

File No.: 04-1000-20-2022-078

July 19, 2022

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of February 15, 2022 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

1. **Deloitte report presented to the City of Vancouver regarding the state of fire sprinkler permit reviews;**
2. **Data provided by the City to Deloitte in preparation of the report; and**
3. **Correspondence between the City and Deloitte regarding the final report and any draft versions.**

Date range: January 1, 2021 to January 31, 2022.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.13(1), s.15(1)(l), s.17(1), and s.22(1) of the Act. You can read or download these sections here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2022-078); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604-871-6584.

Encl. (Response package)

:pm

From: "Doel, Rebecca" <Rebecca.Doel@vancouver.ca>
To: "Brar, Gurv" <Gurv.Brar@vancouver.ca>
Date: 2/22/2022 5:26:56 PM
Subject: FW: [EXT] RE:City Inspector Stats

From: Arnold, Kyle <kyarnold@deloitte.ca>
Sent: Friday, June 18, 2021 10:04 AM
To: Doel, Rebecca <Rebecca.Doel@vancouver.ca>; White, Phil <Phil.White@vancouver.ca>
Cc: Shutsa, Christopher <cshutsa@deloitte.ca>; Lee, Peter <peterlee@deloitte.ca>
Subject: [EXT] RE:City Inspector Stats

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Thank you for all your help, Rebecca, this is fantastic.

Regards,

--
Kyle Arnold
Consultant | Operations Transformation
D: +1 (416) 202 2527
C: +1 (416) 356-5926
kyarnold@deloitte.ca | www.deloitte.ca [deloitte.ca]
--

From: Doel, Rebecca <Rebecca.Doel@vancouver.ca>
Sent: Thursday, June 17, 2021 9:56 PM
To: White, Phil <Phil.White@vancouver.ca>; Arnold, Kyle <kyarnold@deloitte.ca>
Cc: Shutsa, Christopher <cshutsa@deloitte.ca>
Subject: [EXT] RE: [EXT] RE:City Inspector Stats

Hi all

Below are some additional stats on inspections. The data source is from the POSSE permitting system.

Historical averages on Gas, Plumbing, Sprinkler inspections performed per completed trade permits in 2019 and 2020

Permit Type	Average No. Inspections Performed	Median No. Demand Inspections Performed	Average No. Inspections per permit (Inspections Performed + Inactivity
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Inspections)			
Gas	2	3	4
Plumbing	4	4	5
Sprinkler	3	3	4

Notes:

Perform Inspection – may be requested by customer, or scheduled by inspector.
Progress Inspection – inactivity inspections, generated by system after period of inactivity (6months)

Breakdown of inspection outcomes on Gas, Plumbing, Sprinkler permits completed in 2019 and 2020.

Further categorized by if the permit has had a review or not. System rules determine when a permit will be routed for review.

PERMIT TYPE	OUTCOMES OF INSPECTIONS PERFORMED			
	Failed	Final Inspection Performed	Inaccessible	Not
Gas Permit	2353	8327	861	
No Review	2351	8308	857	
Reviewed	2	19	4	
Plumbing Permit	4235	9317	706	
No Review	3729	8608	626	
Reviewed	506	709	80	
Sprinkler Permit	3071	4795	418	
No Review	1943	3419	282	
Reviewed	1128	1376	136	
Total Inspections	9659	22439	1985	

Explanation on outcome status:

- Cancelled: the inspection didn't take place (excluded from this dataset)
- Failed: there was a deficiency or multiple deficiencies. (see note on partial pass below).
- Inaccessible: Inspector was not able to gain access to property
- Not ready: the work was not ready to inspect
- Not safe: similar to inaccessible. Safety concerns related to conducting the inspection
- Not safe – stop work: the site is unsafe. The permit will be shifted out of issued into a "Stop Work" status. Inspection cannot be booked until the inspector clears for work to resume.
- Partial Pass: a new status introduced in Dec 2020. The rationale being that this provides partial approval and customer is able to proceed with construction/installation. Prior to this there were inconsistencies on how this was managed. In some cases it would be categorized as a "failed"

