80%/90secs)						
GLP	52	36	42	36	45	5	216
Fines / Prohibitions	231	208	183	221	179	33	1055
Cust Cont Other							
DTVI GLP	30	25	24	21	15	1	116
DTVI DL Record							
Vic / Coll IPL.	173	174	138	131	129	20	765
Abandon %	13.64%	6.87%	11.21%	9.93%	8.60%	13.82%	10.31%
Avg Abandon Delay	183	80	143	207	210	61	164
Avg Ans Delay	255	81	174	167	105	103	158
AHT	306	340	334	328	295	293	320
Service Level	58%	69%	61%	64%	67%	73%	64%

BEUWeekly STATS.

Broker Enquiry Unit Statistics Weekly Summary for the Week of Monday, January 6, 2003 to Saturday, January 11, 2003

Summary	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
Calls Answered	2222	2748	2620	2515	2696	2044	14845
Calls Out	110	172	124	156	224	121	907
TOTAL CALLS	2332	2920	2744	2671	2920	2165	15752
Abandon %:	22.62%	6.02%	7.28%	5.48%	6.78%	10.53%	9.82%
Avg Abandon Delay	87	43	35	31	46	59	62
Avg. Delay:	181	33	35	24	37	67	60
Long Delay:	3062	840	612	536	640	360	3062
Long Delay on/at:	APSales 1230	APSales 0930	APSales 1300	Local 0830	APSales 1300	Toll 1130	APSales 1230 Monday
Deflected:	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Deflected %	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AHT:	212	219	216	210	233	209	217
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100%	100%	100%	100%	100%
Service Level	18%	65%	63%	71%	64%	50%	56%

BEUWeekly STATS.

Broker Enquiry Unit Statistics Weekly Summary, 2003							
Summary	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total March 22nd - 27th
Calls Answered	2446	2152	1996	2262	2381	1764	13001
Calls Out	211	237	215	208	258	127	1256
TOTAL CALLS	2657	2389	2211	2470	2639	1891	14257
Abandon %:	7.73%	9.35%	5.67%	5.40%	6.81%	5.47%	6.82%
Avg Abandon Delay	50	58	45	32	48	51	48
Avg. Delay:	44	51	31	29	41	36	39
Long Delay:	358	416	304	254	306	318	416
Long Delay on/at:	5856 @ 18:00	5856 @ 16:30	5856 @ 09:00	5856 @ 18:30	5856 @ 12:00	5856 @ 11:00	5856 @ 16:30
Deflected:	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Deflected %	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AHT:	243	244	249	248	257	276	252
Service Level	57%	57%	69%	66%	61%	65%	62%

Customer Contact Statistics Weekly Summary for the Week of Monday, January 6th, 2003 to Saturday, January 11th, 2003

Summary	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
Calls Answered	5520	4652	4497	4375	4094	1009	24147
Calls Out	528	496	435	491	521	59	2530
TOTAL CALLS	6048	5148	4932	4866	4615	1068	26677

Abandon %:	7.80%	6.15%	3.38%	6.25%	7.01%	7.12%	6.24%
Avg Abandon Delay	78	78	52	67	104	198	84
Avg. Delay:	66	46	24	41	49	41	46
Long Delay:	1058	1146	670	840	1190	542	1190
Long Delay on/at:	3810 9:00	5814 12:00	3810 10:30	3810 12:30	5844 13:00	5844 14:30	5844 13:00
Deflected:	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Deflected %	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AHT:	247	254	253	244	245	243	248
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100	100%	100%	100%	100%
Service Level	63%	75%	84%	74%	74%	78%	74%

COMMENTS:

DETAILED:

Deflections:

LM Callers	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tollfree Callers	n/a	n/a	n/a	n/a	n/a	n/a	n/a

CUSTOMER CONTACT BY CATEGORY:

CCWeekly STATS.

Summary	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
CC First Contact							
CC FC Dir 0 Out	62	67	63	51	50	10	303
CC FC Other	1881	1627	1541	1518	1471	400	8438
CC FC 0 Out	190	160	141	113	131	33	768
CC FC Priority Line	7	4	7	6	7	0	31
Internal Transfers	198	154	142	160	147	49	850
Abandon %	6.10%	2.90%	2.72%	6.99%	2.22%	9.72%	4.57%
Avg Abandon Delay	60	48	57	55	34	72	56
Avg Delay	49	19	24	39	15	66	32
AHT	270	263	256	256	247	300	261
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100%	100%	100%	100%	100%
Service Level	72%	90%	89%	76%	93%	67%	82%
CC Second Contact							
CC SC Transfers	77	74	41	24	46	1	263
CC SC Info	84	80	87	76	84	32	443
Abandon %	17.44%	6.10%	5.19%	9.09%	6.47%	17.50%	0.10%
Avg Abandon Delay	104	67	29	30	52	41	71
Avg Delay	48	8	6	15	9	54	20
AHT	457	495	575	586	458	560	510
SL - Lowest	0%	33%	0%	0%	20%	0%	0%
SL - Spread	100%	67%	100	100%	80%	100%	100%
Service Level	50%	84%	90%	80%	81%	55%	74%

CCWeekly STATS.

Summary	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
Victoria							
Calls Answered	1925	1555	1572	1487	1415	284	8238
Abandon %	10.30%	11.80%	4.90%	7.41%	10.89%	4.05%	8.99%
Avg Abandon Delay	74	94	55	70	100	14	81
Avg Delay	98	98	30	60	92	6	74
AHT	256	274	270	268	279	229	267
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100%	100%	100%	100%	100%
Service Level	46%	48%	75%	60%	51%	96%	57%
DTVI (VCH & VRS)							
VCH Previous Caller	72	40	37	52	46	44	291
VCH Web Support	6	2	1	3	1	-	13
VRS Veh Searches	157	129	151	126	146	19	728
VRS Zero Out	29	26	27	25	24	7	138
Internal Transfers	94	73	58	54	67	14	360
Night Web S	SEE TCD STATISTICS (CDN 5823)						
CC Lien Search	11	7	4	12	6	-	40
Abandon %	3.95%	0.79%	2.33%	1.59%	6.01%	2.53%	3.05%
Avg Abandon Delay	39	8	28	20	72	5153	275
Avg Delay	20	8	9	8	30	20	15
AHT	211	254	258	221	215	185	227
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100%	100%	100%	100%	100%
Service Level	73%	90%	89%	89%	72%	77%	82%
DTVI (RTB & Driver Testing)							
WebDEAS - RTB	27	24	16	30	17	6	120
WebDEAS - Affhrs	SEE TCD STATISTICS						
Road Test Booking	548	522	514	478	378	100	2540
DTVI CFA Zero Out	43	43	30	38	34	13	201
Driver Abst	SEE VICTORIA STATISTICS						
DL Enquiries	341	270	226	258	207	57	1359
Calls Answered	916	816	756	766	602	163	4019
Abandon %	7.01%	3.09%	1.82%	2.54%	0.11%	6.29%	5.12%
Avg Abandon Delay	95	15	9	71	157	109	101
Avg Delay	52	17	14	14	53	34	30
AHT	169	181	194	176	173	145	177
SL - Lowest	0%	0%	0%	0%	0%	0%	0%
SL - Spread	100%	100%	100%	100%	100%	100%	100%
Service Level	79%	94%	97%	95%	80%	85%	89%

CCWeekly STATS.

Summary	Monday 6-Jan	Tuesday 7-Jan	Wednesday 8-Jan	Thursday 9-Jan	Friday 10-Jan	Saturday 11-Jan	Weekly Total Jan 6th - Jan 11th
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Autoplan Sales (Local calls only. Toll calls Directed to BEU)

Calls Answered	66	65	55	56	48	0	290
Abandon %	24.72%	18.75%	9.84%	21.13%	12.73%	-	18.26%
Avg Abandon Delay	218	93	76	159	102		15
Avg Delay	118	110	90	87	71		97
AHT	565	612	625	448	479	-	555
SL - Lowest	0%	0%	0%	0%	0%	-	0%
SL - Spread	100%	100%	100%	100%	100%	-	100%
Service Level	42%	56%	46%	42%	52%	-	47%

Regional

Lower Mainland	132	114	131	145	114	36	672
South	214	188	194	160	159	53	968
Island	280	254	249	229	213	54	1279
North	407	319	340	319	288	86	1759
Outside	138	99	110	92	73	16	528

Customer Contact - Information Message

AP sales Ph No.	-	1	4	-		-	5
VCH 1st Caller (Routed)	60	35	27	27	32	14	195
VCH Lien Search	19	9	7	11	7	6	59

CC DTVI - DSC & Expressway

DTVI - DSC	-	-	-	-	-	-	0
DTVI - Expressway	-	-	-	-	-	-	

CC First Contact - Other CFA options

CC FC System Dir.	174	145	167	134	104	20	744
CC FC Claims	326	242	212	192	203	81	1256
CC Broker Option	72	39	46	24	24	20	225

CCWeekly STATS.

