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Date: February 08, 2022

To: Committee of the Whole, Planning & Administration

From: Heidi de Vries
General Manager, People, Legislated Services & Planning

Re: Development Approvals Process Review: Implementation Plan – Update on Online Application Portal Software

This memorandum is being provided as a complement and update to the Building Construction Task Force report 2022-109. Specifically, this is to advise Committee of an additional recommendation of staff that the City procure an Online Application Portal Software system and the associated implementation and annual operating fees associated with this.

The DAP report, which formed the basis for the Building Construction Task Force report noted above, firmly emphasized the importance of modernized workflow tools including an online application portal to meet many of the key objectives outlined in the original KPMG report and DAP report. As such, staff have been looking at steps to procure a solution to implement in the Building Department, which can then be leveraged to build out a fulsome DAP solution for the entire development review process. By implementing a customer online application portal and integrating it with the Corporate AMANDA system it will bring additional benefits to the Corporation including:

- Online application submissions, 24 hours a day, 365 days a year
- Document and message exchange between staff and the applicant
- File progress tracking for the applicant and staff
- Online fee payment
- Automated application screening for completeness
- Online inspection requests
- Real time inspection results and notifications

On January 17, 2022 The Association of Municipalities of Ontario (AMO), through a competitive bidding process, partnered with Cloudpermit to offer municipalities a digital platform to manage building permits more efficiently and effectively. The search for a suitable provider was conducted by an evaluation committee that included representative from AMO, The Ontario Building Officials Association (OBOA), the Municipal Information Systems Association of Ontario (MISA ON), the Municipal Property Assessment Corporation (MPAC) as well as Local Authority Services (LAS) staff. The Cloudpermit partnership with AMO means that the municipality now has a choice of an approved vendor with an e-permitting platform specifically made for Ontario.

The estimated costs associated with purchasing the Cloudpermit software for the Building Department are \$50,000 for set-up, configuration, training and go-live support and \$105,485 for the annual hosting and licensing fees. These funds would be provided through user rate building permit fee revenues, and if needed, drawn from the Building Department Reserve Account, with no increase to the overall tax supported budget. As these funds had not been previously budgeted for, and given the recommendation to move quickly to leverage AMO's partnership, staff respectfully recommend that Council amend the February 8, 2022 Building Construction Process Review Task Force Report 01-20-22 to include the following recommendation under item 1. Development Approvals Process (DAP) Review: Phase 1 Implementation plan (Financial Impact – None), 2022-74:

H. THAT Staff BE DIRECTED to procure the Cloudpermit Building Module and associated implementation costs and that these costs BE FUNDED from the Building Department Operating Budget.



Heidi de Vries
General Manager, People, Legislated Services & Planning

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