

PSSDC Information-Sharing Template – September 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2019.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	eSharing – We passed legislation in two areas to allow the electronic sharing of documents between customers and government. The two areas were Land Registry and Residential Tenancies. In both areas, we have seen improvements in both client satisfaction and key performance indicators. DE Scheduling – Our new app to allow customers to book their own Driver’s Examiner Test is in the early stages of a provincial rollout. New OMNI Communication System – New system helping us hit our KPI’s and is spreading across GNB (next up Justice, Social Development among others). “X” – As of July 2 nd , 2019, GNB now allows for an “X’ on both DL’s and Birth Certificates. 4 Years – For each of the last four years, more customer transactions have occurred online versus over the counter.	Rob Horwood Rob.horwood@snb.ca
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	Continuing Digital Momentum – Through a combination of online improvements and policy changes. Update/Modernize our Corporate Registry Legislation	Rob Horwood Rob.horwood@snb.ca
3. Showcase/Sharing: Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction?	Motor Vehicle System (MVS) – After implementation in 2014, we have invested four years in improving the system to the point that we are ready to share the system with new potential users. It is impossible for all thirteen jurisdictions to maintain, upgrade and build every system that we need to serve our constituents. We need to capitalize on the best tools that each of us have in place and we have a new MVS system that may be of interest to many provinces and territories. Please reach out for a demo.	Kim Newman Kim.Newman@snb.ca
4. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	Benchmarking From a pure service perspective, how do all compare? For SNB (at GNB): <ul style="list-style-type: none">• Our Service Centre wait times are 11-12 minutes (on average).• We perform about 420 services at the counter.• Our TeleService hold times are about 90 seconds, on average.• Our Customer Satisfaction rate is about 88%. How do we compare?	Rob Horwood Rob.horwood@snb.ca