

GOVERNMENT OF THE BAHAMAS
MONITORING AND EVALUATION CHECK LIST

FOR THE MONTH ENDING 30 JANUARY 2009

Department	Charter Displayed	Service Improvement Plans Approved	Service Improvement Plans @ DPS	Service Improvement Teams functioning	Agency facilitating Customer Service involvement	Comment Cards/ Suggestion Box	Primary Service Improvement focus of the Agency
Road Traffic Department	No (by 9th February 2009)	No	No First week of February 2009	Yes Meetings have begun	No	No	To implement online licensing of motor vehicle registration
Passport Office	No Awaiting Printing	Yes	Yes	Yes Units identified and teams are operational	Yes	Box is ready, but not operational	To achieve the delivery of passports within 21 working days
Department of Public Service	Yes	Yes	Yes to the Minister	No	No	No	Strengthening the various Administrative Teams.
Building Control	No	Yes	Yes	Yes	No	No	Streamlining the application process and expediting the approval of building permits
Department of Physical Planning	Yes	Yes	Yes	Yes	No	Items to be installed by 24th January, 2009	To accomplish the processing of regular residential building applications within three weeks
Registrar General's Department	No Still being completed	Yes	Yes	Yes Scheduled for the last 2 weeks of February 2009	Yes	Customer service involvement is evidenced in 3 locations	Computerization of key services to expedite receipt of varied certificates, i.e. birth, death, marriage.

FOR THE MONTH ENDING 31 MARCH 2009

Department	Charter Displayed	Service Improvement Plans Approved	Service Improvement Plans @ DPS	Service Improvement Teams functioning	Agency facilitating Customer Service involvement	Comment Cards/ Suggestion Box	Primary Service Improvement focus of the Agency
Road Traffic Department	No (by 20th April, 2009)	Yes	Yes	Yes. Undefined and erratic	No Only the pre-existing Complaints Unit	No	Moved up the opening date for companies to register vehicles and the same applies for government vehicles. Prior to this, it was opened the first week in March, but now it is being tried commencing the first week in February. Attempting to put plans in place for Service Automation (assisted by DPU)
Passport Office	Yes	Yes	Yes	Yes Units identified and teams are operational, but there are no scheduled meetings	Yes	Box is ready, but not operational	New staff who have been recruited for the office are receiving on-the-job training.
Department of Public Service	Yes	No	No	Yes Weekly	Yes	Yes, suggestion box is operational	Held a Clerical Officers Seminar. Will conduct an Administrative Officers Seminar by month-end.
Building Control	No	Yes	Yes	Yes Bi-weekly	Yes	Yes, suggestion box	Plans are now being packaged at the application counter to speed up the process.
Department of Physical Planning	Yes	No	No	Yes Daily	Yes	Yes, a hot line	Advertisements for vacancies/Networking with all Building Control Section.
Registrar General's Department	Yes	Yes	No	Yes	Yes	Comment cards	Will set up additional kiosks at the 2 other customer service offices

FOR THE MONTH ENDING 30 APRIL 2009

Department	Charter Displayed	Service Improvement Plans Approved	Service Improvement Plans @ DPS	Service Improvement Teams functioning	Agency facilitating Customer Service involvement	Comment Cards/ Suggestion Box	Primary Service Improvement focus of the Agency
Road Traffic Department	No	No	No	Yes	No	No	To implement online licensing of motor vehicle registration
Passport Office	Yes	No	Yes	Yes	Yes	Box is ready, but not operational	Customers are now being served from 7.00a.m.
Department of Public Service	Yes	Yes	Yes	Yes	Yes	Yes	Training for the Administrative Teams.
Building Control	Yes	Yes	No	Yes	Yes	Yes	Implementing a 1 – 2 day review of all plans submitted for approval - previously actioned in 3 – 5 days.
Department of Physical Planning	Yes	No	No by the end of May	Yes Last met on 7th May, 2009	Yes	Yes	Employees are working overtime to ensure that standard building plans are processed in a timely manner i.e. less than 9 days
Registrar General's Department	Yes	No	N/A	Yes Once per week	Yes	Customer service involvement is evidenced in 3 locations	Ensuring that staff is deployed in areas where they function best.

