Red Tape Reduction

On December 3, 2019, EPC laid over the Red Tape Reduction report for 60 days and directed the Winnipeg Public Service to provide an itemized list of initiatives Departments are undertaking to address the Red Tape items identified within the report and provide specific timelines for the actionable items.

An itemized list of initiatives and associated timelines for red tape items that fall under the responsibility of Public Works and Customer Service and Communications is provided below.

Items pertaining to the Property, Planning and Development Department have been forwarded to the CAO's Office to be addressed as part of the implementation and changes prompted by the investigation. An itemized list of initiatives and associated timeline for these items will be attached to the administrative report on Investigation into Allegations of Improper Conduct within Property, Planning and Development that will be submitted to the Executive Policy Committee by March 2020.

Item and Department	List of initiatives	Timeline
Item 2 (Public Works): Applicants are required to obtain multiple permits related to the use of the street for one job.	One online form now collects all use of streets permit information.	The online form was introduced in 2019. The new lane closure app being developed for the City will be completing testing in 2020 and should be ready for the 2021 construction season.
	The City plans to combine regional streets approval and draft permit in one communication.	Combining regional streets approval and draft permits was tested in 2019. The process proved more confusing over email and would require a different mechanism to be successful.
	As well, the City is updating the Manual of Temporary Traffic Control in winter 2019/2020 which will capture current practices, including formally removing the requirement for applicants to contact Winnipeg Transit and Winnipeg Parking Authority.	This change is underway. The department intends to present the Manual to Council in March or April of 2020.
	The City will update Permits page to provide clearer instructions and information: https://winnipeg.ca/publicworks/permitsApprovals/permits/default.stm	The department intends to complete this by March 2020.
	The City will work towards an online payment system to further streamline the process.	This will require collaboration with other permits teams. The department is working towards completion in 2021.

Item and Department	List of initiatives	Timeline
Other items (Customer Services and Communications):		
Improved customer service and access to relevant information/payment in one central location.	Request for capital project to develop a citizen portal to streamline resident interactions and provide a 'one stop shop' for resident needs.	The timeline for implementation will depend on ability to secure funding for the initiative.
Access to plain language explanation of by-laws and process steps.	Audit of the City's website and request for capital project to develop a new website will include the creation of standards for language, links, and information	The audit of the City's website was completed in 2019 through hired consultation services. The timeline for implementation will depend on ability to secure funding for the initiative.
Customers are not sure who they are speaking to over email or how to reach them to follow up due to lack of or consistent email signatures.	New City of Winnipeg brand standards were developed. A reminder will be sent to departments to emphasize this and ensure email signatures are consistent and contain contact information.	New brand standards were developed and implemented in 2019. A city-wide email will be sent to City staff in early 2020 to reiterate the importance of using the standard email signature, including a phone number and an email address.
Provide an ongoing mechanism for red tape submissions and red tape tracking.	Initiate an ongoing call for red tape. Report back to Executive Policy Committee on red tape reduction progress after six months, and provide annual updates on an ongoing basis.	The ongoing call for red tape will be initiated and posted on the red tape reduction webpage following the review of the Red Tape Reduction report. The timeline of reporting back to Executive Policy Committee will depend on the timing of concurrence with the recommendations.
City of Winnipeg Charter, as well as by-law updates, should be reviewed regularly and require multi-level government collaboration to be effective.	Establish a red tape working group with both provincial and City representatives.	The Office of Public Engagement intends to reach out to those who may be interested in such a working group in winter 2020 and hold the first meeting by spring 2020.

Department: Customer Service and Communications
Division: Office of Public Engagement
Prepared by: Morgan Vespa
Department head: Felicia Wiltshire
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