



# Service Standards Review Project

## Spring 2012





# Objective

- To brief the Marine Safety stakeholders on the status and progress of the Service Standards Review Project.



# Background

- Transport Canada Marine Safety is currently reviewing and updating some of its service standards and developing performance measurements to better align itself with the Transport Canada Service Improvement Strategy as well as the goals of the *Canada Shipping Act, 2001* (CSA 2001) and Marine Safety Strategic Plan.
- It is anticipated that the new service standards will reflect the latest trends, practices and stakeholders expectations.



# Marine Safety Service Standards

- Service standards publicly state the level of performance that clients can reasonably expect to encounter from Marine Safety, *under normal circumstances*. Marine Safety is committed to developing, monitoring and reporting on service standards in areas of importance.
- Marine Safety will begin to publish external service standards and performance indicators to highlight our commitment to transparent management, accountability for results, and citizen-centred service delivery.
- These external service standards provide ways for directly measuring, tracking and publishing organizational performance results.



# What are Marine Safety's Service Standards?

- Marine Safety has service standards for:
  - Inspection Services
    - Cargo Inspection Program
    - Ship Radio Inspection Program
    - Domestic Vessel Inspection Program
    - Port State Control Program
  - Marine Personnel Services
    - Examination Services / Direct Examinations
    - Certificates of Competency
    - Marine Medical
    - Seafarer Documents
  - Vessel Registry
  - Pleasure Craft Licensing / Pleasure Craft Operator Competency
  - Navigable Water Protection Program
  
- Service standards are available online at:  
<http://www.tc.gc.ca/eng/marinesafety/service-standards-menu.htm>



# Why is a review of Service Standards Important?

- The purposes of monitoring and measuring Service Standards are to:
  - Ensure continuous improvement using a fact-based approach.
  - Demonstrate performance against realistic targets.
  - Comply with Treasury Board Secretariat (TBS) requirements.
  - Adjust service standards using stakeholders' input and feedback.



# How are Service Standards measured?

- Performance indicators measure the efficacy of service standards –
  - For example, once a seafarer submits all of the necessary forms for an application for a certificate, the time from the initial completed submission and payment to the issuance of the certificate is measured.

Examples

Service	Standard	Target
Provide the candidate with a “ <i>Minister’s</i> ” certificate of competency	Within 180 working days	80%
Issue a vessel certificate upon completion of satisfactory inspection	Within 5 working days	80%
Issue a statement of sea service and send to the applicant’s mailing address	within 45 working days	80%



# What are the Benefits to Canadians of the Service Standard Review Project?

- Evaluate client and stakeholder feedback tracking systems within departments to emphasize focus on services.
- Monitor and analyse performance against realistic standards:
  - Each TC Centre providing services must also document whether service standards are met.
- Simplify and streamline documentation by recording service standard performance as the service is provided.
- Ensure consistent delivery of services.



# Services Standards Consultation Process

- Marine Safety is conducting a 40-day online consultation in cooperation with TC Communications Group.
- These consultations started February, 20, 2012 and will end March 30, 2012.
- We are receiving stakeholders' feedback and are responding, whenever possible.
- The consultation information will remain online until the National Canadian Marine Advisory Council (CMAC) meeting scheduled for April 23-26, 2012. Marine Safety will compile all feedback received from stakeholders and present them at this meeting.



## Stakeholder Involvement

- Stakeholders have been asked their opinion concerning:
  - Which services require service standards.
  - Appropriate targets and performance indicators.
  - Impact on business if service standards are not met.



# Timeline

Now till  
March 2012

Establish draft service standards



CMAC  
Spring 2012

Verify proposals with stakeholders - external and internal



Completed  
December 2012

Implement



On-going

Measure, revisit and refine



# COMMENTS / QUESTIONS

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*Thank you*