

A nighttime photograph of a city skyline, likely Mississauga, with several high-rise buildings illuminated against a dark blue sky. The image is partially obscured by large, diagonal, semi-transparent blue geometric shapes that create a modern, abstract background.

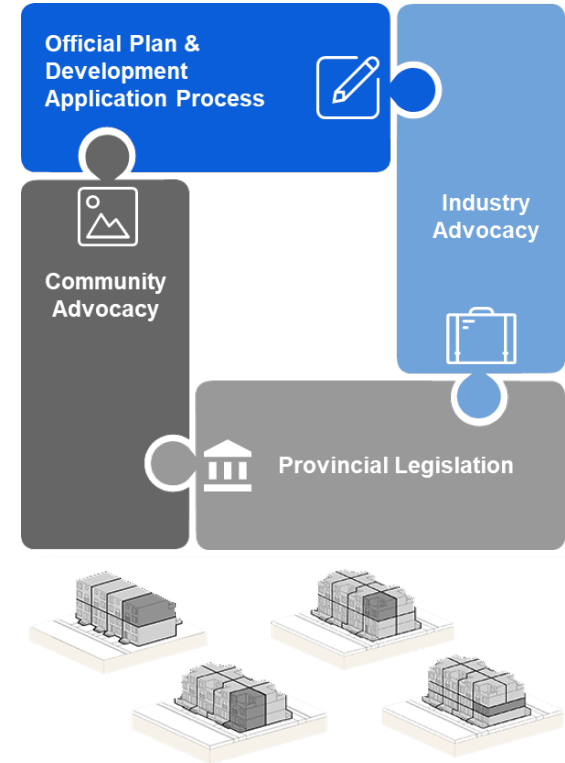
# Development Application Process Improvements

Planning & Development Committee

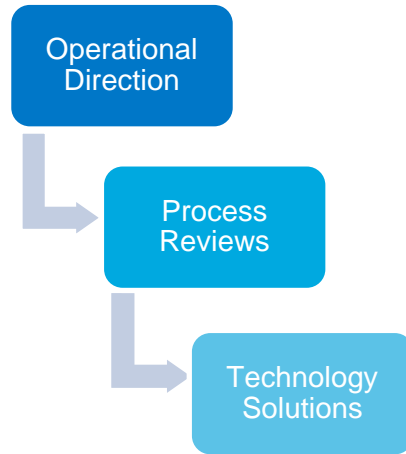
October 4<sup>th</sup>, 2021

# Operational Direction

- Continuous improvement
- Maintain balanced growth in residential and commercial/industrial activity
- Proactive communication, quality engagement and transparency
- Solutions oriented
  - Complexity: Greenfield vs. Infill Development
- Operationalize new legislation



# Development Process Improvements



## Process Review Examples

- Temporary Patio By-Law
- Credit Payment & Collections
- Sign By-law
- Draft Approval & Subdivision
- Condominium Registration
- Virtual DARC & PAM
- Every 4 Years: Fees & Charges
- Streams Site Plan, SP-Infill, SP-Minor, SP-Approval Express
- Planning Services Centre
- Development Charges Administration



## Technology Solution Examples

- Web: Active Development & Studies Documentation
- Planning Information Hub
- Have Your Say Mississauga
- 4 Phases **ePlans**
- All: Electronic Fee Transfers
- Inspections Mobility: Plans Anywhere
- Portable Signs Process
- Interactive Zoning By-law
- Property Information Tool

# Lean Reviews

Freed Capacity

+11,000

Initiatives

100

\$882 K

Total Benefits

Infill Site Plan Approval

Reduced overall lead time by 25% and determined the appropriate number of cycles for complete application

Pre-Application Meeting for Development Applications

Processing time reduced by 37%

Condominium Application Review

Submissions are more accessible thru e-circulation  
Customer no longer submits 30 hard copies

