



# One Stop Development Shop Growth & Community Development Services Customer Service Enhancements – Update

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Growth Committee



# Customer Service Enhancement

Our three focus areas :

- **Fostering a customer-centric culture**
- **Reducing barriers & incentivizing smart growth**
- **Improving processes to reduce red tape**



# Purpose – The Big Why

**Why?**

- Bringing Dreams to Life.

**How?**

- We make projects happen.

**What?**

- Improvement of current processes.

# Complete Customer Service Enhancements

- ✓ Introduction of a Customer Service Manager
- ✓ Strengthened Development Team
  - Develop Saint John and Growth & Community Development Services
- ✓ Celebratory Site Visits
- ✓ Relaxation of 6-storey wood frame construction requirements
- ✓ Sessions with staff to identify process improvements
- ✓ Developer & Consultant focus groups
- ✓ Baseline Developer & Consultant customer service surveys
- ✓ Water & Sewer modelling turnaround times established
- ✓ Heritage process streamlining
- ✓ Accelerated Urban Development Incentives
- ✓ Accelerated Heritage Grants

# In Progress Customer Service Improvements

- ❖ **Infrastructure Improvement Project**
- ❖ **PSAPS - Proactive Solutions Approach to Problem Solving**
- ❖ Planning Process Improvements
- ❖ Facilitate adoption of Central Peninsula Neighbourhood Plan
- ❖ New Heritage Bylaw
- ❖ Formalized Customer Escalation Process
- ❖ Formalized Customer Feedback Process

# Infrastructure Improvement Project

## Project Approach

- Feedback received from the development community around challenges experienced with approval processes
- Consultant and Developer sessions held with positive discussion on challenges and opportunities
- Detailed best practices research was undertaken to find opportunities for improvement
  - Interviews conducted with Moncton, Fredericton, Rothesay, Quispamsis, Halifax and Calgary
  - Interviews focused on tools, resources and processes to reduce delays and fast track approvals

# Infrastructure Improvement Project

## Project Status

- 17 service improvements are being developed and implemented
  - 'just do it' improvements
  - Remaining service improvements to be fully implemented over the next 6 to 8 months
- Service improvements under three main categories:
  - Clear and Predictable Requirements
  - Improved Communication
  - Customer Focused Process Improvements
- Continued consultation with development industry representatives



# PSAPS – Proactive Solutions Approach to Problem Solving

## Goal:

- Staff feel equipped, supported & confident to take risks to proactively problem solve & customers look forward to working with us again

## Project Approach – to address Time, Risk & Communication:

- 7 Large scale active projects & associated pilot team staff
- Baseline customer survey & staff survey
- Department tools to create more available time for customers
- Daily Management Meetings





# PSAPS – Proactive Solutions Approach to Problem Solving

## Next Steps: >>>

- Continue to Integrate Develop SJ & GCDS Development processes
- Address 'Non-Value added' barriers to proactive problem solving
- Expand Pilot to include more projects to yield more problem solving opportunities
- Customer Service Training with Pilot Team
- Regular scheduled Customer Engagement Sessions
- Integration of formalized Customer Escalation Process project & Customer Feedback Process project into PSAPS
- PSAPS roll-out to entire GCDS department



# How can you help?

- 1. Continue to promote Saint John as a great place to create, build & grow.**
- 2. Support staff innovation & encourage risk taking.**
- 3. Provide constructive feedback to help us continue to improve.**



# What does this mean for our customers?

- **Strengthened development team will create a seamless process for customers from start to finish.**
- **City staff proactively working to resolve issues by utilizing expertise to find innovative and creative solutions.**
- **Reducing barriers within the Infrastructure Development process resulting in a streamlined approval process.**
- **Various opportunities for customers to provide feedback to allow City staff to take action and address pain-points.**



# Recent Testimonials

*'It was great having the initial meeting with the planning staff and once the application details came forward a meeting was arranged with all departments, having the one stop quarter backing the process is a great format and a real time saver.'* – Business Owner

*'My most recent experience (pre application meeting) was very positive. Staff were most helpful in identifying potential barriers and identifying means to remove them if possible. Overall it was a very positive experience and look forward to working with staff as this project moves forward.'* - Developer

*'I've seen a new attitude of help & support. Great people. Planning staff provided great guidance & support.'* – Developer