Customer Contact Statistics Weekly Summary 2004

Summary	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total March 22nd - 27th
Calls Answered	5450	4897	4490	4386	4220	981	24424
Calls Out	684	785	674	642	736	71	3592
TOTAL CALLS	6134	5682	5164	5028	4956	1052	28016

Abandon %:	9.81%	5.74%	10.48%	9.99%	7.75%	9.28%	8.80%
Avg Abandon Delay	185	79	122	143	122	124	137
Avg. Delay:	92	36	78	81	52	69	69
Long Delay:	4140	1226	1026	1328	1532	786	4140
Long Delay on/at:	3810 @ 12:00	5820 @ 13:30	5818 @ 12:00	5808 @ 13:30	3810 @ 12:30	5809 @ 11:00	3810 @ 12:00
Deflected:	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Deflected %	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AHT:	262	276	285	288	261	272	274
Service Level	73%	83%	69%	69%	77%	72%	74%

CCWeekly STATS.

Summary	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total March 22nd - 27th
CC First Contact	(SL Goal 80%/90secs)						
CC FC Dir 0 Out	48	29	41	35	44	7	
CC FC Other	1851	1550	1418	1404	1340	400	7963
CC FC 0 Out	192	158	173	153	143	34	853
CC FC Priority Line	4	3	9	8	1	0	25
CC Veh Reg. Brokers							
Internal Transfers	179	189	173	164	203	39	947
Abandon %	4.01%	2.52%	8.06%	10.32%	6.79%	9.43%	6.40%
Avg Abandon Delay	62	55	84	116	70	177	93
Avg Delay	27	20	59	88	44	95	49
AHT	273	277	296	286	252	305	278
Service Level	88%	90%	73%	66%	78%	62%	80%
CC Second Contact	(SL Goal 90%/10secs)						
CC SC Transfers							0
CC SC All	135	166	151	144	110	49	755
Abandon %	13.46%	10.27%	30.73%	18.64%	4.35%	5.77%	16.39%
Avg Abandon Delay	50	53	101	108	55	63	87
Avg Delay	15	27	71	43	16	31	35
AHT	442	439	473	460	601	466	476
Service Level	82%	70%	41%	53%	80%	73%	65%

CCWeekly STATS.

Summary	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total March 22nd - 27th
Victoria	(SL Goal 80%/90secs)						
Calls Answered	2036	1924	1689	1693	1661	294	9297
Abandon %	14.31%	8.03%	11.76%	10.68%	9.03%	10.91%	10.89%
Avg Abandon Delay	210	92	159	187	133	74	163
Avg Delay	173	59	121	105	66	61	105
AHT	259	278	279	274	250	235	267
Service Level	52%	73%	59%	63%	71%	76%	64%
DTVI (VCH & VRS)							
VCH Previous Caller	66	46	40	35	52	15	254
VCH Web Support	2	0	0	0	3	0	5
VRS Veh Searches	158	135	158	150	118	10	729
VRS Zero Out	31	24	17	15	17	4	108
Internal Transfers	47	41	42	50	38	6	224
Night Web S							
CC Lien Search	4	0	10	16	1	0	31
Abandon %	3.48%	2.38%	4.30%	1.85%	2.14%	2.78%	2.88%
Avg Abandon Delay	50	113	118	53	104	0	86
Avg Delay	1	3	20	10	17	8	10
AHT	209	229	223	288	253	217	238
Service Level	86%	94%	87%	92%	91%	95%	90%
DTVI (RTB & Driver Testing)							
WebDEAS - RTB	28	31	20	26	35	6	146
WebDEAS - Afthrs							
Road Test Booking	478	445	386	347	314	74	2044
DTVI CFA Zero Out	67	49	53	47	39	13	268
Driver Abst							
DL Enquiries	27	9	34	34	25	30	159
Abandon %	8.55%	4.36%	6.27%	2.78%	4.18%	3.15%	5.36%
Avg Abandon Delay	70	51	82	36	69	13	64
Avg Delay	48	24	35	21	24	16	31
AHT	176	185	199	214	207	160	193
Service Level	88%	96%	89%	94%	93%	96%	92%

CCWeekly STATS.

Summary	Monday 22-Mar	Tuesday 23-Mar	Wednesday 24-Mar	Thursday 25-Mar	Friday 26-Mar	Saturday 27-Mar	Weekly Total March 22nd - 27th
Autoplan Sales	(SL Goal 80%/90secs)						
Calls Answered	79	83	76	65	76	0	379
Abandon %	15.91%	19.19%	5.00%	14.29%	25.49%	100.00%	16.70%
Avg Abandon Delay	1145	80	208	112	363	0	452
Avg Delay	608	73	96	108	282	#DIV/0!	237
AHT	604	616	592	773	556	#DIV/0!	624
Service Level	14%	63%	59%	64%	26%	#DIV/0!	45%

Broker - Jan 2003 - Feb. 2004 - Call Volume

	Calls Ans	Calls Abandon	Abandon Rate	Abandon Delay	AHT	Avg Delay	Srvc Lvl
Jan	64266	7504	10.5%	49	210	51	59.0%
Feb	56047	9035	13.9%	77	222	88	47.0%
Mar	62423	6519	9.5%	58	217	54	57.0%
Apr	57299	11023	16.1%	76	231	106	38.0%
May	59353	12567	17.5%	82	244	122	29.0%
Jun	49988	6791	12.0%	119	258	111	37.0%
Jul	52273	6743	11.4%	107	261	109	38.0%
Aug	52004	4885	8.6%	107	265	75	49.0%
Sep	51937	3483	6.3%	92	253	46	67.0%
Oct	54860	4671	7.8%	69	241	49	63.0%
Nov	48921	2387	4.7%	60	241	29	75.0%
Dec	45549	2418	5.0%	63	244	29	75.0%
Jan	47723	2569	5.1%	74	258	31	75.0%
Feb	47312	3880	7.6%	78	255	50	64.0%
Totals	749955	84475	9.7%	79.4	242.9	67.9	55.2%

Customer Contact (INCLUDING Victoria Drivers Services) - Jan 2003 - Feb. 2004 - Call Volume

	Calls Ans	Calls Abandon	Abandon Rate	Abandon Delay	AHT	Avg Delay	Srvc Lvl
Jan	105066	9094	8.0%	105	257	58	73%
Feb	99025	8848	8.2%	107	252	60	73%
Mar	102796	10534	9.3%	112	255	70	68%
Apr	97722	7809	7.4%	129	258	54	75%
May	106640	8307	7.2%	132	259	48	79%
Jun	116975	8678	6.9%	100	252	48	77%
Jul	120613	9938	7.7%	121	253	55	73%
Aug	105800	11254	9.6%	137	255	73	67%
Sep	109727	13718	11.1%	145	271	88	62%
Oct	101444	12249	10.8%	149	259	79	69%
Nov	89789	8579	8.7%	126	268	67	72%
Dec	84933	6846	7.5%	133	268	58	76%
Jan	100166	11726	10.5%	145	253	91	65%
Feb	95419	10759	10.1%	145	264	85	68%
Totals	1436115	138339	8.8%	127.6	258.9	66.7	71.2%

TCD - Jan 2003 - Feb. 2004 - Call Volume

	Calls Ans	Calls Abandon	Abandon Rate	Abandon Delay	AHT	Avg Delay	Srvc Lvl
Jan	86884	10744	10.87%	120	749	143	60%
Feb	73055	4183	5.39%	93	732	66	79%
Mar	78832	6256	7.30%	99	716	87	76%
Apr	78467	8603	9.77%	111	722	122	67%
May	82998	7412	8.13%	105	716	106	71%
Jun	85086	5950	6.50%	100	696	86	75%
Jul	86642	5531	5.98%	98	683	69	79%
Aug	78595	5094	6.05%	101	691	71	79%
Sep	77923	7620	8.79%	117	688	114	67%
Oct	83833	14292	14.26%	149	708	213	50%
Nov	77636	16275	16.93%	172	730	278	43%
Dec	80764	17447	17.38%	162	712	278	43%
Jan	81014	19438	18.80%	136	697	292	36%
Feb	72201	9367	11.48%	103	682	153	58%
Totals	1123930	138212	10.5%	119.0	708.7	148.4	63.1%

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solely because of a long wait time. Customers can hang up because of being interrupted (e.g. upset child) or change of mind. Therefore a call centre will always have a percentage of abandon calls. The percentage of Calls Abandoned is a calculation that considers Calls Abandoned divided by Calls Answered plus Calls Abandoned. Average Abandon Delay measures the number of seconds a customer waited, on average, before abandoning.