FOR THE MONTH ENDING 31 MAY 2009

Agency	New ventures being undertaken to facilitate service improvement	Staff response to the Service Improvement Programme	Are Service Improvement Teams functioning	Frequency of the meetings of the Service Improvement Team	What procedures being put in place to achieve improvements in the delivery of the core services of the agency
Department of Public Service	Family Fun Day & Steak Out for Staff enrichment, a play is being produced coming out of the staff seminars earlier in the year	Good	Yes	Weekly	Review and implementing how to process HR matters; organizing HR Workshops for staff in the Department
Department of Physical Planning	To put up LCD-TV to collaborate with consultant	Everyone is on board	Yes	Bi-weekly	Training Workshop for the Receptionist. Techniques & Communications Workshop/First Approach/Impression Workshop for Supervisors – Internal & external Staff
Registrar - General's Department	The introduction of a scanning system in the Companies Section	Majority of Staff are very receptive to the programme	Yes	Bi-weekly	Company Section files are now being scanned. Additional training of staff
Building Control	Redesign plan processing room. Building Inspectors in Office every week, Assistant Building Control Officers for buildings, signage to fill out form properly, pamphlets to read	Seventy (70%) of the staff supporting/are interested in the programme	Yes	Bi-weekly meetings and in the process of organizing a general staff meeting	Staff input is being shared in memos/minutes etc...
Road Traffic Department	Planning to implement a senior citizens line soon	Excited especially after the team building exercise with Mr. Michael Pintard	Yes	Used to be 1 – 2 times per week but has slowed since the illness of two team members	Planning via meetings Controller plans to meet with his Senior Managers regarding the Service Improvement Programme, this week.
Passport Office	Shift system has been implemented, allowing the public to be served at 7a.m. Services for students are provided daily from 3.00p.m. – 4.00p.m.	Responded positively, thinks service improvement is a great idea.	Yes	Monthly	Increase in staff to assist with the shift system. More office space was added to accommodate the large crowds.

FOR THE MONTH ENDING 31 OCTOBER 2009

Agency	New ventures being undertaken to facilitate service improvement	Staff response to the Service Improvement Programme	Are Service Improvement Teams functioning	Frequency of the meetings of the Service Improvement Team	What procedures being put in place to achieve improvements in the delivery of the core services of the agency
Department of Public Service	None	Morale has taken a nose-dive since the Awards Ceremony on 10th October, 2009	Yes	Weekly	None
Department of Physical Planning	Organizing a staff appreciation luncheon; will launch the Department's website	Very good. However if the proposed relocation occurs, this will hamper their ability to continue to provide the same level of service	Yes	Monthly	Review of operating procedures.
Passport Office	Beautification of the office and surroundings	Assisting with the beautification	Yes	None since July	Decrease the time for the delivery of passports from 6 weeks to three weeks
Registrar - General's Department	Birth certification and registration has been merged	Staff members are very responsive to the programme	Yes	Bi-weekly	Staff are being cross-trained in all areas.
Building Control	Renovations are being done in the bathrooms; planning a Customer Appreciation Week and looking at ways to fine tune the Department's approval process.	Some members are enthused	Yes	Bi-monthly	Trying to decrease time to have approved plans (6 weeks) and ensure site inspections done within 24 hours, along with educating the customers.
Road Traffic Department	Comptroller plans to set up a Service Improvement Unit, naming Margo Adderley as the leader and a 50 day challenge in January 2010 among staff to focus on lifting staff morale – categories sighted are best attendance, best service, most improved level of service.	Excitement level has dropped, however a one-day workshop is planned for September.	No	Have not yet restarted	Still working on computer authorization to record and calculate fees more efficiently as opposed to the antiquated manual calculations and had written records.