



# AT YOUR SERVICE

**Service London Progress Update**

January 16, 2012

# Service London Objectives

- Enhance and improve the delivery of customer services at the City of London, including developing integrated service channels (online, phone and in person contact)
- Work with other organizations including ServiceOntario, the City's agencies, boards and commissions, as well as local businesses, organizations and institutions
- Achieve efficiency and economy in service delivery

# Vision & Results

## **Vision Statement:**

Delivering value through integrated customer centered service.

## **Service London Results:**

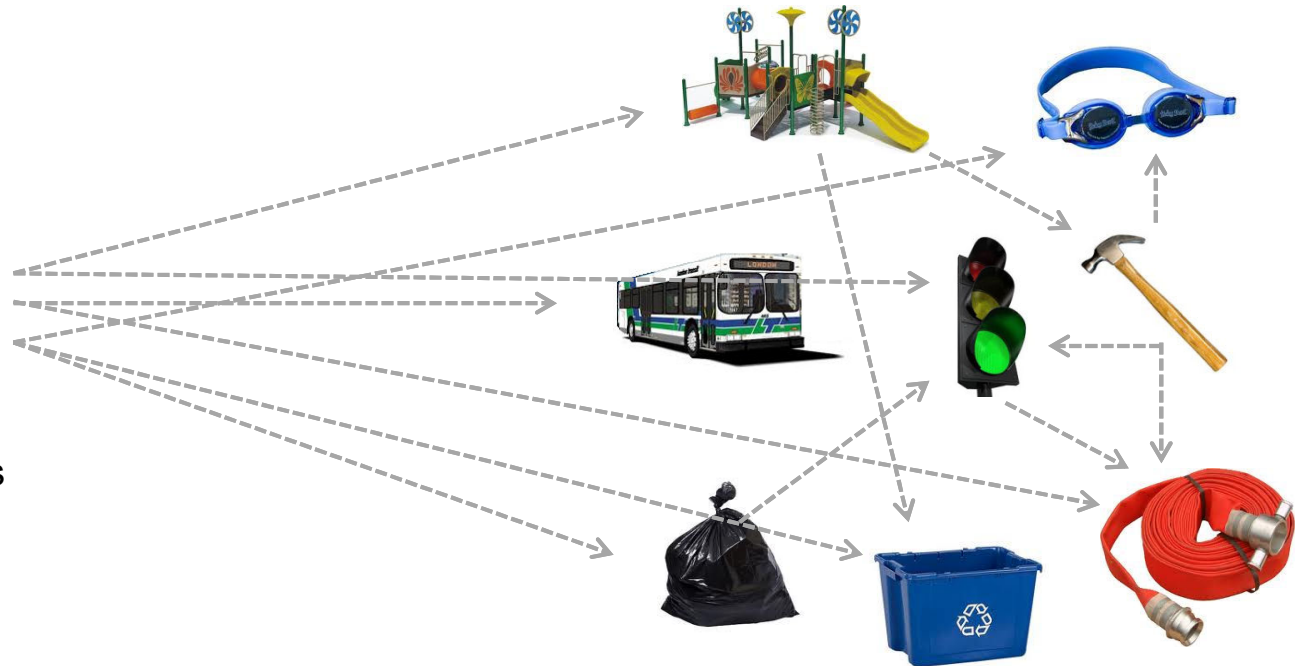
- Simple – services that are timely and easy to access
- Seamless – effective integration between divisions, departments and organizations
- Personalized – delivery is customized, engaging and proactive
- Accountable – results are efficient, consistent, reliable and accurate