- which misled customers to believe they could not proceed, whereas a passed customers to believe in all cases they were cleared, resulting in disputes.
- Pass: inspection cleared
- Final Inspection Performed: Will trigger completion of the permit provided that all other criteria for closing permit has been met (no outstanding balance, etc)

Number of Gas, Plumbing, Sprinkler permits completed in 2019 and 2020 that factored a Failed Inspection

Row Labels	Number of Permits with Failed Inspection	% of Permits
Gas Permit	1796	21%
No review	1794	21%
Reviewed	2	11%
Plumbing Permit	2856	28%
No review	2575	27%
Reviewed	281	37%
Sprinkler Permit	2051	41%
No review	1363	39%
Reviewed	688	46%
Total Inspections	6703	

Of the inspection volumes included in the earlier email here are the corresponding permit volumes. This data set is based on transactional inspection volume performed in a given year, and will relate to permits spanning wider issuance years

Building Permit	13684
Gas Permit	13948
Inspection Application	3210
Plumbing Permit	18715
Sprinkler Permit	8857

Thanks
Rebecca

From: White, Phil <Phil.White@vancouver.ca>
Sent: Wednesday, June 09, 2021 8:32 PM
To: Arnold, Kyle <kyarnold@deloitte.ca>; Doel, Rebecca <Rebecca.Doel@vancouver.ca>
Cc: Shuttsa, Christopher <cshuttsa@deloitte.ca>
Subject: RE: [EXT] RE:City Inspector Stats

Hi Kyle,

Was that information pulled from records in POSSE or somewhere else?

The data is from POSSE I believe, Rebecca can clarify

How many plumbing, gas, and sprinkler inspectors performed those inspections?

We have a total of eighteen full time inspectors for Plumbing, Gas and Fire Sprinkler Inspections.

Phill

From: Arnold, Kyle <kyarnold@deloitte.ca>
Sent: Wednesday, June 9, 2021 1:21 PM
To: White, Phil <Phil.White@vancouver.ca>
Cc: Shuttsa, Christopher <cshuttsa@deloitte.ca>
Subject: [EXT] RE: City Inspector Stats

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Sorry, Phil, I realized I have the following questions as well.

Was that information pulled from records in POSSE or somewhere else?

How many plumbing, gas, and sprinkler inspectors performed those inspections?

Thank you,

--

Kyle Arnold

Consultant | Operations Transformation

D: +1 (416) 202 2527

C: +1 (416) 356-5926

kyarnold@deloitte.ca | www.deloitte.ca [deloitte.ca]

--

From: White, Phil <Phil.White@vancouver.ca>
Sent: Wednesday, June 9, 2021 2:44 PM
To: Arnold, Kyle <kyarnold@deloitte.ca>; Shuttsa, Christopher <cshuttsa@deloitte.ca>
Subject: [EXT] FW: [EXT] City Inspector Stats

Hi Kyle,

Below is the response from Rebecca in POSSE to your questions. If you would like further information we can try and dig further for your team.

Regards,

Phillip White

Manager, Plumbing and Mechanical Inspections
Gas Safety Manager
Development, Buildings and Licensing
515 West 10th Avenue, Vancouver, BC, V5Z 4A8
604 873 7609

phil.white@vancouver.ca

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2019 Vancouver Building By-law: bccodes.ca/vancouver-bylaws.html [secure-web.cisco.com]

Operating Permits: vancouver.ca/operating-permit [secure-web.cisco.com]

From: Doel, Rebecca <Rebecca.Doel@vancouver.ca>

Sent: Wednesday, June 9, 2021 11:23 AM

To: White, Phil <Phil.White@vancouver.ca>

Subject: FW: [EXT] City Inspector Stats

Hi

Sorry for the delay on this. See some high level stats below and data set saved at link below with deeper diver that you can send them.

s.15(1)(l)

Let me know if that is helpful, or if they need refinement on specific numbers and I can get someone to pull that together for you.

