

NO: R044

COUNCIL DATE: March 10, 2025

REGULAR COUNCIL

TO: Mayor & Council **DATE: February 27, 2025**

FROM: General Manager, Planning & Development **FILE: 1855-03 (Housing Accelerator Fund)**
General Manager, Corporate Services

SUBJECT: Launch of the Digital Development Applications Portal

RECOMMENDATION

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

INTENT

The intent of this report is to inform Council of the March 11, 2025 launch of the Development Application Portal, an online digital tool for applicants to submit, track and manage their development applications.

BACKGROUND

The launch of the Development Application 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, including multi-family, complex building, electrical, plumbing, and sign permits.

DISCUSSION

The introduction of the Development Application Portal (the “portal”) represents a significant step in advancing the City’s commitment to providing fully online, end-to-end permitting services. Through the portal, applicants for land development applications will now be able to:

- View real-time updates on their Development Application status;
- View outstanding fees and pay applicable charges online; and
- Find the right staff contact for their application.

Applicants will connect with the City’s Client Services Centre to set up a login account, following which they will be able to securely access their development applications using the portal. Staff are currently reaching out to in-stream applicants to inform them about this new online service and encourage applicants to set up a login for the portal.

The launch of the portal supports the City's goals to streamline the permitting process, increase transparency, and enhance efficiency for applicants and staff. 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 continuously evolve the permitting portal to benefit our customers. Key upcoming enhancements include:

Digital Plan Reviews

Current digital plan reviews will be expanded 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.

Plumbing Portal Enhancement

The online plumbing permit application portal will be enhanced to enable online submission for backflow preventers permit application. Expected to launch in Q2 2025, this feature will provide applicants with a complete application experience, allowing them to manage their permits seamlessly.

CONCLUSION

The launch of the Development Application Portal is a pivotal step in the continued improvement for the City's permitting experience. By enhancing transparency and efficiency for applicants, the City is better positioned to support housing and development efforts 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 applicants.

Ron Gill, MA, MCIP, RPP
General Manager,
Planning & Development

Joey Jatinder Singh Brar
General Manager,
Corporate Services

JS/ar