

## Local Government Development Approvals Program

### 2021 Application Form

Please complete and return the application form and all required attachments. All questions are required to be answered by typing directly in this form. If you have any questions, contact [lgps@ubcm.ca](mailto:lgps@ubcm.ca) or (250) 356-0930.

<b>SECTION 1: Applicant Information</b>	<b>AP-</b> <span style="float: right;"><i>(for administrative use only)</i></span>
Local Government: City of White Rock	Complete Mailing Address: 15322 Buena Vista Avenue, White Rock, BC V4B 1Y6
Contact Person: Carl Isaak	Position: Director, Planning and Development
Phone: 6045412293	E-mail: <a href="mailto:cisaak@whiterockcity.ca">cisaak@whiterockcity.ca</a>

\*Contact person must be an authorized representative of the applicant.

<b>SECTION 2: Project Information</b>
<p><b>1. Project Information</b></p> <p>A. Project Title: Service delivery improvements to the City's Development Application Process</p> <p>B. Proposed start and end dates. Start: August 9, 2021    End: September 30, 2022</p> <p>C. Total proposed project budget: \$124,215</p> <p>D. Total proposed grant request: \$124,215</p> <p>E. Have you applied for, or received, funding for this project from any other sources? No</p>
<p><b>2. Project Summary.</b> Provide a summary of your project in 150 words or less.</p> <p>The City proposes to streamline the permit application process for applicants using an online application for Plumbing permits, Highway Use permits by implementing;</p> <ul style="list-style-type: none"> <li>Digital application platform: (e-Apply) to facilitate electronic application submission &amp; payment, thereby improving the convenience for the applicant and improving the speed of permit issuance.</li> </ul> <p>To further improve customer service and make better use of staff resources for other development application functions, the City proposes;</p> <ul style="list-style-type: none"> <li>Updating the City's "Development Application" webpage: to enhanced guidance to the applicants on the steps to submitting and managing complete permit applications.</li> </ul> <p>As development applications often require interdepartmental collaboration and review the City proposes staff training of under-utilized components of its existing software;</p> <ul style="list-style-type: none"> <li>Staff training on software platform (Tempest's Prospero): to ensure the effective use of this tool, joint training of staff in both Engineering &amp; Transportation and Planning &amp; Development</li> </ul>

departments will improve the efficiency and effectiveness of the development application process.

### SECTION 3: Detailed Project Information

**3. Local Development Context:** Please provide the following information:

A. Current population (2016 census):

19,952

B. Population growth rate (2011 – 2016 Census, Stats Can):

3.2%

C. Description of the development trends in your community in last 5 years. This could include scale and typical type of developments, number and type of applications and permits, and/or type of applicants (large developers, builders or contractors, property owners):

The City of White Rock has tracked and reports recent increases in the development application process as follows;

- Consistent annual increase in the number of single-family home Building Permits (30 - 80 per year) from experienced and less experienced builders/contractors and homeowners;
- Significant increase in the number of multi-family developments (1,400-unit housing starts in the past 5 years (averaging 275 units per year), versus 100 per year from 2011-2015.
- Significant annual increase in the number of Highway Use Permits associated with development/construction; sometimes multiple permits are required per project, (179 permits issued in 2017, 120 issued in 2018, and an additional 209 issued in 2019)

D. General community awareness or engagement regarding development processes:

- The City staff have received a number of requests particularly from builders and developers seeking a more streamlined development application process with the ability to submit electronically for at least some components of the development application processes, rather than having to physically come to municipal hall.
- Staff have seen a significant increase in the volume of property inquiries from realtors, property owners, and prospective purchasers looking to redevelop existing properties due to their desirable location (e.g., most recent tabulation is approximately 10 to 20 inquiries per day of pre-development application queries that account for a significant amount of staff resources).
- The residents of White Rock continue to be highly engaged and involved with respect to development issues particularly those involving form and character (e.g., specifically building height and growth).

**4. Rationale for Proposed Activities.** Based on the local development context identified in Question 3, identify the current challenges facing your local government regarding development approvals.

Currently the paper-based application system for applicants seeking plumbing and mechanical permits, and Highway Use Permits (typically required prior to Building Permit issuance) require them to physically attend City Hall or mail in their application for processing (which proved even

more problematic during this pandemic). This is not only inconvenient for clients coming from other areas in the region, but was inefficient in issuing permits. Staff time spent processing these permits manually takes valuable time away from managing and processing Building Permits and Service Agreements that would otherwise increase the approval timelines of these development applications.

In recent years, the City has seen a significant increase in the volume of development inquiries, which has impacted the workflow of staff time in processing applications. With enhancements to the City's website to proactively share more detailed information on-line with prospective applicants on how to manage and submit applications, staff will spend less time on the phone or in-person, providing verbal guidance on application requirements and more time on processing other aspects of development applications.

In addition, a large number of complex multi-family development applications require significant interdepartmental coordination to review proposals with respect to their impacts on the City's infrastructure and other building regulations. The City does have a digital platform (Tempest Prospero) for providing interdepartmental referrals comments but this platform is currently under-utilized (particularly among new department staff unfamiliar with the tool). Better workflow and information sharing could occur with enhanced and customized joint department staff training between Planning and Development and Engineering and Municipal Operations, thereby improving the efficiency and effectiveness in processing development applications.

- 5. Evidence and Readiness.** Based on the challenges identified above provide an overview of any additional evidence for making changes to the development approval processes. This may be derived from existing internal development approval process review, strategic plan, other relevant staff report, increase in development applications, projected increase in housing need based on recent housing needs assessment. *Copies of documents should not be submitted with the application.*

City staff have had discussions with internal department staff and heard from members of the development community regarding the inefficiencies that occur in various aspects of the development application process, specifically with respect to the length of time of permit issuance and the inconvenience to users not being able to submit applications and payments on-line.

