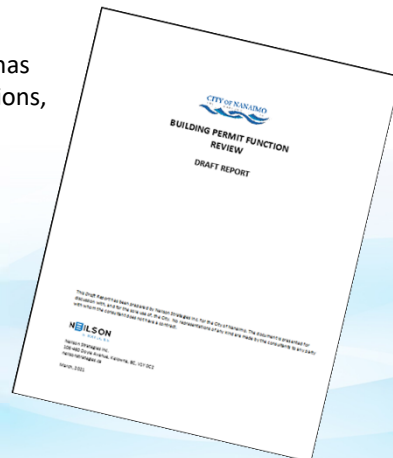




Overview

- Sustained demand for building permits has challenged the City to meet its expectations, as well as those of the development industry
- 2021-April-19 Council endorsed Neilson Strategies Inc. independent review recommendations to improve the City's building permit function



Consultant’s Review Objectives

- reduce time required to issue building permits
- embrace new approach to managing risk while limiting the City’s liability
- engage industry in identifying issues and design solutions
- engage staff in identifying issues and designing solutions
- pursue cost neutrality of recommended changes

Building Permit Process	Building Inspections Section
<ul style="list-style-type: none"> - Limited Streams - Incomplete Applications - Internal Referrals - Reliance on Professionals 	<ul style="list-style-type: none"> - Number of Staff - Building Official Experience - Overtime Levels - Organizational Culture - Applicant Complaints
Technology	Relationship with Industry
<ul style="list-style-type: none"> - Receipt of Applications - Credit Card Payments - Transparency of Process 	<ul style="list-style-type: none"> - Partnership - Outreach and Education



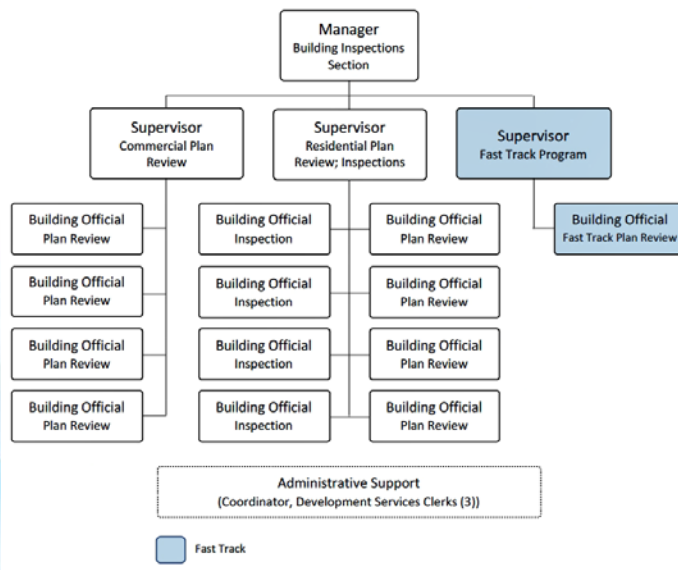
Consultant’s Recommendations

1. Fast Track Program – Residential & Tenant Improvement
2. Fast Track Permit Group
3. Approved Professionals Pilot Project
4. Joint Building Permit Advisory Working Group
5. Investments in Technology
6. Internal Service Agreement on Referrals
7. Cost Recovery – Grants, Fees Review



Fast Track Permit Group

- Intended to facilitate small renovations and leasehold improvements
- Council approved funding positions as of 2021-July-01
- Internal staff were re-assigned to this new permit unit
- New permit unit supporting fast tracking of smaller commercial renovations and leasehold improvements in advance of development of Fast Track criteria
- Complete applications approved on average in 7 weeks (vs. 3 months in regular stream)



Development Approvals Grant

➤ Local Government Development Approvals Program grant awarded September 1

1. Investments in Technology - \$375,000
2. Building Permit Function Review Implementation - \$25,000
3. Current Planning Process Review - \$50,000
4. Development Approvals Improvements - \$50,000



