












**BUILDING PERMITS  
REVIEW PROJECT**  
**2004-2006  
Report Card**









 <b>Implemented</b>	 <b>Partially Implemented</b>	 <b>Planned</b>	 <b>Alternate Action Suggested</b>	 <b>Under Discussion with Stakeholders</b>
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(Items added since April 6, 2004 shown in orange)









LAST UPDATED: February 25, 2009

**I. QUICK WINS – Target Date March 31, 2004**


















Recommendation	Recommendation Action	Status
Recognize separate and unique needs of industry professionals and homeowners	• Provide two separate customer service areas	
	• Staff full-time Information Counter (Monday to Friday)	
	• Create Appointment System for Industry Professionals	
	• Expand appointment system to include all contractors (effective Sept 19 06)	
	• Maintain specialized and cross-trained staff complement to provide service in both customer service areas	
	• Implement innovative staffing strategies to maintain full staff during peak construction period	
Implement New Homes Engineered Plans Pilot Program in partnership with Manitoba Home Builders Association (MHBA)	• Use Engineered Plans to approve permits for new homes within 5 days	
	• Enhance existing Master Plan program by including more design options thus increasing the number of new home permits that can be approved within 5 days.	
Designate "File/Work Manager" to oversee Application Process	• Provide "Work Manager" to actively manage work flows and address delays	



Improve Internet Site for Industry	<ul style="list-style-type: none"> <li>• Enable applicants to check status of their applications via Internet</li> </ul>	
	<ul style="list-style-type: none"> <li>• Improved web page information re: Processes, Services &amp; “Who to Call...”</li> </ul>	
Improve Internet Site for Homeowners	<ul style="list-style-type: none"> <li>• Provide better Information for Homeowners i.e. <ul style="list-style-type: none"> <li>▪ Before you build or apply...</li> <li>▪ What do you need to know?</li> <li>▪ “How do I...?”</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>• Provide checklists and samples to assist homeowners in applying for permits</li> </ul>	
Improve Internet Access and Information for all In-Person Applicants	<ul style="list-style-type: none"> <li>• Install self-serve computers in waiting rooms to provide information and enable on-line applications by registered applicants</li> </ul>	
Increase use of email to communicate with Applicants	Use more email to contact applicants: <ul style="list-style-type: none"> <li>• To request further information and address unanticipated changes</li> </ul>	
	<ul style="list-style-type: none"> <li>• To notify on-line applicants that application has been received and when permit has been approved</li> </ul>	
More On-Line Applications for Contractors	<ul style="list-style-type: none"> <li>• Implement Pilot Project with Garage Masters</li> </ul>	


## II. MEDIUM TERM – April 1 to December 31, 2004




Recommendation	Recommendation Action	Status
 New / Extra Item	<ul style="list-style-type: none"> <li>• New Brochure – “New Homes Engineered Plans Pilot Program”</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>• New Brochure – Enhanced “Master Plan Program for New Homes”</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>• New Internet Information– “Building Plan and Building Permit Searches”</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>• Applications for Commercial Electrical and Commercial Plumbing Permits now available on the Internet</li> </ul>	


 New / Extra Item	<ul style="list-style-type: none"> <li>Faster Issuance of commercial Trade Permits</li> </ul>	
	<ul style="list-style-type: none"> <li>5-Day Fast-Track for "simple" Occupy-Only Permits</li> </ul>	
	<ul style="list-style-type: none"> <li>5-Day Fast-Track for "simple" Interior Alterations Permits</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>More Permit Application Forms available for viewing or downloading for both Industry and Homeowners</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Process Flow Diagrams for commonly requested permits now on Internet</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Implement Engineered Plans Pilot Program for House Additions and Major Alterations in partnership with Manitoba Home Builders Association (MHBA)</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Implement Residential Combination Permits (effective Feb. 1/05)</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Eliminate requirement for Building and Development permits for decks two feet and under (June 28, 2006)</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Eliminate requirement for Building and Development permits for temporary tents under 901 square feet (June 28, 2006)</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Increase threshold for Building Permit exemption for non-structural alterations or repairs from \$1,000 to \$10,000 (June 28, 2006)</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>1-day Fast Track for commercial and residential electrical and plumbing permits (May 2005)</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>1-day Fast Track for garage packages</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>1- day approvals for above ground pools, hot tubs and wood-burning stoves</li> </ul>	