Average Answer Delay measures the number of seconds, on average, a customer waited on the phone until an ICBC representative was available. The Longest Delay measures, in seconds, how long one customer waited until an ICBC representative was available. The Longest Delayed call is noted by the type of call and the actual time (on a 24-hour clock), the longest wait occurred.

Deflected Calls and Deflected Percent are measures that record the number of customers who call and receive a message that the call centre is experiencing a temporary high call volume period. To avoid customers waiting an extensive period, the customer is asked to call back later because the call centre is too busy to accept any more calls and the call is disconnected. This can occur because customer calls are a random event for call centres. While a call centre can generally predict the number of calls that will occur in a day, it cannot predict exactly when calls will arrive in a given period. It is just as likely that ten customers call at 2:34pm, as it is fifty customers call at 2:34pm. Calls can "bunch up" which may result in the call centre becoming temporarily saturated.

Average Handling Time (AHT) measures the length of time, on average, an ICBC representative takes to handle a call. Different calls have different Average Handling Times, which is determined by the complexity of the customer's request and the type of call. The AHT measurement consists of two distinct parts: the time the ICBC representative spends talking to the customer (called Talk Time) and the time the ICBC representative spends updating the customer record (called Wrap Time).

Service Level is defined as a percentage of incoming calls that are answered within a specified threshold. The service level measure can be reported using different thresholds (i.e. 120, 150, 210, and 240) depending on the call centre and the type of customer calls handled.

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OPEIU.1PM.2

Please provide details of any changes in definitions of the categories on any corporate statistical sheets. (For example the change in service level % definition at TCD from 120 seconds to 210 seconds to 150 seconds).

Response:

The service level % definition has not changed. The definition of service level is defined as a percentage of incoming calls that are answered within a specified threshold. The service level measure can be reported using different thresholds (e.g., 120, 150, 210, and 240 seconds).

ICBC periodically reassesses the threshold it uses to better reflect its customers' ongoing satisfaction with actual wait times. ICBC used a 120 second threshold up to Feb 15, 2003. From Feb 15, 2003 to Dec 31, 2003 ICBC used a 150 second threshold. As of January 1, 2004 ICBC changed to a 210 second threshold. These changes were implemented because customer surveys conclude that ICBC provides acceptable wait times. 2002 and 2003 survey results indicate that customer satisfaction with actual wait times ranges from 81% to 85%.

Office & Professional Employees' International Union Information Request No. OPEIU.1PM.3 Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1PM.3

Please provide claims opening and closing weekly/monthly statistical sheets and related reports for all claim centres for the period January 1, 2003 to date.

Response:

To be consistent with the insurance industry standards and ICBC Annual reports, we are providing claims opening and closing counts. We are prepared to provide this information at the corporate level with the annual statistics for opened and closed claims.

Please see below for the claims opening and closing statistical information for the period January 1, 2003 to date.

Year 2003	Opened	Closed
January	81,163	81,046
February	67,185	77,802
March	73,814	79,120
April	75,192	72,548
May	79,254	77,958
June	77,776	75,859
July	80,748	79,458
August	71,197	72,687
September	78,328	72,155
October	83,712	76,562
November	77,945	77,240
December	84,480	79,297
Total 2003	930,794	921,732

Year 2004	Opened	Closed
January	82,815	79,908
February	71,476	90,728
2004 to date	154,291	170,636

Office & Professional Employees' International Union Information Request No. OPEIU.1PM.4 Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1PM.4

Please provide statistics on waiting periods for estimates at CEF since January 1, 2003.

Response:

The 2003 year end average wait time at Centralized Estimating Facility (CEF) was 3.9 days. Quarterly over 2003, the results were: Q1: 2.9 days; Q2: 3.2 days; Q3: 4.6 days; Q4: 4.9 days

Waiting periods will vary over time depending on claim volumes. Claim volume is impacted by many factors that can result in a larger than average number of claims being presented within a relatively short time period. Some of these factors include snow, floods, heavy rain after dry spells and long weekends where many vehicles are on the road. Claims volume can also decrease for periods due to factors such as school holidays and summer vacations. Due to these kinds of claim volume fluctuations, quarterly reporting on wait time is the minimum time period required to obtain a valid performance measure for CEF.

Office & Professional Employees' International Union Information Request No. OPEIU.1PM.5 Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1PM.5

Please provide a complete copy of each survey mentioned in the ICBC proposal and monthly survey statistics generated since January 1, 2003.

Response:

With regard to survey methods, ICBC has adopted the Financial Services Commission of Ontario (FSCO) methodology. In order to achieve an accuracy level of +/- 0.5% the Claims Satisfaction score is created on an annual closed claim volume basis. As it is a weighted volume the results fluctuate due to seasonal differences and volume. An accuracy level on a monthly basis would be +/- 10%.

With Autoplan, ICBC uses an annual result as the sample size is small and it therefore must be weighted.

Driver Services follows the same methodology as Claims Services.

Link to website www.fSCO.gov.on.ca for information bulletins and guidelines

Customer Satisfaction Surveys

See attached for questionnaire.

The following table outlines the 2003 annual results:

2003 Annual Results	%
Autoplan Satisfaction	95.2%
Claims Satisfaction	83.5%
Licensing Satisfaction	90.9%

Customer Approval Index

See attached for questionnaire.

In 2003 the index was under development and therefore there are no results to report.

**ICBC Customer Satisfaction Tracking Survey
2003
Updated February 22, 2003**

Introduction

Hello, my name is _____, from CGT Research, an independent research company in Vancouver. I am calling on behalf of ICBC (the Insurance Corporation of British Columbia). May I please speak with [NAME OF CUSTOMER]?

ENSURE THAT YOU HAVE CORRECT RESPONDENT - REPEAT NAME IF NECESSARY

- | | |
|---|-----------------------------------|
| 1. CORRECT PERSON SPEAKING | SKIP TO I |
| 2. CORRECT PERSON NOT AVAILABLE | ARRANGE CALL BACK |
| 3. NO-ONE OF THAT NAME IN HOUSEHOLD | SKIP TO III |
| 4. LANGUAGE BARRIER(PUNJABI OR CHINESE) | ARRANGE CALL BACK |
| 5. NOT AVAILABLE AT THIS NUMBER | ARRANGE CALL-BACK AT NEW # |

III. May I please speak to _[PROGRAMMER: ENTER THE NAME OF THE NEXT CONTACT NAME FROM THE SAMPLE]

- | | |
|-----------------------------------|---|
| 1. RESPONDENT IS AVAILABLE | [CONTINUE AT IIIA] |
| 2. PERSON IS NOT AVAILABLE NOW | [ARRANGE FOR CALL BACK] |
| 3. NOT AVAILABLE AT THIS NUMBER | ARRANGE CALL-BACK AT NEW TEL |
| 4. ALL PEOPLE HAVE BEEN CONTACTED | [SAY: (I must have the wrong number. I'm sorry to have bothered you. Good bye.)]
THANK AND TERMINATE |

iiiA. Hello, my name is <INTERVIEWER>. I am with CGT Research, an independent research company in Vancouver. I am calling on behalf of ICBC (the Insurance Corporation of British Columbia).

I. We are conducting a confidential survey today to ask how you feel about the quality of the **(claim service that you have received from ICBC/ service you recently received when purchasing auto insurance / service you recently received at an ICBC Driver Services Centre)**. The interview will take 5 to 8 minutes. (Your participation is voluntary and your identity will not be revealed.)

Is this a convenient time to speak with you?

