



6,600hrs

Approximately 6,600 hours per year saved

20hrs

Reduced processing time by up to 20 person hours per cycle

40%

reduction in time between application submission and first letter issued

100hrs

About 100 hours saved per project

OVERVIEW

Coquitlam is one of the fastest-growing municipalities in British Columbia, and home to nearly 150,000 people (based on the 2019 census). To better serve their community, city staff wanted to modernize how applications are handled, shave time off the weeks-long application process, improve customer service, and capitalize more effectively on available resources.

SITUATION | Modernizing Processes to More Effectively Serve the Public

Coquitlam's existing process was similar to what other local municipalities were doing to serve the public, but the city wanted to improve and update the way its applications are handled. The city took a closer look at its methods and wanted to implement some changes to modernize its processes. This initiative fell under the development application process review program, a high priority for city council, the development industry, city staff, and residents.

SOLUTION | A Feature-Rich System to Address Challenges

The city wanted a feature-rich solution leveraging its existing software solution, *Amanda7*. Project leaders spent time at the start of the initiative engaging with internal staff to understand individual pain points to better plan the project. Once these issues were identified, the city determined how to best use the Amanda system to meet the challenges. This project caused the agency to reinvigorate its use of Amanda and it now has dedicated staff to use the system to its full potential.

RESULTS | Improved Processing Time and Quicker Responses Boosts Customer Service

The city of Coquitlam realized substantial time savings by modernizing their application process. Digitizing workflows helped Coquitlam save about 100 hours per project and reduced processing time by up to 20 person hours per cycle. The city estimates this project saved them more than 6,000 hours per year. Anecdotally, residents benefitted from improved customer service because of the new digital processes; the agency is now able to provide applicants with quicker responses and more accurate cost estimates.

MUST HAVE SOLUTION

govService Amanda

“We have been empowered to question everything and not accept the status quo. That's allowed us to think creatively about how we use the tools that we have and really think about how to improve things in a meaningful and intentional way.”

Zoe Mlcoch,
Business Services Manager,
City of Coquitlam,
British Columbia