

PSSDC Information-Sharing Template - February 2016

JURISDICTION: Newfoundland and Labrador		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<u>Introduction of online driver licence renewal with 10 year photo validity</u> On February 12, 2016, Service NL introduced an online driver licence renewal application and extended the validity of driver licence photos, for persons 19 years of age or older, from five to 10 years. This initiative was introduced to improve service access for residents and reduce the number of drivers required to visit a Motor Registration office or Government Service Center in-person. The on-line renewal process features a secure and simple five-step process: logging in and validating identity; answering two renewal questions; renewing the licence; providing payment via credit card or debit; and either printing or saving the receipt (pdf) as proof of payment. Receipts provide for a 40 day extension to the licence pending receipt of the actual DL card via mail. Early indicators are very positive with an approximate 39% take up of on-line driver licence renewals in the first week of operation. A related secure application for change of address requires a personal identification number to validate identity. All vehicle registration and driver licence on-line applications can be found at: www.gov.nl.ca/drive . <u>Lean Initiatives</u> Service NL staff are continuing with a number of Lean continuous process improvement initiatives to help streamline various programs and services. These include changes to administration in inspection programs to allow inspectors to spend more time in the field, a 5S initiative in printing services, streamlining inventory management processes in motor registration, value stream mapping in electrical permitting and discussions with other departments on application referral processes. Over time, the Department plans to expand Lean / continuous improvement processes. <u>Information Sharing of Identity Information</u> SNL's Vital Statistics Division has implemented the exchange of stillbirth registrations with Statistics Canada via the National Routing Systems (NRS). Vital Statistics is also exchanging death information in real time with NB and has signed an inter-jurisdictional Information Sharing Agreement to protect the privacy of this personal information. NL is looking to expand exchange of information with other provinces in fiscal 2016-17.	Carolyn Burggraaf Senior Director of Service Improvement and Innovation, Service NL 709-729-3077
		Ken Mullaly, Registrar of Vital Statistics 709-729-6340

<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Service NL has undertaken a pilot project on a mobile inspection solution for key inspection programs such as environmental (public) health and fire/life safety, as well as an on-line permitting process for electrical permits. It is anticipated that additional applications will be assessed and implemented pending completion of the pilot in fiscal 2016/17.</p> <p>SNL has also expanded posting of food premises inspection reports online, initially restricted to restaurant inspections, to include all types of food premises, including institutions such as: daycares, personal care and long-term care facilities, schools and hospitals as well as food preparation and manufacturing facilities.</p> <p>The development of an information sharing process for Legal Name Change information, in real time, with provinces in which a person's birth occurred, is tentatively scheduled for fiscal 2016/17.</p> <p>SNL is evaluating the possible expansion of its internal service standards and the associated evaluation criteria across a number of programs (vital events, driver licensing and vehicle registration, permitting programs, and enforcement).</p> <p>The Department has also initiated replacement of the Customer Flow Management System for the Motor Registration main office in Mount Pearl, which will allow for a modernized customer ticketing/call system for front counter services and (ideally) facilitate on-line services such as the ability to book an appointment for service on-line as well as a texting notification system to advise clients of wait times and the anticipated service time for their pre-selected number.</p>	<p>Rick Curran Director of Programs and Support Svcs., Service NL 709-729-3767</p> <p>Ken Mullaly Registrar of Vital Statistics, Service NL 709-729-6340</p> <p>Carolyn Burggraaf Senior Director of Service Improvements and Innovation 709-729-3077</p>
<p>3. 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.</p>	<p>Additional information on service bundling initiatives around programs and services for families, business services and attracting immigrants would be appreciated.</p> <p>Additional information around implementation challenges and costs associated with the following would also be appreciated:</p> <ul style="list-style-type: none"> • the adoption of the single Business Number; • information on channel shifting (i.e. encouraging customers to utilize other service channels such as online or mail in order to reduce in-person transactions); • more information on SK's on-line permitting service delivery initiative; and • the amalgamation of ID documents (driver licence/health card/other licences) 	<p>Carolyn Burggraaf Senior Director of Service Improvements and Innovation 709-729-3077</p>