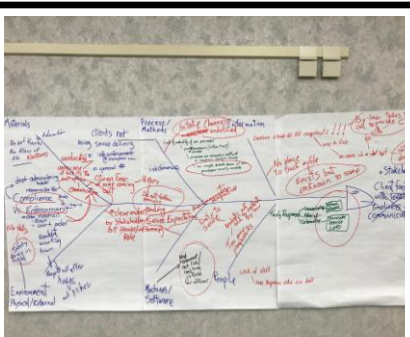


By-law enforcement – Intake through reporting Black Belt Project



Problem Statement:

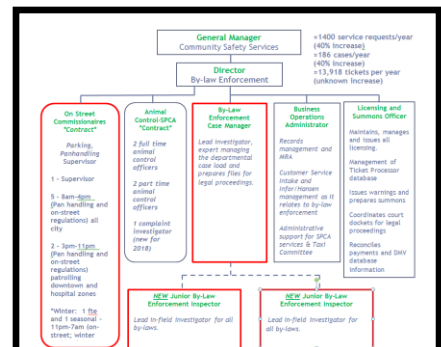
Process, service levels, and roles and responsibilities of each party in a by-law enforcement complaint are unclear and misunderstood by several stakeholders. Some clients of our complaint process do not feel that our complaint handling processes keeps them well enough informed on the status of their complaint.



In addition to customer frustrations related to the follow-up contact, the review also looked to understand the root causes of stakeholder and customer frustrations



Performance measures were established, roles and responsibilities were defined, waste identified and new processes created



Best practices research and a staffing to demand exercise was also completed indicating the need for additional staff

Executive Summary/Process Improvement

Approximately 987 hours/year in waste checking, chasing and correcting representing \$39,200 in non-value added work was eliminated. One new position was identified to meet the demand on the service. Service levels for complaint handling, on street by-law enforcement and business licensing were established and approved by Council. Follow-ups with customers have increased and they are better informed on the progression of their file. City Councilors are better informed of the process as well as their role and the limits of their responsibility with regards to by-law complaints.

Spin off projects: Corporate customer service improvement initiatives such as web services self-serve options and improvements to our inbound call taking.

Contact for further information: Marc Comeau marc.comeau@moncton.ca