

CORPORATE REPORT

NO: R135 COUNCIL DATE: June 7, 2010

REGULAR COUNCIL

TO: Mayor & Council DATE: June 7, 2010

FROM: General Manager, Planning and Development FILE: 6630-01

SUBJECT: Development Approval Process - On-line Services

RECOMMENDATION

The Planning and Development Department recommends that Council receive this report as information.

BACKGROUND

The City's Economic Investment Action Plan, Phase 2 includes an element entitled, Creating Efficiencies. Under this element, the City has committed to reviewing its development approval processes and procedures with a view to making these processes and procedures more efficient for applicants, which in turn will support increased investment in the City. This report addresses a change that has been implemented recently in support of this element of the Plan.

DISCUSSION

In 2009, the Engineering Department and Planning and Development Department collaborated in mapping out the development approval processes in each Department, which were then used as a basis for creating an application timeline and related deliverables for City staff and each development applicant. As part of this process, in the fall of 2009, the City implemented on-line access to data bases that provide, to interested parties, the status of any development application being processed by the City.

In expanding e-business opportunities to the development industry, staff is currently working on implementing mobile technology for building inspections. This will build on the success that the City has achieved with its on-line electrical permitting system. At this time, more than 50% of the electrical permit applications received by the City are on-line, which has saved the City's customers many trips to City Hall and has contributed significantly to a reduction in greenhouse gases that would have been generated by such trips.

Starting in May 2010, building, plumbing and electrical permit holders will be able to request inspections on-line via the City's website. This will allow staff to expedite inspection scheduling and will decrease the amount of resources required to manage the inspection scheduling function. The current process that involves a voice mail tree is difficult to navigate for non-regular customers. The on-line service will provide a convenient alternative that will provide inspectors with clear information to ensure that inspections will be completed promptly and efficiently.

Appendix I of this report includes a sample of the inspection request pages that are on the City's website.

CONCLUSION

In support of the directions contained in the Economic Investment Action Plan, Phase 2, additional on-line development-related services have been implemented this month (May 2010) and further on-line services will be implemented later this year.

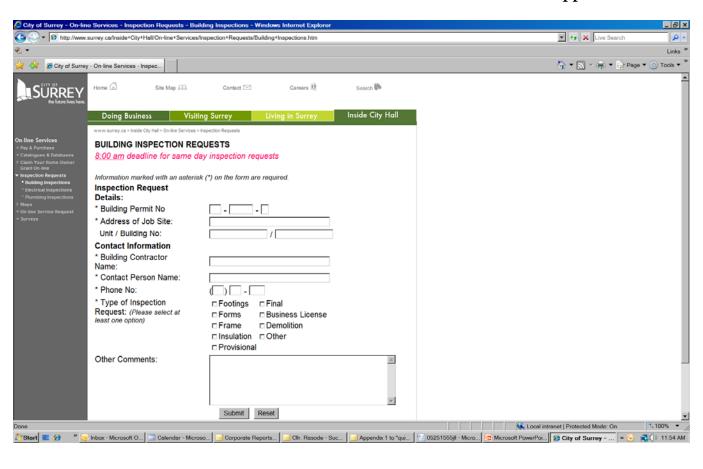
Original signed by Jean Lamontagne General Manager, Planning and Development

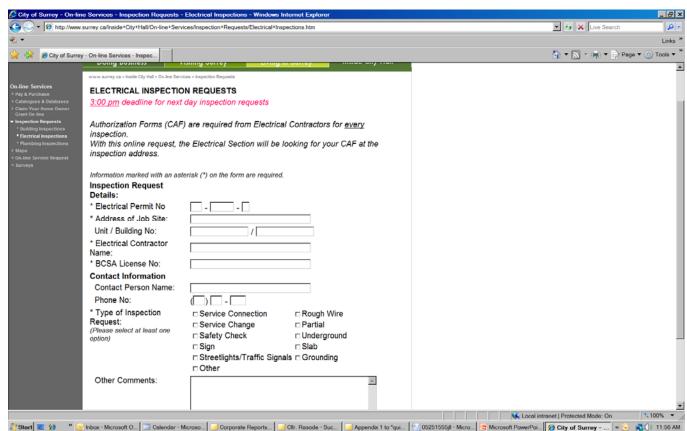
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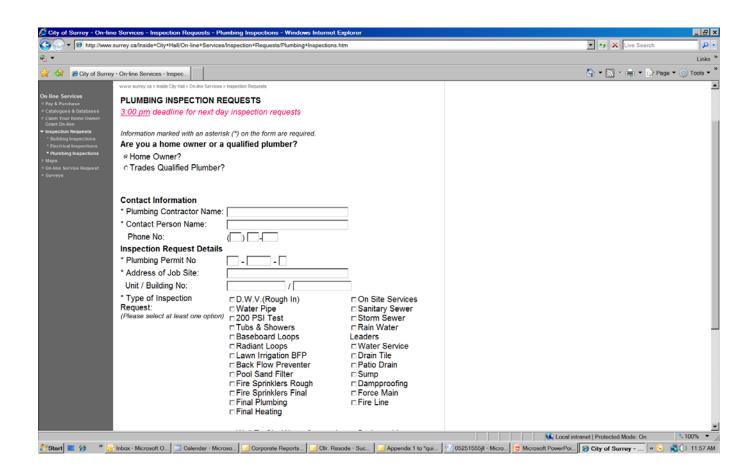
Appendix I Samples of Inspection Request Webpage Pages

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Appendix I







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