- | | |
|-----------------------------|---|
| 1. YES | CONTINUE AT R1 |
| 2. NO | GO TO QUESTION II |
| 3. HAS NOT DEALT WITH ICBC, | SKIP TO III |
| 4. REFUSE | RECORD DISPOSITION AND TERMINATE WITH THANKS |

II. Is there a more convenient time when I could call you back?

- | | |
|-----|---|
| YES | RECORD DATE AND TIME |
| NO | RECORD DISPOSITION AND TERMINATE WITH THANKS |

Persuaders - [IF NECESSARY]

- We are undertaking this study rather than ICBC to maintain strict confidentiality for your responses. We will report the responses back to ICBC without identifying who said them.
- You are welcome to call my supervisor at (604) 681-0381 (Respondents outside the Lower Mainland may call toll-free 1-877-530-6184). Or you may call ICBC Customer Access to verify this call at 604-661-2800.
- The interview is part of ICBC's on-going evaluation program and has nothing to do with your claim. We simply would like to get your evaluation of the service you recently received from ICBC.
- We are not selling anything at all. ICBC will use your responses to improve its service. This is part of ICBC's on-going evaluation program. Your number was selected randomly from an ICBC list.

Q: How did you get my information?

A: Your name and phone number were randomly chosen from a list of customers, and supplied by ICBC as we are conducting this work on their behalf. Participation in this study is completely voluntary.

Q: Who says ICBC can give you my information?

A: The Freedom of Information and Protection of Privacy Commissioner approves of ICBC disclosing the information under this Act in order to carry out survey and research activities (IF ASKED: Sections 32-34 of the Act).

Q: What gives ICBC the right to do these interviews?

A: The Freedom of Information and Protection of Privacy Commissioner approves of ICBC performing survey and research activities. (IF ASKED: Sections 26 and 34 of the Act - also known as the Code of Fair Information Practices - provide authority for ICBC to conduct such activities). Participation in this study is completely voluntary.

Q: What gives you the right to do these interviews?

A: ICBC has informed us they are allowed to contract out these types of activities with private companies (IF ASKED: This is in accordance with Section 8(a) and 9 of the Insurance Corporation Act). Participation in this study is completely voluntary.

REASONS FOR REFUSAL THAT NEED TO BE CODED - NEVER READ

- NO TIME
- NOT INTERESTED
- HOSTILITY TOWARD ICBC
- BELIEVES IT IS SALES CALL
- ABRUPT HANG UP [HARD REFUSAL]
- REASON FOR REFUSAL NOT ASCERTAINED
- TALK TO MY LAWYER - **[CLAIMS ONLY]**
- INJURED PARTY WAS A RELATIVE/OTHER - **[CLAIMS ONLY]**

SCREENERS

A. Do you, or anyone in your household work in any of the following:

- Marketing research
- The insurance industry
- The news media
- The automotive repair industry
- A legal firm
- An auto towing company

IF YES TO ANY PART OF A, SAY: I'm afraid you do not qualify for this survey. Thank you very much for your time. Good bye.

B. **[CLAIMS READ:]** ICBC has indicated that you were involved in a claim with a [VEHICLE MAKE, MODEL AND YEAR] on [DATE OF TRANSACTION]. Do you recall that claim?

[AUTOPLAN READ:] ICBC has indicated that you purchased auto insurance for your [YEAR, MAKE, MODEL OF VEHICLE] on [DATE OF TRANSACTION].

Did you personally deal with an auto insurance broker?

[LICENSING READ:] As you may be aware, ICBC provides most of the services of the Motor Vehicle Branch. These services include driver licenses and road tests, as well as other driver services. ICBC has told us that you recently (**completed a ROAD TEST with ICBC / renewed your Driver License / completed a KNOWLEDGE TEST with ICBC**), on [DATE]

YES	CONTINUE
NO	THANK AND TERMINATE - INTxx

INTxx. Since most of my questions are about (a claim/buying auto insurance/services provided in this particular transaction), that will be the end of the interview. Thanks you very much for your time. Goodbye.

MAIN SURVEY

PROGRAMMER:

All RANDOM REVERSALS scales should be the same for individual respondents. E.g., If SF1 starts with 'very dissatisfied', SF4 should also start with 'very dissatisfied' for that respondent.

SF1. Thinking (**back to the insurance claim you made with ICBC in <month/year>/ thinking of this purchase experience with your AutoPlan broker /of your total licensing experience**), would you say that you were (**random reversal**) very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the (**way ICBC dealt with your claim / service you received / service you received**)?

1. VERY DISSATISFIED
2. SOMEWHAT DISSATISFIED
3. SOMEWHAT SATISFIED
4. VERY SATISFIED

5. DON'T KNOW
6. REFUSED

SF4. Were you (**random reversal**) very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the time it took (**for the claim to be resolved, that is, from the time you made the claim until the time it was closed/ to purchase your car insurance / complete this transaction**)?

1. VERY DISSATISFIED
2. SOMEWHAT DISSATISFIED
3. SOMEWHAT SATISFIED
4. VERY SATISFIED

5. DON'T KNOW
6. REFUSED

1535 - ICBC CST Survey - 2003 (Draft 3 - March 1, 2003)

The following questions are about the service you received from the main person you dealt with during your **(claim / transaction/ transaction)**. If you dealt with more than one person, please rate only the person you dealt with the most.

Were you **(random reversal)** very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the service you received from the main person you dealt with during your **(claim / transaction/ transaction)** in terms of ...

	VD	SD	SS	VS	DK	REF
SF5. Their helpfulness?	1	2	3	4	5	6
SF6. Their level of knowledge and expertise?	1	2	3	4	5	6
SF7. [CLAIMS ONLY] The fairness with which they treated your claim?	1	2	3	4	5	6
SF8. [CLAIMS ONLY] The extent to which they kept you informed of the status of your claim while it was being processed?	1	2	3	4	5	6
SN1. The extent to which they accommodated your needs?	1	2	3	4	5	6
SN1a. [LICENSING ROAD TEST ONLY] The extent to which they put you at ease?	1	2	3	4	5	6
SN2. The extent to which they valued and respected you as a customer?	1	2	3	4	5	6
SN3. The extent to which they informed you of [CLAIMS AND AUTOPLAN READ: your coverage - LICENSING ROAD TEST READ: the process] and next steps?	1	2	3	4	5	6

ICBC is responsible for AutoPlan Insurance, Driver Services, Claims, Commercial Vehicle Services and Road Safety.

IF NECESSARY: Driver Services refers to Licensing.

M5. Thinking of ICBC over-all, is your impression of ICBC **[ROTATE]** favourable, unfavourable, or neither? (IF FAVOURABLE, UNFAVOURABLE, ASK: Is that very or somewhat?)

- VERY FAVOURABLE
- SOMEWHAT FAVOURABLE
- NEITHER
- SOMEWHAT UNFAVOURABLE
- VERY UNFAVOURABLE
- OTHER/DEPENDS
- DON'T KNOW
- REFUSED

1535 - ICBC CST Survey - 2003 (Draft 3 - March 1, 2003)

M6. Did this (claims / purchase / licensing) experience make you ROTATE (more positive/more negative) about ICBC, or neither? (Is that much or somewhat more positive/negative?)

1. MUCH MORE NEGATIVE
2. SOMEWHAT MORE NEGATIVE
3. NEITHER
4. SOMEWHAT MORE POSITIVE
5. MUCH MORE POSITIVE
6. OTHER/DEPENDS
7. DON'T KNOW
8. REFUSED

Q1. [ASK IF SF1<>4 AND M6<>5] What, if anything, could ICBC have done better, in (handling your claim / your auto insurance purchase / your licensing transaction)?

Q2. [CLAIMS SERVICES ASK:] ICBC's ability to improve its claims processing services would greatly improve if they could link your comments with your cliams. May we forward your comments with your cliam's identity to an ICBC representative?

1. YES
2. NO

Q3. [IF Q2=1 ASK] May I verify your name and telephone number?

Name:

Telephone Number:

SECTION AH Ad-Hoc Questions

Changes from quarter to quarter

SECTION R: Demographics & Disposition (including RSVP)

R1. Finally, I have a few questions about yourself for analysis purposes. In what year were you born? ENTER 2 DIGIT YEAR_____

PROGRAMMER: CODE RESPONSE INTO THE FOLLOWING CATEGORIES

1. 85 TO 87 (16 TO 18 YEARS OF AGE)
2. 82 TO 84 (19 TO 21 YEARS OF AGE)
3. 79 TO 81 (22 TO 24 YEARS OF AGE)
4. 69 TO 78 (25 TO 34 YEARS OF AGE)
5. 59 TO 68 (35 TO 44 YEARS OF AGE)
6. 49 TO 58 (45 TO 54 YEARS OF AGE)
7. 39 TO 48 (55 TO 64 YEARS OF AGE)
8. 38 OR UNDER (OVER 64 YEARS OF AGE)
9. OTHER/DON'T KNOW
10. REFUSED

R4. About how many hours do you drive in an average week?

