

PSSDC Information-Sharing Template – October 2017

JURISDICTION: New Brunswick		Contact
1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	Over the past six months... <ul style="list-style-type: none"> • Began offering a customer self-serve option at our largest Service Ctr. • Rolled out a new Residential Tenancies Tribunal Website in both official languages with mobile friendly options including live forms. www.snb.ca/irent • Eliminated online fees for NB Auto Dealers to allow them to complete more transactions online. • Consolidated another 13 locations bringing our total to 37 small internal GNB 'Call' Centres consolidated. 	Rob Horwood Rob.horwood@snb.ca
2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	Over the next 12 to 36 months our priorities include... <ul style="list-style-type: none"> • Our GNB wide focus on a Digital ID is now approved, funded and active. • A RFP for a new GNB "ERP" system closed in September. • We are continuing the work to centralize "Land Registry" offices in St Stephen, NB. 	Rob Horwood Rob.horwood@snb.ca
3. <u>Showcase/Sharing:</u> 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? <i>(This information will help in agenda planning for future meetings.)</i>		
4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	We are looking for an easy to use online app for the scheduling of Driver Examiners. Any ideas, please see Rob.	Rob Horwood Rob.horwood@snb.ca