



Better Practice Competition

Summary of Competition Entry's 2010

About the competition

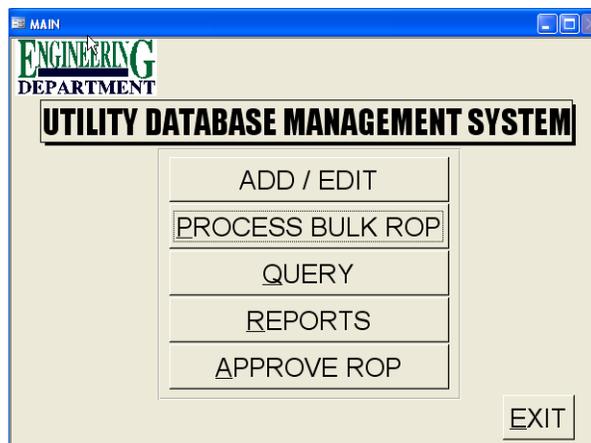
The Better Practices Competition is sponsored by the Ontario Roads Coalition. The Ontario Roads Coalition is a group of road professionals who meet regularly to assist municipalities in achieving excellence in service delivery by providing a forum for the standardization of indicators and measures of performance so that a municipal road manager can benchmark services and pursue best practices.

Championed by the Ontario Good Roads Association the Ontario Roads Coalition annually holds a competition to recognize and promote best practices in municipal transportation. The competition is divided into three categories: Innovative Service Delivery, Innovative Management Practices and Equipment Innovation. The competition is open to all employees of municipal transportation agencies in Ontario.

Category: Innovative Management Practices

Municipality: City of Vaughan

Practice: Permit Application Management



Benefits of Implementing the Practice

- **Increased productivity**
- **Decreased processing times**
- **Reduced operating expenses**

Description of the Practice

Having problems managing permit applications, well the city of Vaughan may have a solution. With a single person allocated to oversee the 4000 plus Road Occupancy and Municipal Consent permit applications submitted annually the City wanted to move away from a paper based application and utilize technology to manage the process. To accomplish this task business processes were revised and an electronic Utility Management System application was developed in-house utilizing existing software to receive, process and retrieve permits. This “Better Practice” was so successful, that further technology enhancements have been made to the Utility Management System for the ongoing maintenance and inspection of the approved permit. This application has increased productivity and decreased processing times, as well as reduced operating expenses for the utility companies and improved service to the residents of Vaughan.

Limitations on implementation

The City of Vaughan can provide a User Guide for this application. Municipalities wanting to adopt this practice will require staff with knowledge of MS Access.

Awards and/or recognition

Better Practices Competition 2010 – Innovation Management Practices winner.

Contact Information

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