____ NUMBER OF HOURS

0. NONE

1535 - ICBC CST Survey - 2003 (Draft 3 - March 1, 2003)

- 995. OTHER/DEPENDS
- 997. DON'T KNOW
- 998. REFUSED

R6. [IF R4>0 OR LICENSING SKIP TO R7] Do you have a current driver's license?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. REFUSED

R7. [CLAIMS AND LICENSING ONLY] Do you have an auto insurance policy in your name?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. REFUSED

R9. Thank you for completing this survey. ICBC will not contact you for any further research for a period of six months from now. However, if in the future, ICBC is conducting research about other services provided to its customers, such as licensing or policy renewals, would you consent to be contacted for this research, if required?

- 1. YES
- 2. NO
- 3. OTHER/DEPENDS
- 4. DON'T KNOW
- 5. REFUSED

Those are all my questions. Again this is _____ calling on behalf of ICBC.

IF NECESSARY READ:

If you have any questions regarding this survey, please feel free to contact my supervisor at (604) 681-0381 in Vancouver or toll-free at 1-877-530-6184.

Thank you very much for your time. Have a good day/evening.

R11. RECORD GENDER

- MALE
- FEMALE

R12. RECORD INTERVIEWER ID

ICBC - CUSTOMER APPROVAL INDEX QUESTIONNAIRE
DRAFT- February 10, 2004
60-2644-50

INTRODUCTION

Hello, this is _____ calling from Ipsos-Reid. We're a professional public opinion research company. Today we're talking to a random sample of British Columbians about their views on some companies that operate in BC. The survey will take about 8 minutes of your time. Let me assure you I'm not trying to sell you anything. I'd like to speak to the person in your household who is 16 years of age or older and who had their birthday last. Is that you?

Yes (CONTINUE)

Don't Know (ASK AGAIN, IF STILL DK/REF THEN THANK AND TERMINATE)

No - May I speak to that person? (IF "YES": RE-READ INTRODUCTION, IF NOT AT HOME, SCHEDULE A CALLBACK)

SCREENERS

A. Do you currently have a valid driver's license?

Yes

No

B. Do you personally hold an automobile insurance policy with ICBC now? [INTERVIEWER NOTE: INCLUDES EITHER BASIC OR OPTIONAL COVERAGE]

Yes

No

[IF A=YES OR B=YES, SKIP TO SCREENER D – ELSE CONTINUE]

C. Is there anyone else in the household who is 16 years of age or older and has a valid drivers license or an automobile insurance policy with ICBC?

Yes [ASK TO SPEAK TO THEM OR ARRANGE CALLBACK]

No [TERMINATE]

D. Do you, or does anyone in your household, work for (READ LIST – SELECT ALL THAT APPLY)?

A marketing research company

An advertising or public relations firm

BC Hydro

ICBC

Telus

[IF CODES 1, 2, 4, OR DK/REFUSED, THANK AND TERMINATE - OTHERWISE CONTINUE)

E. Record Sex (DO NOT READ)

Male
Female

INITIAL IMPRESSIONS

1. To start, I would like you tell me whether you have a favourable or unfavourable impression of Insurance Corporation of British Columbia, also known as ICBC? Would that be very or somewhat?

Very favourable
Somewhat favourable
Somewhat unfavourable
Very unfavourable
(DO NOT READ) Neither/neutral

[IF FAVOURABLE CONTINUE, ELSE SKIP TO AFTER Q2]

2. What is the main reason you have a favourable impression of ICBC? Any other reasons?
[ACCEPT UP TO THREE RESPONSES]

RECORD OPEN-ENDED RESPONSE

[IF UNFAVOURABLE CONTINUE, ELSE SKIP TO Q4]

3. What is the main reason you have an unfavourable impression of ICBC? Any other reasons?
[ACCEPT UP TO THREE RESPONSES]

AGREE-DISAGREE STATEMENTS

Now I am going to read you some statements about ICBC and I would like you to tell me whether you agree or disagree with each statement.

[ROTATE Q4, Q5 AND Q6]

Rates

4. The next few statements are about ICBC rates. In your personal opinion, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that [INSERT FIRST RANDOM]? How about [INSERT NEXT RANDOM]?

My ICBC auto insurance premiums are reasonable
ICBC makes a real effort to keep my insurance rates as low as possible
ICBC is fair in the way it sets rates for my insurance coverage
ICBC provides good value to me as a customer

Answer Choices

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
(DO NOT READ) Neither/neutral

5. The next few statements are about ICBC service. In your personal opinion, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that [INSERT FIRST RANDOM]? How about [INSERT NEXT RANDOM]?

ICBC is a reliable company to deal with
ICBC treats me fairly ~~and equitably~~ in my dealings with them
ICBC is responsive to me as a customer
ICBC is a company I can trust
ICBC values me as a customer

Answer Choices

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
(DO NOT READ) Neither/neutral

6. The next few statements are about ICBC's participation in road safety programs. In your personal opinion, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that [INSERT FIRST RANDOM]? How about [INSERT NEXT RANDOM]?

ICBC road safety programs are effective at reducing traffic accidents and injuries
ICBC road safety programs are effective at controlling the cost of automobile insurance

Answer Choices

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
(DO NOT READ) Neither/neutral

FINAL IMPRESSION

7. Now, considering everything we've talked about, please tell me whether you have a favourable or unfavourable impression of ICBC? Would that be very or somewhat?

Very favourable
Somewhat favourable
Somewhat unfavourable
Very unfavourable
(DO NOT READ) Neither/neutral

8. Finally, I would like you tell me whether you have a favourable or unfavourable impression of some other companies that operate in British Columbia? Overall, do you have a favourable or unfavourable impression of [INSERT RANDOM FIRST NAME]? Would that be very or somewhat? How about [INSERT RANDOM NEXT NAMES]? Would that be very or somewhat?

Canadian Direct Insurance
ING
BC Hydro
Telus
Royal Bank

Answer Choices

Very favourable
Somewhat favourable
Somewhat unfavourable
Very unfavourable
(DO NOT READ) Neither/neutral

DEMOGRAPHICS

These final questions are for statistical purposes only.

11. In what year were you born?

(RECORD YEAR)

12. Have you personally had an ICBC claim in the past two years?

Yes
No

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OPEIU.1PM.6

Please provide fair call centre industry measurement information regarding ICBC 3.1.4 proposal claims.

Response:

Service level is a standard call centre industry best practice measure. There are no standard targets within the call centre industry due to the varied nature of the call centre business (e.g., 911 calls vs. a technical help desk). The call centre industry sets targets based upon the call length, call complexity, cost of service and customer acceptance of wait time.

New Claims Initiation is a complex process that involves long call duration and is of high importance to the customer. Customer satisfaction surveys indicate that customers are satisfied with the wait time.

ICBC contracts with Service Quality Measurement Inc. (SQM) to benchmark itself against other call centre organizations as well as measuring customer and employee satisfaction. The SQM reports prepared for ICBC contain proprietary information and data that ICBC is not permitted to make public.

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OPEIU.1PM.7

Please provide information regarding management pay for performance criteria, rates, payouts and results especially as they may relate to staffing and other budget issues. Do such performance measures affect management decisions in ways that may be counterproductive to other corporation performance objectives?

Response:

The purpose of this regulatory process is to determine performance measures and basic insurance information that the Commission requires to determine ICBC's rates for Basic automobile insurance. The above question relates to ICBC's total compensation and its associated impact on ICBC's expenditures. As indicated in the Commission's November 12, 2003 Decision (pages 19, 32, and 47), ICBC will be including such information in its next revenue requirements filing.

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OPEIU.1PM.8

Will ICBC be forwarding all performance measure results to the Commission and to intervenors on a regular basis, as part of the BCUC mandate to monitor? If not, why?

Response:

ICBC proposes to file the performance measure results to the Commission and Intervenors either as part of any revenue requirement filing or as part of any annual review that would occur should the Commission approve multi-year performance-based Basic insurance rates. These performance measures are intended to provide the information required for the Commission to ensure ICBC's Basic insurance rates are just and reasonable while ICBC's service is adequate, efficient, just and reasonable.

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OPEIU.1PM.9

Considering the fact that the Commission does not act on information that is not before it and considering that significant profits were announced but not provided to the Commission by ICBC prior to the November 12, 2003 decision, we request full financial disclosure documents as at year end and for the first quarter of 2004 as soon as those are available. This information is relevant to this hearing process in that the Commission is considering “the measures of value perceived by the purchaser” (November 12, 2003 decision, page 27 section 4). Perceptions of being overcharged would have a bearing on the value side of that equation in terms of customer expectations and customer judgment of service quality.