# Customer Centered Service

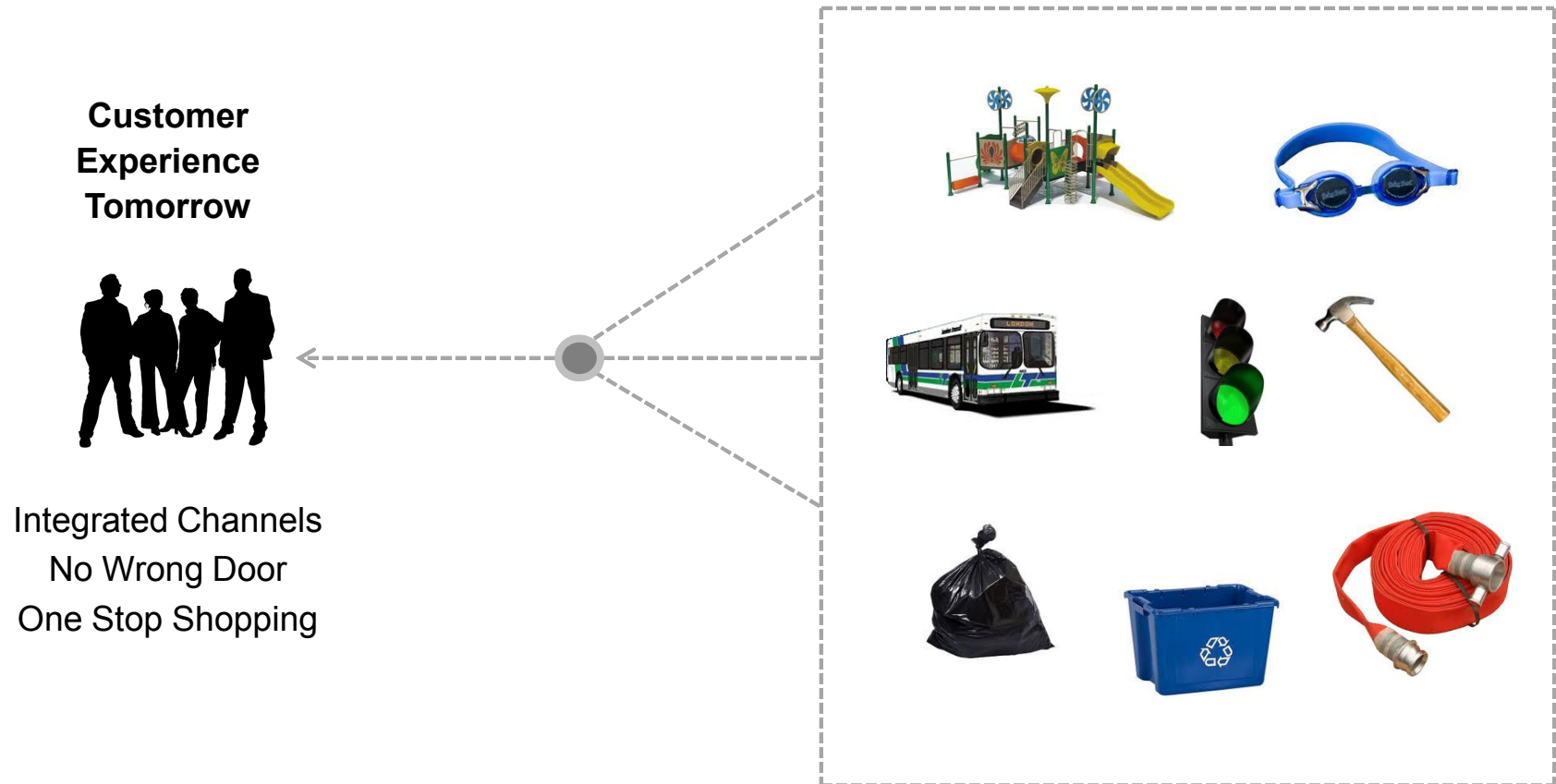
Customer  
Experience  
Today



270 phone numbers  
9 locations  
29 call centres  
25 counters



# Customer Centered Service



**EXECUTIVE SPONSOR**

Jeff Fielding | Tim Dobbie

**LEADERSHIP TEAM**

Joseph Edward | Lynne Livingstone | Jay Stanford

**PROJECT MANAGER**

Kate Graham | Jen Lajoie

**STEERING COMMITTEE**

Bill Coxhead	Mark Henderson	Veronica McAlea Major
Annette Drost	Sharon Houde	Cathy Saunders
Ross Fair	Marian Hughes	Brian Whitelaw
Elaine Gamble	George Kotsifas	Rosanna Wilcox
Martin Hayward	Lynn Marshall	

**Customer Service Standards Project Team**

M. Hughes  
V. McAlea  
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**Services Catalogue Project Team**

A. Drost  
R. Wilcox

**E-Services Web Strategy Project Team**

J. Edward  
G. Kotsifas

**Contact Centre Project Team**

J. Stanford  
B. Whitelaw

**Prosperity Centre Project Team**

R. Fair  
M. Henderson

**Constituent Services Project Team**

C. Saunders

# ServiceOntario

- Review with KPMG completed in September 2011 to identify potential partnership opportunities
- Two joint project teams established
  - Licensing and Permits (November 2011)
  - Contact Centre (February 2012)
- Initial work completed includes creation of a City of London portlet, inclusion of City services on the Service Location Finder, and exploration of a single number for business

- [ONE-Source Home](#)
- [Start A Business ▾](#)
- [Operate A Business ▾](#)
- [About ONE-Source ▾](#)
- [My Account ▾](#)

Show me content for Location  Business Type

## London


London has many organizations that encourage and support new business development that help enrich our local economy.

Business owners, employees and entrepreneurs can join the [London Chamber of Commerce](#) which hosts regular networking events and offers information for new and existing businesses. Members can participate on various committees related to business topics.