Thanks
Rebecca

Notes:

Perform X Inspections – may be requested by customer, or scheduled by inspector

Progress Inspections – inactivity inspections, generated by system after period of inactivity (6months)

Inspections completed per year:

	2017	2018	2019	2020	4 y
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Gas Inspections

Perform Inspection	9,778	9,394	9,292	8,943	
Progress Inspection	5,553	5,299	4,864	3,692	
Total Gas Inspections	15,331	14,693	14,156	12,635	

Plumbing Inspection

Perform Inspection	27,529	28,813	29,043	24,489	
Progress Inspection	6,591	6,864	7,360	6,070	
Total Plumbing Inspections	34,120	35,677	36,403	30,559	

Sprinkler Inspections

Perform Inspection	8,714	9,119	9,458	8,298	
Progress Inspections	2,698	2,756	2,988	2,771	
Total Sprinkler Inspections	11,412	11,875	12,446	11,069	

From: White, Phil <Phil.White@vancouver.ca>
Sent: Monday, May 31, 2021 4:40 PM
To: Doel, Rebecca <Rebecca.Doel@vancouver.ca>
Subject: Fwd: [EXT] City Inspector Stats

Hi Rebecca,

Hope you enjoyed the weekend.

Is the email below something you could help with?

Phill

Sent from my iPhone

Begin forwarded message:

From: "Arnold, Kyle" <kyarnold@deloitte.ca>
Date: May 31, 2021 at 2:01:23 PM PDT
To: "White, Phil" <Phil.White@vancouver.ca>
Cc: "Shutsa, Christopher" <cshutsa@deloitte.ca>
Subject: [EXT] City Inspector Stats

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Hello, Phil,

We were hoping to collect some information on the number of inspections (sprinklers, plumbing, and gas) that the inspectors typically do in a year. Do you have any data or statistics around this that you can easily provide? We'd ideally like data on the total number of inspections, the number of projects (so that a single project with multiple inspections isn't miscounted as multiple projects), and the number of failed inspections requiring another inspection later.

Thank you,

--
Kyle Arnold
Consultant | Operations Transformation
D: +1 (416) 202 2527
C: +1 (416) 356-5926
kyarnold@deloitte.ca | www.deloitte.ca [deloitte.ca]
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From: "Solyom, Anne" <Anne.Solyom@vancouver.ca>
To: "Law, Andrea" <andrea.law@vancouver.ca>
Date: 12/8/2021 12:45:22 PM
Subject: RE: Sprinkler Process Meeting

Hi, Andrea.\~ It's been booked for Tuesday morning at 10:15 am, in the Kensington Room and on Webex.

\~

Anne

From: Law, Andrea <andrea.law@vancouver.ca>
Sent: Wednesday, December 8, 2021 8:45 AM
To: Solyom, Anne <Anne.Solyom@vancouver.ca>
Cc: Jong, Teresa <Teresa.Jong@vancouver.ca>; Okell, Corrie (DBL) <Corrie.Okell@vancouver.ca>
Subject: Sprinkler Process Meeting

\~

Hi Anne – In Laura's absence I'm hoping you can help to coordinate a meeting with the CM, the Sprinkler working group below, along with two externals (Deloitte) sometime next week.

\~

The intent of the meeting is to discuss:

\~

- ☐ ~~~~~ advancing the recommendations internally to improve the Sprinkler program as detailed in the final report from Deloitte,
- ☐ ~~~~~ sharing a letter with Industry in December to thank them for their participation and include some of the recommendations
- ☐ ~~~~~ an opportunity for a check-in with Industry in early 2022.

\~

I've discussed with Paul and he has agreed to attend for the first 5- 10 minutes to speak to the importance of advancing this work. I've copied Theresa to help find a time.

\~

45 minutes should be enough time for the meeting.

\~

Paul M (for the first 5 ~10) minutes

\~

Core Sprinkler Working Group:

\~

Law, Andrea
Corrie Okell
Saul Schwebs
Kelly Anderson
Matthew Lam
James Hook
David Lee (BRB)
Michael Caron (Deloitte)
Christopher Shutsa (Deloitte)
Rick Cheung

\~

Please also include the following staff on the invite.

\~

Arron McCurdy
Leighton Williams
Phillip White
Wayne White
Andrea Becker
Samuel Li
John Greer
Michelle Au

\~

Thanks for your help with this and please reach out if you have any questions.