 New / Extra Item	<ul style="list-style-type: none"> <li>5-day approvals for detached garages, hot tub/ deck combinations, and landings</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Established Permit Clock on website</li> </ul>	
Expand duties of File/Work Manager over time and work towards:	<ul style="list-style-type: none"> <li>A system with a Single Point of Contact in conjunction with Trackers</li> <li>Provision of more detail regarding application status</li> <li>Increased ability to deal with unusual or exceptional applications</li> </ul>	  
Improve Internet Site for Industry	<ul style="list-style-type: none"> <li>Enhance details available to applicants when checking status of their applications via Internet</li> </ul>	
Increase use of email to communicate with Applicants	<ul style="list-style-type: none"> <li>To copy applicants on all communications with their design consultants</li> </ul>	
More On-Line Applications for Contractors	<ul style="list-style-type: none"> <li>Implement on-line applications for Mobile Sign contractors</li> </ul>	
Expand Payment Options via the Internet	<ul style="list-style-type: none"> <li>Enable on-line payment of permit fees via credit card</li> </ul>	
Encourage use of existing on-line applications	<ul style="list-style-type: none"> <li>Develop Training Program for Licensed Plumbers and Electricians in consultation with industry</li> </ul>	
Ensure better coordination for interdepartmental applications	<ul style="list-style-type: none"> <li>Introduce more concurrent and simultaneous processes</li> </ul>	
Encourage submission of complete applications	<ul style="list-style-type: none"> <li>Introduce consequences for incomplete information</li> </ul>	
Speed up approval process by improving documentation and communication processes	<ul style="list-style-type: none"> <li>Use automatic emails through AMANDA software to communicate with applicants</li> </ul>	
Implement More Rigorous Review Of Applications	<ul style="list-style-type: none"> <li>Reject/Accept at first step or at initial screening (for applications involving new construction and additions)</li> </ul>	
	<ul style="list-style-type: none"> <li><b>Building and Site Design Summary</b> mandatory implementation for new construction and additions effective May 22, 2007</li> </ul>	

Ensure process has flexibility to recognize and process "Concurrent Design" projects	<ul style="list-style-type: none"> <li>Provide method for permit technician to make <b>Design/Build Concurrent Design</b> status clear at start of project <small>(Text revised Nov. 8/04 by agreement with Industry Advisory Group.)</small></li> </ul>	
	<ul style="list-style-type: none"> <li>Develop multiple/independent permits for <b>design/build Concurrent Design</b> projects <small>(Text revised Nov. 8/04 by agreement with Industry Advisory Group.)</small></li> </ul>	


Encourage Dialogue between Applicants and City before application	<ul style="list-style-type: none"> <li><b>Require Encourage</b> formal Pre-Application Meeting with owner, consultants, general contractors and City staff before application is submitted <small>(Text revised Nov. 8/04 by agreement with Industry Advisory Group.)</small></li> </ul>	
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Ensure Code Equivalencies are addressed in Pre-Application Meeting	<ul style="list-style-type: none"> <li><del>Require Pre-Application Meetings regarding code equivalencies before accepting application</del> <b>Encourage discussion of code equivalencies at the pre-application stage</b> <small>(Text revised Nov. 8/04 by agreement with Industry Advisory Group.)</small></li> </ul>	
	<ul style="list-style-type: none"> <li>Maintain written records of agreed equivalencies</li> </ul>	
	<ul style="list-style-type: none"> <li>Maintain same City staff throughout project approval</li> </ul>	

Encourage productive use of Pre-Consultation Services	<ul style="list-style-type: none"> <li>Provide Pre-Consultation Services on a fee for service basis</li> </ul>	
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Provide access to relevant zoning information on Internet Site (including zoning, lot plan)	<ul style="list-style-type: none"> <li>Resolve security and technology issues to permit internet access to zoning information</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Develop on-line links and tutorial for users to access zoning information</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Searchable electronic Zoning By-Law available on City Website</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Full online application, payment and permit issuance for basement development permits</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Complete online application, payment and permit issuance for basement development permits</li> </ul>	
 New / Extra Item	<ul style="list-style-type: none"> <li>Complete online application, plan submission, payment and permit issuance for Residential New Home building permits pilot in conjunction with MHBA – Spring 2009</li> </ul>	

**III. LONG TERM – January 1 to December 31, 2005**

Recommendation	Recommendation Action	Status
Speed up approval process by improving documentation and communication processes	<ul style="list-style-type: none"> <li>Implement improved phone, voicemail, email and customer service communications system (Long-Term)</li> </ul>	

Promote initiatives to increase available City Staffing Resources	<ul style="list-style-type: none"> <li>• Use Peer Review for Equivalencies (Winnipeg Building Commission)</li> </ul>	
Enhance professional knowledge of designers, builders and City staff regarding Building Codes and Standards	<ul style="list-style-type: none"> <li>• Create partnership between City, Province and Professional Associations to provide Codes Training</li> </ul>	
	<p><b>Alternate Action: Red River College secured as training provider</b></p>	
	<ul style="list-style-type: none"> <li>• Facilitate and participate in the development of recognized Codes Training Program</li> </ul>	
	<ul style="list-style-type: none"> <li>• Support more Code Training for members of Professional Associations and City Staff</li> </ul>	
Pursue accredited process for “Stamped Drawings”	<ul style="list-style-type: none"> <li>• Continue to work with Professional Associations to establish accredited Training Program for use of “Stamped Drawings”</li> </ul>	
	<ul style="list-style-type: none"> <li>• Establish abbreviated approval process for “Stamped Drawings” from accredited professionals</li> </ul>	
	<p><b>Alternate Action: Working with industry to create a fast track program similar to Vancouver’s “Certified Professional” as per Red Tape Recommendation 9</b>  <b>Phase I – “Permit Coordinator Program” pilot delivered Fall 2008. Full implementation of Phase I Spring 2009.</b></p>	