Investments in Technology

➤ Desired Outcomes

- Improved online application portal with online payment system
- New online permit tracking system (dashboard) for applicants
- Transparency of process

➤ Steering Committee Formed

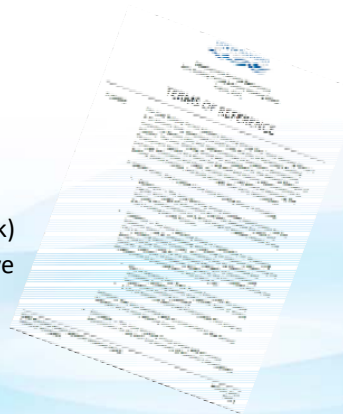
➤ RFI for development approvals software improvements complete

➤ RFP underway



Joint BP Advisory Working Group

- Joint Industry/City Advisory Body
 - City staff (5)
 - Development Industry representatives (5)
 - Co-chairs/Partnership
 - Recommendations to General Manager
- Mandate/Purpose
 - Exchanges (Information, Ideas & Feedback)
 - Initiatives (Work collaboratively to improve status quo)
 - Education & Outreach (Strong 2 way communication on initiatives)



Joint BP Advisory Working Group

- Strategy
 - Work with consultant on initial structure and setup
 - Prioritize current initiatives:
 - Fast Track: Residential (Single Family Dwellings)
 - Fast Track: Tenant Improvements
 - Complex Part 3 Buildings (Professional Pilot Project)
 - Develop and implement Fast Track processes & criteria (Res SFD & TI) with pilot projects
 - Develop and implement Complex Part 3 processes & criteria with pilot projects



Working Group Progress Update

- First working group meeting was August 17, 2021
- Committee has develop strong collaborative approach with energy to continue working on initiatives
- Committee is now working without consultant support
- Good support from local professionals in providing technical input to the committee
- Fast Track for Tenant Improvements process complete



Fast Track: Goals

- Development of process & criteria to expedite permits for:
 - simple low-risk residential building permits and
 - specific low-risk types of commercial tenant improvement building permits



Fast Track: Need Analysis

- Residential (Single Family Dwellings)
 - Current timelines for residential new SFD BPs is approx. 4-6 weeks
 - Fire damage, small modifications, decks etc. are already being expedited
 - Working Group feels there is no need for alternate Fast Track process as existing processes and BP timing are reasonable if this BP timeline can be maintained
 - Working Group to monitor BP times and adjust if required
- Commercial Tenant Improvements
 - Previous to Fast Track Permit Group timelines for commercial tenant improvements BPs could exceed 3 months
 - Working group agreed there is a strong need to focus on Fast Track tenant improvements



Fast Track: Process & Criteria

- Fast Track Process: Key Elements
 - Fast Track stream will be optional.
 - City to adjust staffing and internal processes to support goals
 - Development community to dramatically improve quality of applications
 - Transition period to include educational material and in-person meeting
 - Inappropriate or incomplete applications will be rejected
 - City and Industry need to reinforce the structure and goals



Fast Track: Process & Criteria (Cont)

➤ Fast Track Process: Criteria

- All commercial tenant improvements are eligible except the following occupancy types:
 - Group A (Assembly uses)
 - Group B (Uses where exiting can be restricted for safety – Ex: Jails, Care Facilities, etc)
 - Group F – Division 1 (High hazard industrial)
- Some Alteration Permits may be considered as Fast Track by Staff if complexity and risk are low
- Clear description of criteria & submission quality that is required to be successful



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Fast Track: Process & Criteria (Cont)

➤ Fast Track Process: Procedure

- Applicant chooses to apply to Fast Track stream and acknowledges they meet the criteria
- City to contact applicant within 5 days of receiving application to set up intake meeting
- If application is complete, City to endeavour to issue permit or comments within 15 working days from date of submission
- Inappropriate or incomplete applications will be rejected
- Minor deficiencies or adjustments will worked through, however timeline commitment will adjust to suit



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Questions?