Andrea

Andrea Law, (she/her)
General Manager
Development Buildings & Licensing
City of Vancouver\~
andrea.law@vancouver.ca



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From: "Shutsa, Christopher" <cshutsa@deloitte.ca>
To: "Law, Andrea" <andrea.law@vancouver.ca>
Date: 12/14/2021 8:53:50 AM
Subject: [EXT] slides for 1015
Attachments: 2021-12-14 Meeting.pptx

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good\~ Morning Andrea – further to our discussion yesterday, here are a few simple slides that we can leverage to help structure today's discussion.\~\~ After Paul's welcome and introduction, do you mind sharing the current thinking regarding the external socialization plan and then we (Deloitte) can facilitate the discussion re implementation planning.

\~

Does that plan work?

Chris

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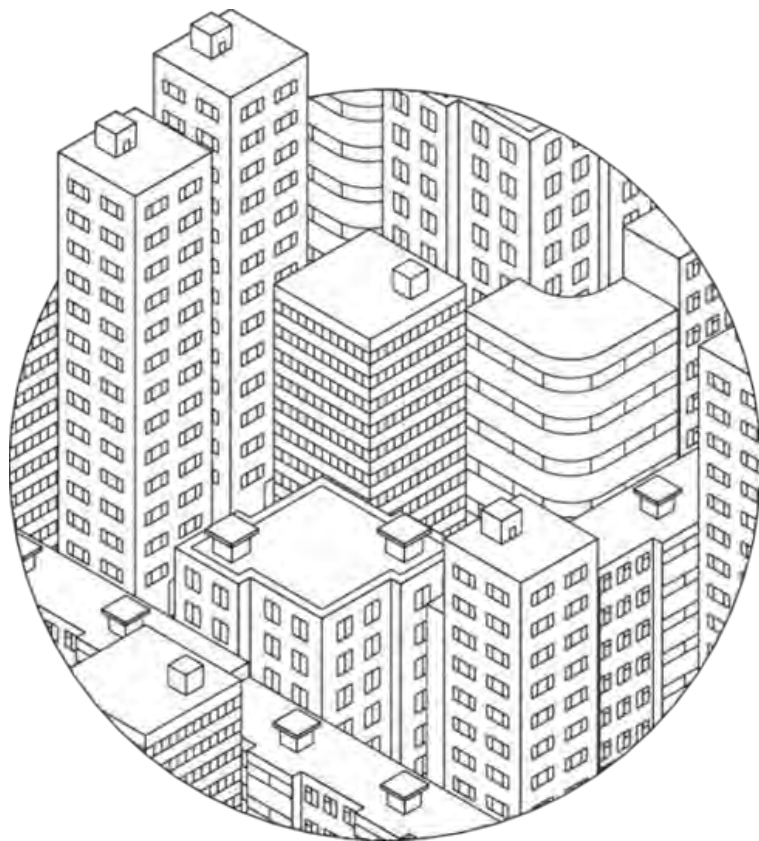
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City of Vancouver: Fire Sprinkler Permit Process Review