Response:

Attached is the press release ICBC issued on March 1, 2004 with regards to ICBC's financial results for 2003. ICBC's annual report for 2003 will be issued imminently. ICBC's first quarter 2004 results are not yet available.

It should be noted that ICBC publicly announced its third quarter results on November 4, 2003.



News Release

FOR RELEASE **Immediate**

REF 2004-02

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CONTACT Doug McClelland 604-982-2476
Maira Wellwood 604-982-2480

DATE March 1, 2004

ICBC reports net income of \$225 million for 2003

ICBC has reported net income of \$225 million for the year ended December 31, 2003, compared to net income of \$45 million for 2002.

ICBC's net income stays in the company, protecting customers by allowing the company to absorb unexpected costs arising from unusual events such as earthquakes, unpredictable weather and other factors without dramatically raising automobile insurance rates.

"Our success in controlling operating costs helped to produce these positive results for our policyholders," said Nick Geer, ICBC's president and CEO. "However, ICBC still needs to build its retained earnings over the coming years as we move to a level playing field with our competitors."

Insurance premiums earned in 2003 increased to \$2.859 billion, from \$2.628 billion in 2002. Premium revenue growth is due to recent rate adjustments, increased optional coverage sales, and a 1.6 per cent increase in the number of basic insurance policies sold during the year.

There were fewer claims reported in 2003 than in the previous year. However, current year claims costs for 2003 climbed 0.7 per cent to \$2.208 billion, from \$2.193 billion in 2002, due to an increase in the average cost of claims, particularly claims involving injuries.

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OPEIU.1PM.10

Why has the 2003 corporate economic performance far exceeded any of the variables considered in the rate increase application for 2004? What corporate or other performance measurement proposals and disclosures in the current application relate to, and will prevent, a recurrence of the 2004 requested rate increase in the face of \$200 million+ profit?

Response:

ICBC's strong financial performance in 2003 was due to:

- Controlling operating costs
- Premium revenue growth due to previous rate adjustments, increased optional coverage sales, and an increase in the number of Basic insurance policies sold during the year
- Fewer claims reported in 2003 than in the previous year. However, current year claims costs for 2003 climbed due to an increase in the average cost of claims, particularly claims involving injuries.

It should be noted that ICBC's financial results are presented on a consolidated basis. ICBC's 2003 annual report will include information on the portion of the net income generated by Basic insurance and the portion generated by Optional insurance.

ICBC's net income passes directly into Retained Earnings, protecting customers by allowing the company to absorb unexpected costs arising from unusual events such as earthquakes, unpredictable weather and other factors without dramatically raising automobile insurance rates.

It should be noted that Basic insurance rates are set prospectively based on a review of forecasts for costs expected to be incurred with policies sold in the test year. ICBC's 2003 results are no indication of 2004 results. As the Commission indicated on page 23 of its November 12, 2003 Decision, "... factors [such as claims incurred and the investment market] have the potential to overwhelm the net income target of \$36 million, positively or negatively, irrespective of prudent and capable management of the operations of the business."

ICBC's proposed performance measures are intended to provide a balanced and holistic view of ICBC's performance by including a combination of financial and non-financial measures such as service, financial, efficiency and directional. The selection of the appropriate mix of performance measures as well as appropriate targets will ensure that proposed changes by ICBC can be evaluated in terms of the benefits and drawbacks of proceeding with the change on these key performance areas. ICBC's proposed performance measures are intended to assist the Commission in its regulation of ICBC's delivery of Basic insurance.

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OPEIU.1PM.11

Have any consulting firms been hired by ICBC to provide information on how ICBC's call centre should measure performance? If so, who has been retained?

Response:

No consulting firms have been hired or retained by ICBC to provide information on how ICBC's call centres should measure performance.

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OPEIU.1PM.12

What role does the Customer Service department have in the roll out of the “Customer Care Transition” and “Evergreening” process? Who is responsible and how are they measured to determine if this a necessary cost?

Response:

This question is not related to performance measures or the sharing of Basic insurance information, which are the subject matters of this proceeding.

However the objective of the Customer Service Transition (previously known as Customer Care Transition) is to provide technology and streamlined processes within the Customer Service Division.

Customer Service is sponsoring the Customer Service Transition. Information Services is sponsoring the Evergreening project.

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OPEIU.1PM.13

What was the scope of the Vehicle Services department and why did the Corporation sell its fleet? Who did ICBC sell its fleet to? What arrangements does ICBC have with regard to a fleet now? Who is the provider of the vehicles and what measures have been used to determine if there was a cost savings or otherwise?

Response:

This question is not related to performance measures or the sharing of Basic insurance information, which are the subject matters of this proceeding.

The scope of Vehicle Services is to supply safe, reliable transportation to enable corporate employees to carry out their duties, while ensuring that fiscal responsibilities regarding all aspects of fleet management are well managed.

ICBC reduced its number of corporately owned vehicles to reduce capital costs.

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OPEIU.1BI.1 1-1 Background

Is the sharing of information with competitors also intended to include interveners and interested parties?

Response:

ICBC proposes to share information as part of its revenue requirement proceedings before the Commission and consequently the information will be shared with Intervenors and interested parties.

Although the Commission's November 12, 2003 Decision described it as a process for sharing data with its competitors, since the venue for this sharing is a public process, the data will be publicly available.

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OPEIU.1BI.2

Please provide a definition for “customer specific basis”.

Response:

The term was first used by the BCUC, not ICBC.

ICBC has interpreted the term to mean any data that relates to an individual customer or can be used to identify an individual customer.

Office & Professional Employees' International Union Information Request No. OPEIU.1BI.3 Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1BI.3

Does ICBC agree that competitors should be required to provide the same information to ICBC that ICBC is ordered to provide to the competitor?

Response:

ICBC has proposed the information for use by the Commission and intervenors in determining if the rates for universal compulsory (Basic) insurance are not unjust, unreasonable, insufficient or unduly discriminatory. ICBC is the sole provider of Basic insurance and therefore other insurers are not in a position to provide Basic insurance information.

Office & Professional Employees' International Union Information Request No. OPEIU.1Bl.4 Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1Bl.4

What basic coverage is currently provided to an insured?

Response:

Basic insurance is described on pages 8 & 11 of ICBC's 2002 Annual Report, which can be found in Appendix A of ICBC's August 29, 2003 submission to the Commission available on www.icbc.com.

More detail can be found in the *Insurance (Motor Vehicle) Act* Regulations, Parts 6, 7 & 8 and Schedule 3. All of these are included in Appendix H of ICBC's August 29, 2003 submission to the Commission, which can be found on www.icbc.com.

It should also be noted that the *Insurance (Motor Vehicle) Act* and its regulations provide all holders of valid BC driver's licenses, whether or not they own a vehicle, with third party liability insurance, accident benefits and underinsured, uninsured and unidentified motorist protection from ICBC.

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OPEIU.1BI.5

What is underinsured motorist protection and what coverage details are currently provided?

Response:

Please see the response to OPEIU.1BI.4

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OPEIU.1BI.6

Are any of the current basic lines of business provided to an insured, currently also provided as an optional coverage? (i.e. can an insured that has basic coverage extend any of his current coverages under any optional coverage?)

Response:

Yes. Most Basic coverages can be extended through Optional products. These additional benefits can sometimes be bought in more than one manner. But the most common methods are:

Third Party Liability can be extended under Part 9 of the Insurance (Motor Vehicle) Act Regulations. This is the most commonly purchased Optional coverage.

A Special Coverages policy (APV197) can be purchased to provide an individual with higher death benefits and weekly disability benefits. These are forms of Accident Benefits.

A Special Coverage policy (APV334) can be purchased to provide an individual with higher Under Insured Motorist Protection limits.

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OPEIU.1BI.7

Do insureds currently covered under basic, pay for uninsured motorist protection?

Response:

ICBC August 29, 2003 Application to the Commission (available on www.icbc.com) did reflect the cost of uninsured, unidentified, underinsured claims, under Basic coverage.

ICBC records separately premiums for three components of Basic: Third Party Basic, Accident Benefits and Underinsured Motorist Protection. The cost for uninsured and unidentified claims is included in the pricing for Third Party Basic.

It should also be noted that the *Insurance (Motor Vehicle) Act* and its regulations also provide all holders of valid BC driver's licenses, whether or not they own a vehicle, with underinsured, uninsured and unidentified motorist protection in addition to third party liability insurance and accident benefits from ICBC.