Development Charges Administration Review

Reduced overall process lead time by 31%  
Transparent process for customers

# Municipal Benchmark

**Issued 162** conditional building permits since 2016, which on average were issued approximately **13.5 months** in advance of final planning application requirements – equating to \$3.1 Billion in prescribed value

- **95%** adherence to Bill 124 timelines
- **+72,000** annual Inspections

## 2020 Altus Benchmarking Study – Mississauga's Ranking:

**Top-third** for Planning Tools & Features

Lowest (**fastest**) Application processing time in Peel

The complexity of applications being dealt with by City staff is very high

## 2020 BILD Representatives Acknowledgment:

Mississauga is leading in many ways when it comes to our land development services. BILD representatives indicated that they look to the City as a model of “**best management practices**”. They also cite the City’s investment in “**ePlans**” as a perfect example of being service-ready”.

### Interactive Zoning By-law Tool

**42,665** unique page visits

### Property Information Tool

**72,415** unique page visits

*As of September 2021*



The background features a large, abstract geometric design. A dark blue triangle points downwards from the top left, overlapping a lighter blue triangle that points upwards from the bottom right. The remaining space is white.

# ePlans Milestone Update

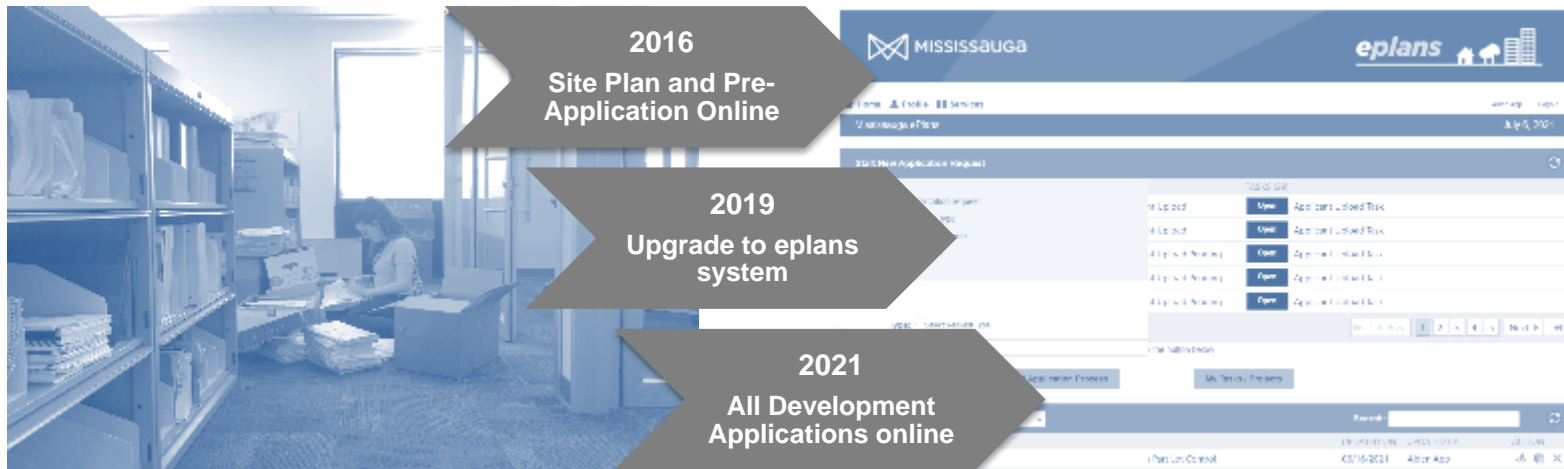
**Aiden Stanley**

Manager, Development North

# ePlans

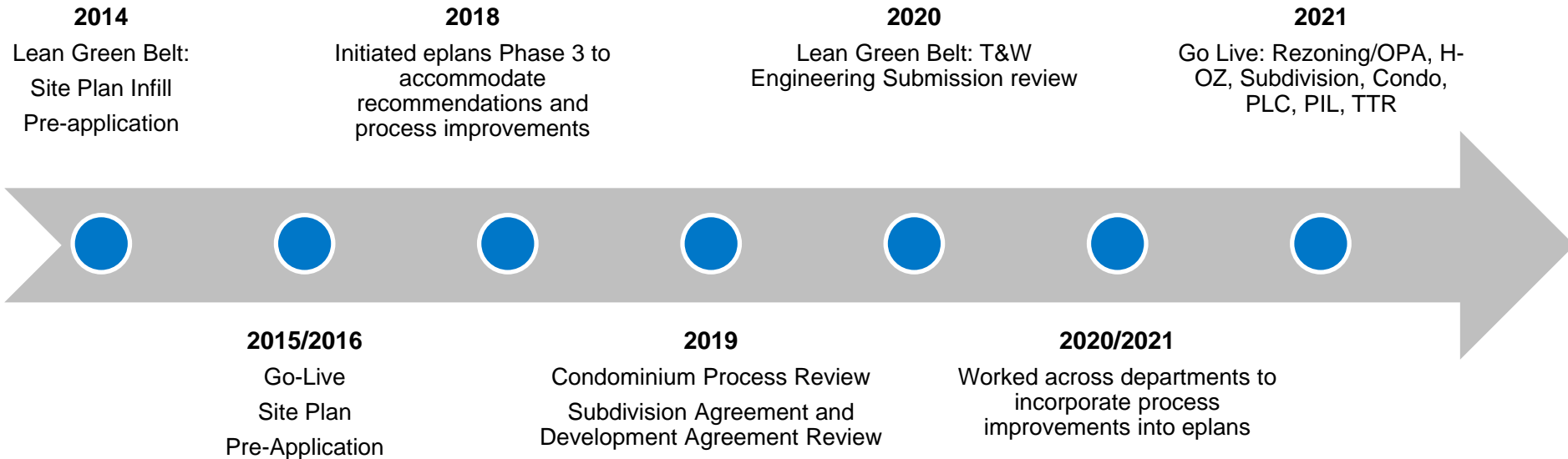
- **First end-to-end service** for online application submissions and plan review approvals for building permits and development applications in Canada
- Launched **January 1<sup>st</sup> of 2016** with objectives to:
  - Maintain pace with technological advancement
  - Increase efficiency and enhance savings
  - Enhance user (staff & applicant) experience
  - Build resiliency (i.e. inclement weather, the COVID-19 pandemic, remote workforce, etc.)
- Integrated into our Mississauga Approval Express (MAX) system
- Municipalities across Canada incorporated ePlans into their operations, and our City's vital contribution to the development of the product has it proudly known to be **“made in Mississauga”**