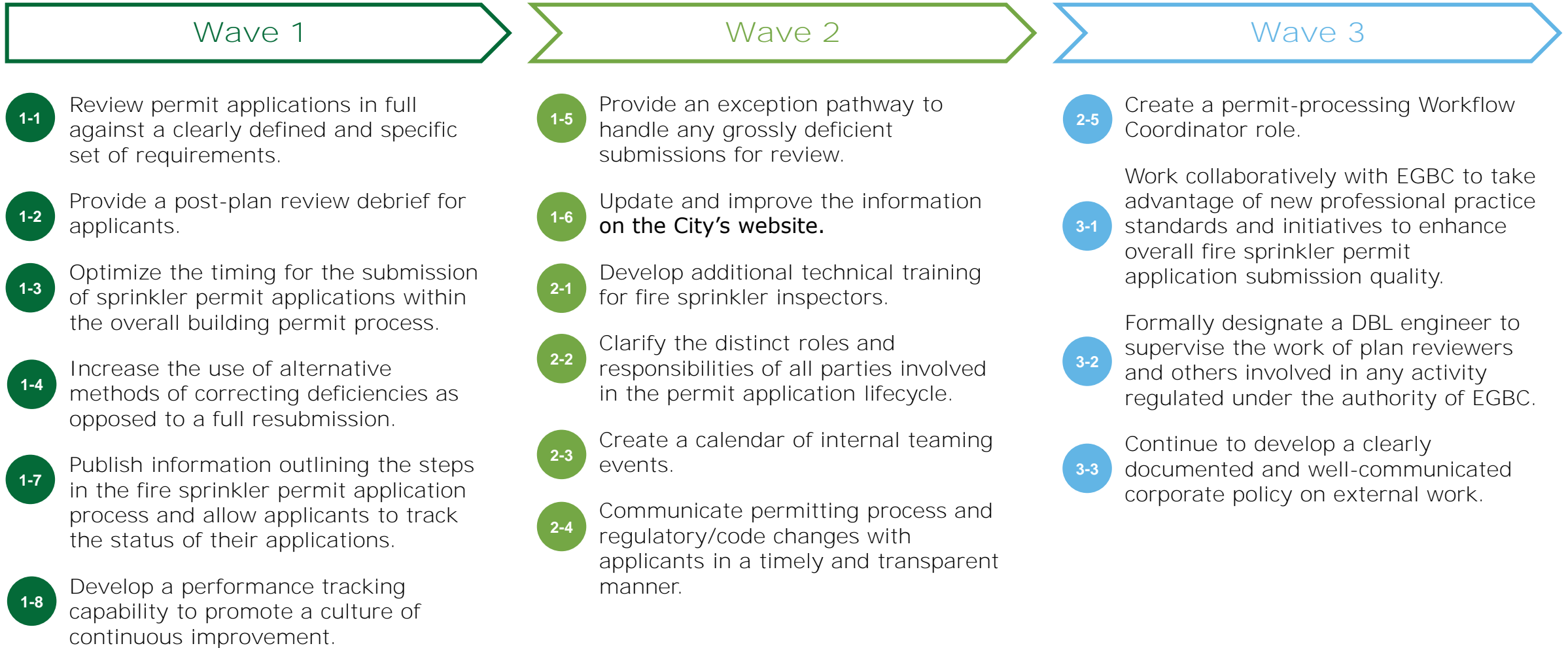
December 14, 2021

Agenda

Topic	Timing
Introduction and Welcome	10 minutes
External Socialization Plan	10 minutes
Implementation Planning	25 minutes

Implementation Waves

The key actions categorized by their relative prioritization are as follows:



Discussion Questions

- What should be in each “wave”?
- What timeline is reasonable to plan to implement each wave?
- Who will be accountable for each recommendation?
- How will we measure progress?

From: "Shutsa, Christopher" <cshutsa@deloitte.ca>
To: "Okell, Corrie (DBL)" <Corrie.Okell@vancouver.ca>
Date: 12/22/2021 10:50:40 AM
Subject: [EXT] RE:Memo to Industry
Attachments: External Contact List.xlsx

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Hi Corrie – also, here is the list of external stakeholders that participated in the review in some form. We have not indicated how or when they participated and as you saw in the report, all feedback was presented anonymously and/or at a thematic level without any attribution.

To maintain confidentiality and anonymity, we kindly ask that you not share this list beyond a select subset of DBL leadership and BCC the addressees when the memo is sent out.

Thank you

Chris

Chris Shutsa
Mobile: 604.603.3619

From: Okell, Corrie (DBL) <Corrie.Okell@vancouver.ca>
Sent: Monday, December 20, 2021 1:23 PM
To: Shutsa, Christopher <cshutsa@deloitte.ca>
Cc: Holvor, Laura <Laura.Holvor@vancouver.ca>; Law, Andrea <andrea.law@vancouver.ca>; Caron, Michael <mcaron@deloitte.ca>; Arnold, Kyle <kyarnold@deloitte.ca>
Subject: [EXT] RE: Memo to Industry

~

Hi Chris,

~

I am comfortable with the changes and happy for you to share with Peter.\~

\~

Once you have an accepted version, please send it for final review.