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OPEIU.1BI.8

Was underinsured motorist protection considered a line of business in the past?

Response:

ICBC would not consider Underinsured Motorist Protection to be a line of business. In Exhibit I-Major Lines of Business Experience, the lines of business are Private Passenger, Commercial, All Terrain and Motorcycle. Underinsured Motorist Protection's position in that report is as a coverage offered in a line of business.

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OPEIU.1BI.9

What is considered to be a line of business and do these lines of business in the current proposal differ from coverages provided an insured in the past?

Response:

For the purposes of ICBC's proposal for the sharing of Basic insurance information, ICBC has defined third-party Basic, no-fault accident benefits and underinsured motorist protection as the major lines of business. Other Basic insurance coverages that ICBC continues to provide, as required under the *Insurance (Motor Vehicle) Act* and its regulations, including uninsured and unidentified motorist protection and inverse liability coverage are included in the third-party line of business.

All of these coverages are the same coverages ICBC is currently required to provide. These coverages include those ICBC has provided in the past except when the *Insurance (Motor Vehicle) Act* and its regulations have changed coverages.

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OPEIU.1BI.10

Does an insured pay a fee for underinsured motorist protection separate from the current basic premiums that are broken down on their policy document?

Response:

No.

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OPEIU.1BI.11

Does an insured pay a fee for no-fault accident benefits separate from the current basic premiums that are broken down on their policy document?

Response:

No.

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OPEIU.1BI.12

How does the current proposal for information differ from the information provide [sic] in ICBC's annual report?

Response:

The earned premiums information proposed to be included in the Exhibits are subsets of the earned premium in the Annual Report.

The claim numbers are on a very different basis. The claims proposed for the Exhibits are claims that occurred in the Accident year shown, which have been reported and estimates that have been made at the claim file level for those claims.

Claims in the Annual Report are on an Ultimate Calendar Year basis. The actuaries take the recorded accident year estimates and review previous development patterns to estimate how much will ultimately be paid for those claims. The 2003 Calendar Year Ultimate is the 2003 Accident Year Ultimate plus the net effect of any changes to the Ultimates for Prior Years that occurred in 2003.

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OPEIU.1BI.13

How much of the detail provided in the current proposal can be found in the annual report specifically in relation to major lines of business, sales, volume, and loss experience information, third party information for basic, UMP, no-fault accident benefits, and the four major use categories?

Response:

Detail of the type referenced in the question is not provided in the Annual Report; it is an assessment of the overall corporation.

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OPEIU.1BI.14

What are the current use categories and how do these differ from vehicle types that currently determine the licence plate in relation to its dual purpose as a policy number?

Response:

Vehicle Type is defined by the physical characteristics of a vehicle and all vehicles are classified into one of six vehicle types which originate from the legislated definitions under Section 1 of the Motor Vehicle Act and Division 1 of the Motor Vehicle Act Regulations. This relates to the physical characteristics of a vehicle.

The use categories relate to how the vehicle is used. Definitions can be found in Appendix G of ICBC's August 29, 2003 filing to the Commission (see www.icbc.com).

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OPEIU.1BI.15

The current proposal in Exhibit 1 “Major Lines of Business Experience” refers to private passenger vehicle, commercial, all terrain, and motorcycles but makes no mention of trailers yet the corporation sells third party insurance for trailers. We know that while the trailer is attached, the towing vehicle is currently the vehicle from which any third party claim payments are made. Where does the proposal address the sharing of trailer lines information? The trailer lines premiums earned, written etc. are not mentioned in any portion of Exhibit 1 yet these premiums are not considered currently as optional coverage. Will the Corporation be disclosing this information to the Commission so it can consider the revenue generated?

Response:

Trailers are separately identified in Exhibit II - Classification Exhibits, so there was no reason to include them in Exhibit I - Major Lines of Business Experience.

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OPEIU.1BI.16

Do the current vehicle types have any impact on the type of license plate issued and how does the Corporation currently connect the policy to the plate number?

Response:

No. The current vehicle types determine the type of license plate the vehicle is eligible for. In the case of Autoplan policies, the licence plate number sequence becomes the policy number, which is how the corporation connects the policy to the plate. In the case of Temporary Operation permits, the permit number is randomly generated which becomes the policy number. Similarly, Storage policies have a randomly generated policy number with no licencing component.

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OPEIU.1BI.17

What type of impact does the current proposal have on the type of licence plates issued as policy numbers and will there be any hidden costs or administration savings in the proposed changes which appear to delete two vehicle types? Have these two types of policies been consolidated under the commercial line of business?

Response:

ICBC is not proposing changes to vehicle types.

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OPEIU.1Bl.18 It would appear that ICBC is now willing to share information as long as it is not discriminatory information or information that is customer specific. The Corporation states in the proposal that it " will not be populating any components of exhibits that would require such information, unless there were fundamental changes to the rating structure of Basic Insurance or changes to the legislation that prohibits ICBC from the use of certain discriminatory information." It also puts a footnote for a reference "Special Direction IC1" but does not explain how this Special Direction relates to the statement. The reference "Special Direction IC1" does not provide the Commission or the Corporation any mandate for:

- restructuring rate classes
- lines of business that impact any current lines of basic or third party coverages (by means of changing points of reference in its current business practice that would impact basic coverage such as territories, rate classes, administration costs, staffing needs, classifications of vehicles)
- impacting types of policies written and earned, monies paid to medical professionals, British Columbia Medical Services Plan, the Ministry of Health, no fault accident benefits or UMP and any other items not mentioned but covered or paid out as either costs or benefits under the coverages.

Please provide any and all correspondence with the provincial government that would provide the Corporation or the Commission with a directive to change the current system of basic coverage and any other lines of business as they currently stand.

Response:

Section 47(1) of the *Insurance Corporation Act* provides the Lieutenant Governor in Council with the power to issue direction to the Commission respecting factors, criteria and guidelines that the Commission must or must not use in regulating and fixing Basic insurance rates. Section 59 of the *Utilities Commission Act*, which also applies to ICBC, states that rates must not be unjust, unreasonable, unduly discriminatory or unduly preferential. BC regulation 320/2003 issued Special Direction IC1 to the Commission. Section 2(2)(b) of Special Direction IC1 states that the Commission must ensure that Basic insurance rates are not based on age, gender or marital status. The *Insurance Corporation Act*, the *Utilities Commission Act*, and Special Direction IC1 are public documents.

Special Direction IC1 does not and can not include any direction to change the Basic insurance product as the product is defined in the *Insurance (Motor Vehicle) Act* and its regulations. The Lieutenant Governor in Council does not have the authority to issue a direction to ICBC or the Commission to change the Basic insurance product as such a change can only be made by the Legislative Assembly with changes to the *Insurance*

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(Motor Vehicle) Act or by the Lieutenant Governor in Council with changes to the *Insurance (Motor Vehicle) Act* regulations. As a result, ICBC has no correspondence with the provincial government that is responsive to this information request.

It should be noted that ICBC's proposal for the sharing of Basic insurance information does not include a proposal to change the Basic insurance product. ICBC's proposal outlines how ICBC will provide the Basic insurance information that the Commission requires to assess ICBC in the determination of ICBC's rates for Basic automobile insurance.

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OPEIU.1BI.19

Please provide any and all documentation where the Commission has authorized or instructed ICBC to make any changes to the current classification structure for policies written under basic coverage, current basic insurance territories, and insurance rate classes. Exhibits do not provide any data but do appear to be different than those rate classes offered by brokers to customers. This suggests that the Corporation is proceeding with business changes that will impact basic insurance and optional third party while changing coverages under the current insurance scheme, staffing needs and administration costs. Please explain if this is correct.

Response:

No such documentation exists as the Commission has not made any such Orders or issued such direction. ICBC is not proposing any changes to the current rate classes it uses to determine Basic insurance rates.

ICBC's Basic insurance information sharing proposal does include reporting data at a more aggregate level than its rating structure. ICBC has reviewed the normal data reporting level in other provinces and believes what it has proposed achieves that industry standard.

Office & Professional Employees' International Union Information Request No. OPEIU.1BI.20.a Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1BI.20.a Currently there is an outcry in many parts of Canada outside of BC that private insurance companies have not been forthright with information provided to the public regarding rates and reasons for charging premiums that have generated over \$3 billion in profits. Private insurers suggested that they anticipate massive losses due to political instability worldwide. Both ICBC and private insurance companies have benefited with profits paid by their customers in a time where there are major job losses in British Columbia.

