

## **PSSDC Information-Sharing Template – February 2020**

*Information Sharing is collected for the purpose of the PSSDC Meeting of February 2020.*

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

<b>Jurisdiction: New Brunswick</b>		<b>Contact</b>
<b>1. <u>Priorities &amp; Accomplishments:</u></b> <ul style="list-style-type: none"> <li>Briefly describe what your jurisdiction sees as its <b>top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.</b></li> <li>Briefly describe any significant <b>service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.</b></li> </ul>	<p><b>Top Priorities:</b></p> <ul style="list-style-type: none"> <li>More mobile app development</li> <li>More momentum on self serve activities in Service Centres</li> <li>Enhancing the Employee Experience</li> </ul> <p><b>Accomplishments:</b></p> <ul style="list-style-type: none"> <li>Residential Tenancies – Change to act allows victims of domestic abuse to terminate leases early.</li> <li>Apps – Latest one allows customers to book Driver's Test appointments using mobile tools.</li> <li>Achieved a customer satisfaction rate of 90.2% (up from 88.7% in 2018) with average wait times under 15 minutes and average hold times under 100 seconds.</li> </ul>	<p>Rob or Kim</p> <p><a href="mailto:Rob.horwood@snb.ca">Rob.horwood@snb.ca</a>  <a href="mailto:Kim.Newman@snb.ca">Kim.Newman@snb.ca</a></p>
<b>2. <u>Showcase Opportunity:</u></b> <ul style="list-style-type: none"> <li>List any significant <b>deliverable(s), resource(s) or application(s)</b> that you would like to present as a <b>showcase item at an upcoming meeting or teleconference.</b></li> <li>Please provide a brief <b>description of the item(s) to profile</b>, time required and any other relevant information.</li> </ul>	<p>Beyond MVS, nothing at this time.</p>	
<b>3. <u>Issues / Needs:</u></b> <ul style="list-style-type: none"> <li>Briefly describe <b>any service delivery issue(s)</b> you are trying to solve that <b>interjurisdictional collaboration can help to advance</b> (e.g. pilot).</li> <li>If available, provide <b>details on problem statement, project scope and targeted outcomes/deliverables.</b></li> </ul>	<p>None to share at this time.</p>	