The [London Economic Development Corporation](#) works with new and existing companies to maintain a good environment for success. Both provide excellent information about the local economy, advice on business practices and planning, and connections to decision-makers.

The [London Small Business Centre](#) provides assistance, information and programs specifically for small businesses. If you are starting a business, they can help with everything from developing a business plan to finding tax information.

[TechAlliance](#) serves its 150+ members as advocates for the region's thriving technology, life sciences and advanced manufacturing companies. This organization prepares entrepreneurs to launch new ventures, provide education and networking opportunities to accelerate business growth for small-to-medium enterprises.



**London**  
CANADA

**Contact Details**  
 Phone: 519-661-4500  
 TTY: 519-661-4889  
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 Website: [www.london.ca](http://www.london.ca)

**Resources**  
[City of London Business Information](#)  
[London Small Business Centre](#)  
[London Chamber of Commerce](#)  
[London Economic Development Corporation](#)

Services and Information for London
▶ <a href="#">Frequently Asked Questions</a>
▶ <a href="#">Funding, Grants &amp; Incentives</a>
▶ <a href="#">Business Support Programs</a>
▶ <a href="#">Permits and Licences</a>
▶ <a href="#">Guides and Advice</a>
▶ <a href="#">Laws &amp; Regulations</a>
▶ <a href="#">Tax Forms &amp; Information</a>



## Find Services

Find out how and where you can access many government services. You can:

1. Search by Keyword
2. Browse by Category, Service or Location
3. Use Quick Search to find the closest [Kiosk](#), [In-person Business Advice and Support](#) or [Public Computer](#) near you.

### Search by Keyword

**Building** Approval

OR

### Browse by

- Category
- All Services
- All Locations
- Most Popular Services

### Most Popular Services

1. Renew a Photo Health Card
2. Renew driver's licence
3. Licence plate stickers
4. Apply for an Ontario Health Card
5. Change address on a driver's licence
6. Register a vehicle
7. Driver's licence
8. Replace a Lost, Stolen or Damaged Health Card
9. Replace driver's licence
10. Change Address on a Health Card

Find Services

Find Locations

## Building Approvals

Building permit issuance and inspections for the protection of public health Building Code and other applicable law.

## Service Counter

Find a Counter

### Required Information:

[More information \(Opens in a new window\)](#)

### Cost:

The cost varies based on building permits and/or inspections.

### Payment Options:

Debit, Cash, Cheque

### Special Notes:

\*Please note: This municipal service is only displayed for the City of London temporarily.

Construction & Building - Microsoft Internet Explorer provided by the Ministry of Transport...

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [http://www.london.ca/d.aspx?s=/Construction\\_and\\_Building/default.htm](http://www.london.ca/d.aspx?s=/Construction_and_Building/default.htm) Go

London CANADA

Residents Business City Hall City Life

Home > Business > Construction & Building

Print

### Construction & Building

- Accessibility Design Standards
- Apply for a Permit
- Building & Planning Information System
- Building Permits
- Building Designer Qualifications for House Projects
- Building Fees & Forms

### Construction & Building

Construction and building contains a wide variety of resources for both the professional contractor and home do-it-yourselfer. Here you will find building permit and planning information for specific properties, as well as interactive tools to apply for permits online. Information is also accessible concerning the Ontario Building Code and City of

Done Internet

Legend:



All selected services available



Some selected services available

Location Types

- Service Counter
- Kiosk

Locations have

- Barrier free access
- French language services
- Public computers

Search Results:

Services may vary from location to location. Please choose "More Information" for a complete list of services at each location.

**Building Approvals Office Counter**

7th Floor, 300 Dufferin Avenue  
London  
[Get Directions](#)



Services Available

**Housing and Property**

Hours:

Monday to Friday 8:30 a.m. - 4:30 p.m.

[More Information](#)

Scroll down there will be many locations displayed here and on the map.



All selected services available



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**Housing and Property**  
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[More Information](#)