Why has ICBC now decided to expand the scope of information sharing? We suggest this will benefit private insurers, as the current proposal shares information about rate classes, territories, and policies written, when in the past it claimed the information was competitive or had potential to harm the Corporation's business?

Response:

ICBC is now regulated by the British Columbia Utilities Commission with the overall objectives of ensuring Basic insurance rates are just, reasonable, not unduly discriminatory, and not unduly preferential, The Commission requires sufficient information to discharge its responsibilities.

On January 9, 2004, the Commission issued Letter L-2-04 which required ICBC to file its proposal for the sharing of Basic insurance information by February 27, 2004 as per the Commission's November 12, 2003 Decision with respect to ICBC. ICBC's filing on February 27, 2004 fulfilled their requirement and provides the Commission with the information it requires to determine ICBC's rates for Basic automobile insurance.

Office & Professional Employees' International Union Information Request No. OPEIU.1BI.20.b Dated 25 March 2004 Insurance Corporation of British Columbia Response Issued 05 April 2004	Page 1 of 1
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OPEIU.1BI.20.b

Please provide us with documentation that the Corporation has, about any proposed changes to, territorial codes, claims handling (specifically any documents written by Business Analysts in the department currently or previous known as Customer Care Technical Services, managed by Julia Sammuels), that have been authored and investigated by her staff that demonstrate the impacts to customer service and the insurance division from the proposed sharing of information so that the Commission can fully consider the amount of information. Also please provide all information that was provided or researched by any departments reporting to manager Gail Fleming about “quick wins” (suggested by an American consulting firm) that would impact the sharing of information on its current insurance systems or future systems for any and all services that would impact the administration costs of basic, underinsured motorist protection, and no-fault accident benefits.

Response:

The purpose of this regulatory process is to determine performance measures and Basic insurance information that the Commission requires to assess ICBC in the determination of ICBC's rates for Basic automobile insurance. The above question relates to changes to ICBC's Customer Service area that have no impact on ICBC's proposal to share Basic insurance information. As a result, it does not appear to be relevant to this current filing.

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OPEIU.1Bl.21 On December 15,2003, Judy Maddocks, VP of Insurance, announced that ICBC was restructuring its Insurance Division in a release that states:

**Revised Insurance Division structure
(12/15/03)**

I am pleased to announce the revised Insurance Division structure, effective January 1, 2004.

Glen Kalmar, VP Business Development, will assume responsibility for Personal Lines & Commercial Lines business development. Joining Glen will be John Dickinson, Director Marketing & Broker Management and Fred Squires, Manager Commercial Lines.

Harry Pylman, Chief Underwriter, will assume additional responsibility for Regulatory Compliance, Statistical Reporting, and Management Info.

Chris Boxall, VP Insurance Operations & Statistical Research, will have Stephen Bath, Manager Business Intelligence & Customer Research, and his team joining his area.

Glenda Ouellette and Jim McGinnis will each assume the role as Director, Broker Relations & Sales. Glenda's accountability will include Fraser Valley, North/Central, and Southern Interior. Jackie Martin, Chris Gibson and their teams will join Glenda. Jim's accountability will include Greater Vancouver and Vancouver Island. Peter Dunwoody and his team will join Jim.

This is the senior Insurance team structure that will lead the Insurance Division into a challenging & exciting future.

Please join me in congratulating the new team and welcoming Glen Kalmar today.

**Judy Maddocks,
Senior VP Insurance**

Please provide us with the rationale for such changes and the impacts this restructuring would have on basic insurance affecting any proposed sharing of information.

Response:

The rationale of these changes was to better align the divisional responsibilities and assist the division to be as effective as possible. As ICBC realigns the Insurance Division to strengthen ICBC's insurance skills and establish competitive parity, ICBC will naturally build an infrastructure that serves ICBC's insurance customers, works

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effectively with brokers and allows ICBC to proactively manage the insurance business.
This is positive for ICBC's staff.

The change will have no effect on any proposed sharing of information.

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OPEIU.1BI.22 Vice President Doug Downing announced that the Corporation was proceeding with changes to its customer service division, after it spent in excess of \$700,000 to move all staff reporting to him to the head office located in North Vancouver. Originally these staff were to be housed in the Central City location, which had been built with a new call centre platform. The move was planned to upgrade the technologies used by ICBC to provide information to its call center staff about policies held by customers and for its Telephone Claims department. This was all part of a strategy provided by an American consulting firm as a means of gathering information under an integrated telephone system that would interface with a new customer service computer software, that draws information from ICBC's legacies systems. This new system has been purchased by ICBC to replace Nortel's Meridian Max System. Nortel had advised that it could no longer support the system and that ICBC would need to consider upgrading. The process referred to at ICBC as the "Customer Care Transition" and "Evergreening" was implemented and the reports from technical services were considered and implemented. This process is still on going and the contract for the new system was awarded.

Please provide us with all information about "Customer Care Transition" and "Evergreening" so we can consider how these changes will impact or improve the sharing of information. Also please provide all documentation about the impacts to (as stated in ICBC's information sharing proposal and exhibits, "were subject to the inherent limitations of ICBC's basic data" or that " ICBC did not historically segregate") basic insurance and optional third party extension coverage.

Response:

The purpose of this regulatory process is to determine performance measures and Basic insurance information that the Commission requires to determine ICBC's rates for Basic automobile insurance. The above question relates to ICBC's operational changes. As the above question does not relate to performance measures or the sharing of Basic insurance information, it does not appear to be relevant to this current filing.

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OPEIU.1BI.23

Please provide all information about any cost savings and reduction in staff that will result from the Customer Care Transition and Evergreening as this is relevant to any consideration of the proposal being a "cost effective solution".

Response:

The purpose of this regulatory process is to determine performance measures and Basic insurance information that the Commission requires to determine ICBC's rates for Basic automobile insurance. The above question relates to ICBC's operational changes. As the above question does not relate to performance measures or the sharing of Basic insurance information, it does not appear to be relevant to this current filing.

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OPEIU.1BI.24 CEO, Nick Geer, stated to employees that, 2006 would be a significant year for ICBC and its staff. The amendments to the Motor Vehicle Act, the Insurance Motor Vehicle Act, the Insurance Act, and the Insurance Corporation Act have enabled the provincial government to legislate a provision for the creation of a "facility" (Bill 93-Section 73). Canadian jurisdictions that currently have "facilities", allow for the sharing of information about customers who are considered to be high insurance risks. Also these jurisdictions provide for the sharing of claims information and the costs associated with such administration of a "facility".

Please provide documentation and studies that have been made for the creation of a facility as it will impact any costs associated with the sharing of information.

Response:

The purpose of this regulatory process is to determine performance measures and Basic insurance information that the Commission requires to determine ICBC's rates for Basic automobile insurance. The creation of a facility for high-risk insureds by the provincial government will have no impact, financial or otherwise, on ICBC's proposal for the sharing of Basic insurance information. As the above question does not relate to performance measures or the sharing of Basic insurance information, it does not appear to be relevant to this current filing.

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OPEIU.1BI.25 ICBC currently has a department known as Driver Training and Vehicle Information (DVTI). This department is responsible for the sale of information about vehicle damage paid by ICBC under basic insurance and optional own damage coverages. This department generates over \$3 million from the sale of these reports. It also generates for the provincial government over \$1 million in the sale of vehicle record information, court certification documents and other information approved under the FOI Act about vehicles registered in British Columbia. This Vehicle Damage Report is sold for approximately \$15.00 to \$20.00 depending on the client's status and volume of sales. BOnline, which was purchased by McDonald Detweiler, proposed to link to this Vehicle Damage system to facilitate the sale of information. The provincial government wanted ICBC and BOnline to feed this information through its portal. DVTI is considered to be a profit center and a logical place for a "facility" to be created, since it is already a source for information.

Please provide any information that would affect the proposal for the sharing of information. Please provide and related information and studies as they relate to information sharing for the DVTI department.

Response:

ICBC's filing of February 27 relates to performance measures and sharing of Basic insurance information.

In its November 12, 2003 Decision the Commission directed ICBC to develop a proposal regarding how to distribute claims information that is gained "from the Basic Insurance business in a way that will not violate individual customer confidentiality." ICBC understands not violating customer confidentiality to mean data should not be revealed on a customer specific basis, or on a basis that would allow the identification of specific customers.

This question relates to neither aspect of this filing and is thus not germane to this hearing. However, ICBC's information sharing proposal relates to the sharing of aggregate data, not vehicle specific data.