Building Permits and Inspections Service Review

Project Update – January 2020

The Building Permits and Inspections Service Review has wrapped up its engagement process and is now working towards the finalization of recommendations.

Over the past three months, the Review has:

- Had ongoing collaboration with industry partners to design and deliver the engagement process
- Engaged industry in three separate sessions to identify the issues. Attendance at these sessions totalled over 60 and included commercial construction, residential home builders, designers, engineers and architects
- Engaged staff of the permits and inspections service to understand the issues from their perspective
- Undertook an online survey with 126 respondents
- Established four working groups to identify ideas to resolve the issues that had been identified. Each working group met twice and then, in a third meeting, met collectively to hear how their input was used.
- Reviewed technology that supports the permit and inspections service
- Researched other jurisdictions to understand how they deliver their permits and inspections services

Over the coming days, the project team will finalize recommendations and begin to transition to the implementation team.

Next steps:

- The report and recommendations will be released to the public on the City Council meeting portal on January 17.
- The report and recommendations will go to the Priorities and Planning Committee of City Council on January 22 (meeting time: 2 p.m. in Council Chambers).

Transition to Implementation

- The Implementation Project Manager and Project Consultants are already in place for next phase of project.
- Project continuity will be assured as MPATH Engagement, who led the engagement process for the service review, has been contracted to continue with the implementation project.
- The implementation plan will be finalized in the next month, however implementation work has already begun.