With the increased volume of development applications over the past five years, particularly multi-family permits, existing staff resources are challenged to simultaneously process trades (Plumbing/Sprinkler) permits in a timely manner. By implementing eApply for plumbing permits, it will free up staff time to focus attention on Building Permits, which will improve the timeline of issuance for those permits.

By transitioning Highway Use Permit applications to eApply, from its current manual/paper system it will ensure processes and procedures are in place to facilitate clear communication and understanding of all engineering permit applicants. This will lead to greater efficiencies in the permit application review and implementation process and respond to the development community's requests for enhanced customer service (e.g., improve information, online service, and improve timing of permit issuance). (The City has previously successfully implemented eApply for dog licenses and found the platform improved the speed of processing high volume application.)

By improving the City's "Development Application" webpage with a more user-friendly format (similar to that of the City of Calgary <https://www.calgary.ca/pda/pd/home-building-and-renovations/home-improvement-hub.html> ), it is anticipated that it will offer applicants a more seamless application process and in turn reduce the number of questions presently fielded by staff.

Joint training of department staff on the use of the Prospero platform for interdepartmental review of development application will enable a more efficient and robust use of this platform to process zoning and development applications and will increase the use of this software overall, while continuing its use for Building Permits and other permit file management functions.

**6. Proposed Activities.** Refer to Sections 4 to 6 of the *Program & Application Guide* for funding requirements and eligibility and provide the following information:

A. Describe the specific activities you plan to undertake:

This project will include three components:

1. Implementation of eApply module for Plumbing Permits and Highway Use Permits including acquisition and training for staff on this digital platform.
2. Hiring a consultant to undertake a webpage update to enhance the City's Development Application page with user-friendly step-by-step workflow of the application process, including instruction of how to apply online and make payments where applicable for permits.
3. Arrange for custom training for both Planning and Development Services and Engineering and Municipal Operations staff from Tempest Development Group (four sessions, for eight participants per session) on utilizing the Prospero platform's functionality, with an emphasis on interdepartmental review of development application.

B. How will the proposed activities meet the intent of the funding program and the challenges identified in Question 4:

The proposed activities will utilize information technology initiatives to facilitate improvements to the development application process;

-by better utilizing staff time,

-by making the application submission and payment by applicants more user-friendly and convenient and improve the quality and completeness of the permit applications, and

-will improve the timelines for development application review by improving the interdepartmental collaboration of staff through the added training of its existing software platform.

**7. Outcomes & Performance Measures.** Please describe the proposed outcomes and performance measures.

A. What outcomes will indicate project success (addressing challenges identified in Question 4):

- Improved customer satisfaction as a result of clarity of application requirements provided on the webpage, along with the convenience of online application and payment for Plumbing and Highway Use Permits.
- Improved timeline from building permit application for Plumbing Permit, Highway Use Permit issuance.

- Reduced number of building permit applicants contacting staff with routine questions regarding how to submit and complete applications (as the improved and enhanced webpage will provide clarity and answers to those routine questions).
- Improved effectiveness and efficiency of interdepartmental review of development applications by increasing the utilization of the Tempest Prospero platform.

B. What performance measures will be used to assess these outcomes:

- Prior to implementing the eApply system, the most recent 25 issued permits (for both Plumbing and Highway Use) will be used as benchmark for the timeline from application to issuance; following implementation of the new digital platform, the timeline for the first 25 applicants of each type of permit will be reviewed to see if there was improvement.
- Staff processing these permit applications will be asked to rate their satisfaction with the efficiency of the permit application process both before and after implementation.
- Applicant comments/complaints will be tracked and monitored to ensure satisfaction, or whether further alterations to the webpage or application submissions are required.

**8. Internal & External Partnerships.** Please indicate how you intend to consult, engage, or collaborate with the following and what specific role they will play in the proposed activities. If possible, please identify the specific agencies or organizations you intend to work with.

Internal partners (i.e. local government departments):

Planning and Development Services – is the lead department for Plumbing Permits and use of the Prospero system for obtaining interdepartmental comments on Planning applications (i.e. rezoning, development permits, etc.) and will work in concert with the Engineering and Municipal Operations -lead department for Highway Use Permits, and primary contributor of interdepartmental comments to Planning applications, as they work together to implement the eApply system, work with the consultant on enhancements for the webpage and develop the custom training needs for their joint staff.

External partners (i.e. development community, provincial Ministry, other local governments):

For the eApply modules implementation, the development community (i.e., recent applicants) may be solicited to provide input on the best approach to transitioning to the eApply system.

For the Tempest/Prospero platform training, staff have previously obtained information from other local governments (specifically the Township of Langley) which also use the same platform and will seek out best practice advice on their use of the system for interdepartmental referrals.

Other:

**9. Additional Information.** Please share any other information you think may help support your submission.

#### SECTION 4: Required Attachments

Please submit the following with the completed Application Form:

- ☒ Detailed project budget
- ☒ Council or Board, or Local Trust Committee resolution that indicates support for the proposed project and a willingness to provide overall grant management
- ☐ For projects with external partners: written confirmation from the external partner confirming their role and willingness to participate.

Submit the completed Application Form and all required attachments as an e-mail attachment to [lgps@ubcm.ca](mailto:lgps@ubcm.ca) and note "2021 LGDAP" in the subject line.

**SECTION 5: Signature.** Applications are required to be signed by an authorized representative of the applicant. Please note all application materials will be shared with the Province of BC.

I certify that: (1) to the best of my knowledge, all information is accurate and (2) the area covered by the proposed project is within the applicant's jurisdiction (or appropriate approvals are in place).

Name: Carl Isaak

Title: Director, Planning and Development Services

Signature:

Date: April 27, 2021