**Building Approvals Office** Counter 7th Floor, 300 Dufferin Avenue London

### Services offered at this location

#### Housing and Property

- Building Code
  - Building Approvals



# Service Location Finder

making it easier

Find Services

Find Locations

## Driving Directions

Help with this page

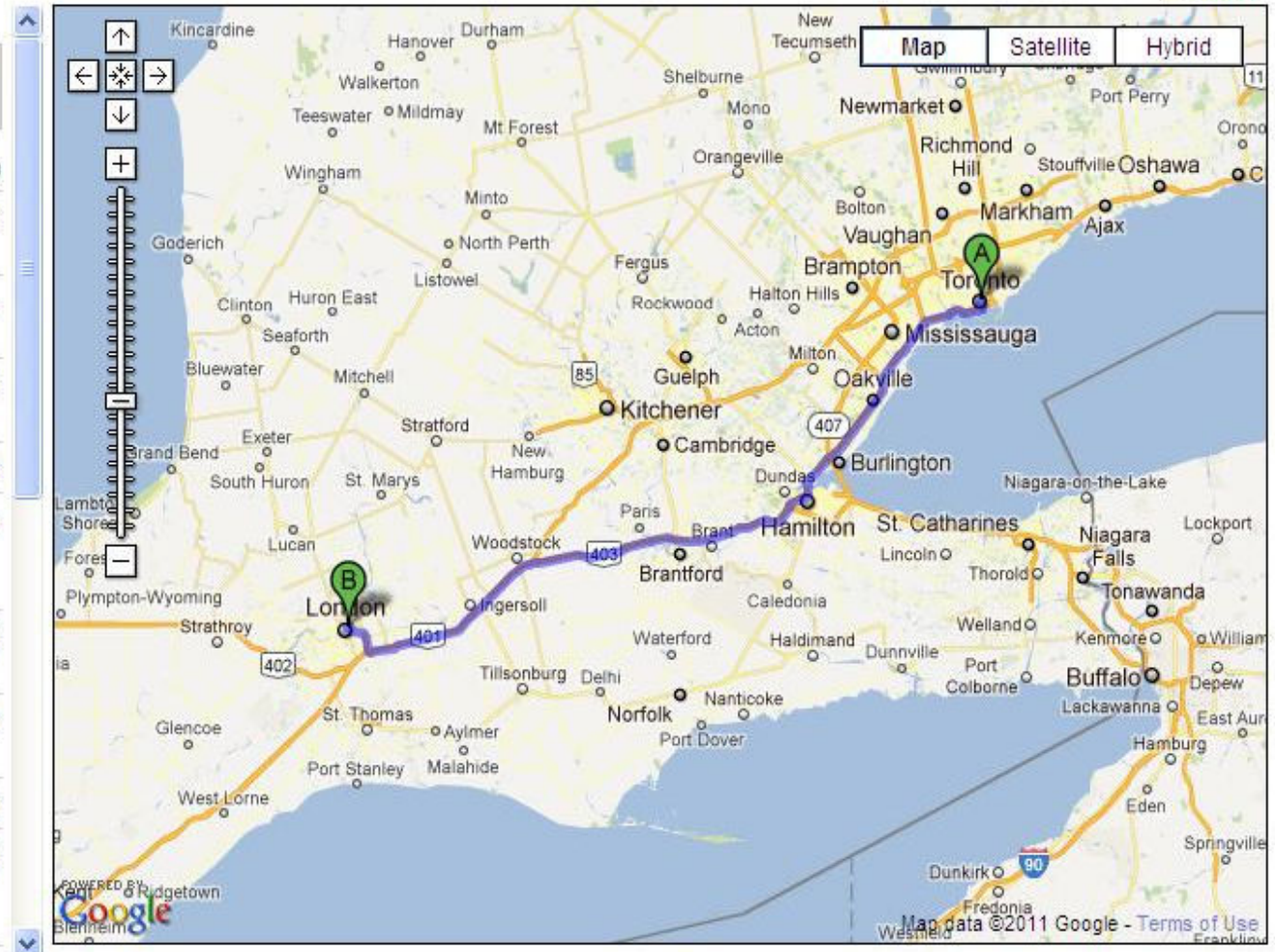
Would You Like to Rate our Service?

PRINT

 777 Bay St, Toronto, ON M5G 2R3, Canada

193 km (about 2 hours 22 mins)

1. Head **south** on **Bay St** toward **Hayter St** 200 m
2. Take the 2nd right onto **Gerrard St W** 400 m
3. Turn left onto **University Ave** 1.5 km
4. Continue onto **York St** 400 m
5. Turn right onto the **Gardiner Expressway W** ramp 450 m
6. Merge onto **Gardiner Expy W** 14.8 km
7. Continue onto **Queen Elizabeth Way** 16.8 km
8. Merge onto **ON-403 W** 20.8 km
9. Slight right to stay on **ON-403 W** (signs for **Hamilton/Brantford**) 83.0 km



# Single Business Number

- A business number (BN) is the unique identifier given to businesses by the Canada Revenue Agency
- ServiceOntario and several other provinces are also adopting the single BN
- The City of London's business customers could have several different identifying numbers which we currently assign to them by service
- A letter of intent between CRA, ServiceOntario and the City of London is in progress and will be presented to Council upon finalization for consideration

# Next Steps

- Multiple projects and initiatives are underway, each at various phases of completion
- An initial 3-year implementation plan will be presented back to Council in the spring of 2012 including all internal and partnership initiatives
- Major initiatives which will require significant investment will be presented to the Services Review Committee for the 2013 budget cycle



AT YOUR  
**SERVICE**