## ePlans Timeline: Development Applications





# Process Reviews

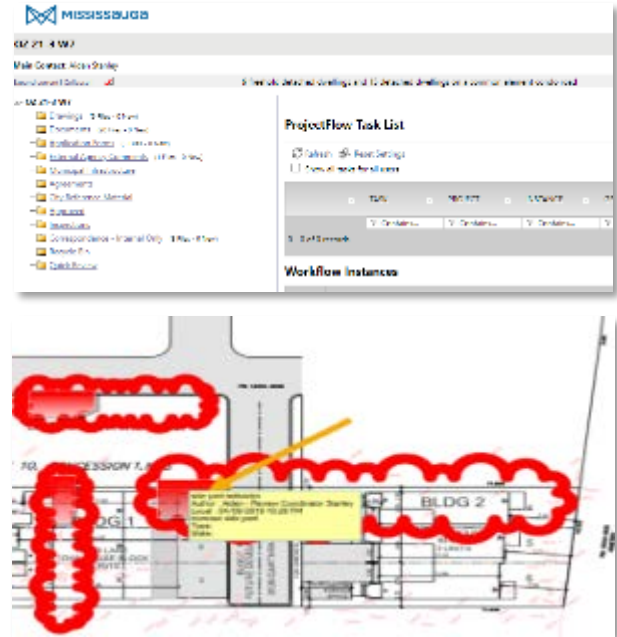


# Faster Reviews



## System Capabilities

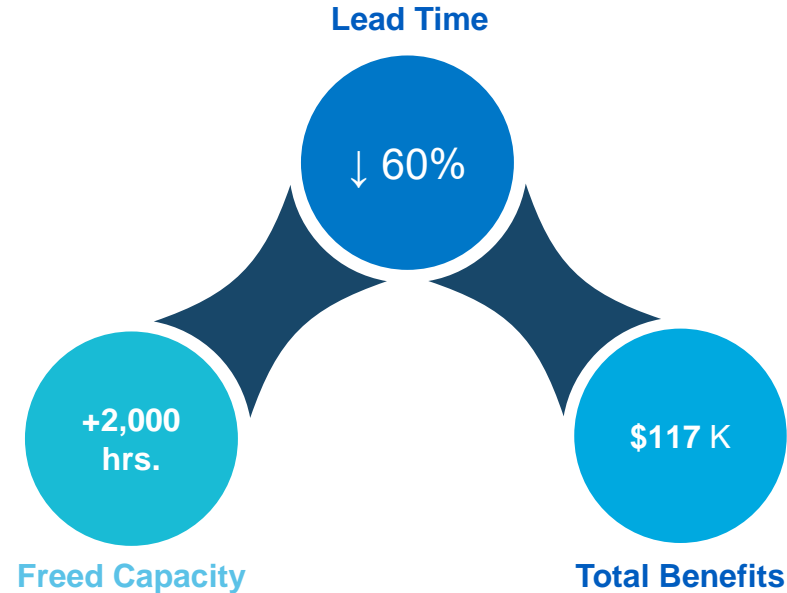
- Online Request & Electronic Plans Submission
- Availability of all material in support of files with versioning
- Pre-Screen Request & Steps
- Pay Application fee Online
- Circulation & Concurrent Plan Review
- Review and Conditions
- Change Notification: Applicant Resubmission and Responses
- Approvals & Inspections
- Stamping of draft and final condo/subdivision plans
- Availability of final plans/material for applicant
- Archive Plans
- Etc.



# Case Study: T&W Lean Process Review

## Engineering Submission Process Review

- Reduce lead time in processing engineering submissions with Subdivision and Removal of Holding (H) applications by 20%
- Opportunity to work with ePlans team and all land development services to incorporate improved process
- Combined multiple streams of review into one consolidated review of all material for Municipal Infrastructure Design, Subdivision, Removal of H application and the related agreements



# Outcomes: Development

## ePlans – Site Plan

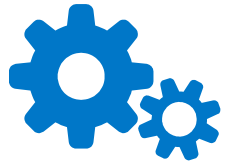
- **24% decrease** in **Total Review Time** and number of review cycles
- **57% decrease** in **Average Processing time** for 5 years after implementation

## Applicant or Customer Efficiencies

- **Sustainability:** trips to office reduced, paper savings, and cost reduction
- **24/7 Access:** Applicants and reviewers can work remotely from anywhere at any time of day
- Standardized Comments
- Payment Processing

# ePlans Future Improvements

- Increased uptake from external agencies
  - Currently **95%** participation among **35** departments and external agency review groups
- Groups who participate in the review of applications are leveraging ePlans and digital processing to find additional efficiencies and recommendations
- System upgrades to improve user experience
- Statistics and Data
- Performance monitoring





# Next Steps

**Andrew Whittemore**

Commissioner, P&B

# Next Steps

- Continuous Improvement
- Further Web Enhancements
- Process Reviews
  - Minor Rezoning
- Official Plan Review
- Local Area Plans
- Commissioner's Report
- IT Partnerships

