

JOINT PROJECT: ACTION PLAN

OBJECTIVE 1: Trial and adoption by the municipality of a customer service strategy for business that includes elements of the business service plan developed for Nova Scotia by the Office of Regulatory Affairs and Service Effectiveness.

Actions	Improvements
<p>(1) Coordinate with NS Office of Regulatory Affairs and Service Effectiveness to develop a business navigator service for regulatory information and customer service</p> <p>100% complete</p> <p>Resources: Province of Nova Scotia Business Navigator Program</p>	<ul style="list-style-type: none"> • Business customers will be referred by the province to a municipal customer service representative to find information on rules, regulations and processes for setting up or operating a business in the Halifax region • Municipality and province will work more collaboratively to deliver a mutually beneficial service by sharing resources

OBJECTIVE 2: Development and adoption by the municipality of guiding principles of regulation based on the Charter of Principles which has been adopted by the Premiers of the Maritime Provinces.

Actions	Improvements
<p>(2) Adopt Municipal Charter of Governing Principles for Regulation Administrative Order and a business impact assessment tool for its implementation</p> <p>75% complete Target completion: March 2018</p> <p>Resources: Regional Council report and Charter of Governing Principles for Regulation</p>	<ul style="list-style-type: none"> • Municipality will adopt a business impact assessment tool to calculate costs and benefits of proposed regulation before making decisions • Before regulation is developed/adopted, extra consideration will be given to the specific problem to be solved, policy options for addressing it, and whether regulation is the most appropriate tool

OBJECTIVE 3: In consultation with stakeholders and the Advisory Panel identify at least three areas of priority for change in municipal regulation to reduce regulatory burden, together with a plan for addressing each area, with a view to full implementation prior to the end of the Joint Project.

Actions	Improvements
<p>(3) Streamline sidewalk café application and communicate changes to businesses</p> <p>100% complete</p>	<ul style="list-style-type: none"> • Sidewalk café licence will be simplified with a shorter application process • If plans remain the same and written consent is unchanged/ security deposit maintained, renewals are possible with updated insurance, application form and fee payment • Applications can be received anytime for either annual or seasonal cafés
<p>(4) Provide information to businesses that will make it easier to understand sign regulation and navigate permit process</p> <p>50% complete Target completion: March 2018</p>	<ul style="list-style-type: none"> • Applicants will have access to a process chart, reference sheet, and FAQs to help clarify sign regulations in the downtown core • As changes occur, more targeted communication will make it easier for businesses to comply
<p>(5) Develop performance reports to monitor service delivery for processing temporary sign licenses, permanent sign permits, and sidewalk café licenses.</p> <p>50% complete Target completion: April 2018</p>	<ul style="list-style-type: none"> • Data will indicate when a service is performing as expected, or identify when standards are not being met. This will prompt additional review into why delays occur, identification of potential improvements, and implementation.
<p>(6) Update process maps and communicate current service targets to business customers for development applications</p> <p>20% complete Target completion: April 2018</p>	<ul style="list-style-type: none"> • Service targets and expected timelines will be more realistic and reflective of current reality

Actions	Improvements
<p>(7) Develop customer service training for inspectors and supervisors (piloted with Halifax Regional Fire and Emergency)</p> <p>30% complete Target completion: April 2018</p>	<ul style="list-style-type: none"> • Service from inspectors will be more responsive to needs of the customer • Inspectors will be given better tools to carry out their unique role as regulatory enforcer, educator, and municipal ambassador • Supervisors and inspectors will be encouraged to propose and implement process changes that reduce red tape for customers
<p>(8) Assess feasibility of annual licence for sign contractors who manufacture and install permanent, on premises signs</p> <p>10% complete Target completion: May 2018</p>	<ul style="list-style-type: none"> • If adopted, annual licence will streamline application and fees processing for contractors who currently require multiple approvals for multiple sites
<p>(9) Seek amendment to Temporary Sign By-Law to streamline licence applications for bulk sign installations</p> <p>60% complete Target completion: July 2018</p>	<ul style="list-style-type: none"> • If adopted, sign contractors could bundle multiple signs under one annual application, fee and licence • Reduce time filling out paperwork and submitting fees
<p>(10) Seek amendment to Noise By-law to enable municipal administration to approve noise exemption applications for recurring special events</p> <p>10% complete Target completion: September 2018</p>	<ul style="list-style-type: none"> • If adopted, annual events that are unchanged year-to-year could apply for noise exemptions through municipal administration without requiring a report to Regional Council for approval • Processing time for noise exemption applications will be reduced from 8-10 weeks to 5-7 weeks