

NO: R233

COUNCIL DATE: November 18, 2024

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **November 14, 2024**

FROM: **Acting General Manager, Planning & Development
General Manager, Corporate Services**

FILE: **1855-03**

SUBJECT: **Launch of the Multi-Family and Complex Building Permitting Portal**

RECOMMENDATION

The Planning & Development Department and Corporate Services Department recommends that Council receive this report for information.

INTENT

The intent of this report is to inform Council of the November 19, 2024 launch of the Multi-Family and Complex Building Permit Portal.

BACKGROUND

The launch of the Multi-Family and Complex Building Permitting Portal is a key deliverable of the Housing Accelerator Fund (“HAF”) Action Plan and aligns with the City’s strategic goal to develop a fully online permitting system across all approval areas. This initiative builds on previous online permitting releases, which include electrical, plumbing, and sign permits.

DISCUSSION

The introduction of the Multi-Family and Complex Building Permitting Portal represents a significant step in advancing the City’s commitment to providing fully online, end-to-end permitting services. Through this portal, applicants for multi-family and complex building permits will now benefit from:

- Real-time updates on permit status.
- Access to a detailed list of plan review deficiencies to be addressed.
- Information on any outstanding fees and the ability to make online payments.
- The option to request inspections online following permit issuance.

Applicants can access their permits securely through a login set up via the Client Services Centre. Staff are actively reaching out to in-stream applicants to inform them about this new online service.

This launch supports the City's goals to streamline the permitting process, increase transparency, and enhance efficiency for applicants. In addition to improving the user experience, the portal aligns with the City's broader digital transformation and service optimization goals.

Next Steps

The City remains committed to further developing this permitting portal. Key upcoming enhancements include:

- Digital Plan Reviews
Expansion to include tenant improvement permits as the next service to feature digital plan reviews. Subsequent phases will extend digital review capabilities to complex buildings, including Certified Professional ("CP") projects.
- Land Development Application Portal
Development of an online permitting portal for Land Development Applications, anticipated to launch in early 2025, to provide end-to-end online service for a broader range of development applications.

CONCLUSION

The launch of the Multi-Family and Complex Building Permitting Portal is a pivotal step in improving the City's permitting experience. By enhancing transparency and efficiency for applicants, the City is better positioned to support housing and development needs in a timely and user-friendly manner. The continued expansion of the City's end-to-end online permitting capabilities remains a priority, ensuring streamlined services for all permit applicants.

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