\~

Thanks for taking care of this,

Corrie

CORRIE OKELL (she/her), MBA | Director – Permitting Services

Development, Buildings, & Licensing

Phone: 604.871.6495\~ Cell: s.15(1)(l)

corrie.okell@vancouver.ca

From: Shutsa, Christopher <cshutsa@deloitte.ca>

Sent: Monday, December 20, 2021 12:49 PM

To: Okell, Corrie (DBL) <Corrie.Okell@vancouver.ca>

Cc: Holvor, Laura <Laura.Holvor@vancouver.ca>; Law, Andrea <andrea.law@vancouver.ca>; Caron, Michael <mcaron@deloitte.ca>; Arnold, Kyle <kyarnold@deloitte.ca>

Subject: [EXT] RE:Memo to Industry

\~

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Hi Corrie – please see a revised draft of a memo which includes some refined language (changes tracked) to integrate some of the feedback received in last week's discussion.

~

If you are comfortable with these changes we can send you a version with changes "accepted" for any final distribution to internal colleagues for final validation.

~

In parallel – would you be comfortable if we shared a draft to Peter Mitchell for his review because we do explicitly name EGBC in the letter.

Chris

Chris Shutsa
Mobile: 604.603.3619

From: Okell, Corrie (DBL) <Corrie.Okell@vancouver.ca>
Sent: Monday, December 20, 2021 10:18 AM
To: Shutsa, Christopher <cshutsa@deloitte.ca>
Cc: Holvor, Laura <Laura.Holvor@vancouver.ca>; Law, Andrea <andrea.law@vancouver.ca>
Subject: [EXT] RE: Memo to Industry

~

Hi Chris,

~

s.22(1) [REDACTED] and I just thought I would follow up to see if the revisions were made. ~ (Although you may have already done this with Andrea on Friday)

~

I know we were hoping to get something out this week and happy to assist in any way I can.

~

Kindly,

Corrie

CORRIE OKELL (she/her), MBA | Director – Permitting Services

Development, Buildings, & Licensing

Phone: 604.871.6495\~ Cell: s.15(1)(l)

corrie.okell@vancouver.ca

From: Shutsa, Christopher <cshutsa@deloitte.ca>

Sent: Thursday, December 16, 2021 11:51 AM

To: Law, Andrea <andrea.law@vancouver.ca>

Cc: Okell, Corrie (DBL) <Corrie.Okell@vancouver.ca>; Holvor, Laura <Laura.Holvor@vancouver.ca>

Subject: [EXT] RE:Memo to Industry

\~

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Hi Andrea – we are adding some language to the external memo that speaks to partnership and expectation of responsibility of external stakeholders and will share that revised draft back in the course of tomorrow if that timing works.\~ As well, we can share the list and contact info from the industry participants.

Chris

Chris Shutsa
Mobile: 604.603.3619

From: Law, Andrea <andrea.law@vancouver.ca>
Sent: Thursday, December 16, 2021 11:25 AM
To: Shutsa, Christopher <cshutsa@deloitte.ca>
Cc: Okell, Corrie (DBL) <Corrie.Okell@vancouver.ca>; Holvor, Laura <Laura.Holvor@vancouver.ca>
Subject: [EXT] Memo to Industry

\~

Hi Chris – following up on Tuesday's meeting, do you happen to have some language in the report that speaks to the partnership conversation that Kelly and team would like to be included in the memo?

If not Corrie and I can craft something to include. Also wondering if you have the official list of industry contacts for the distribution.

\~

s.22(1) [REDACTED] so am copying Corrie and Laura to help coordinate and get us to the (almost) finish line for this year.

Thanks

Andrea

Andrea Law, (she/her)

General Manager, Development Buildings & Licensing

City of Vancouver\~

604-873-7160

andrea.law@vancouver.ca

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Name	Email
s.13(1), s.17(1)	

s.13(1), s.17(1)



From: "Law, Andrea" <andrea.law@vancouver.ca>
To: "Law, Andrea" <andrea.law@vancouver.ca>
Date: 2/11/2022 2:41:59 PM
Subject: FW: Sprinkler Process - Draft Review
Attachments: Memo to External Participants - draft.docx
Stakeholder Briefing Agenda - draft.pptx

Andrea Law, (she/her)
General Manager
Development Buildings & Licensing
City of Vancouver
andrea.law@vancouver.ca



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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

\~

From: Shutsa, Christopher <cshutsa@deloitte.ca>
Sent: Friday, December 03, 2021 12:09 PM
To: Law, Andrea <andrea.law@vancouver.ca>
Cc: Caron, Michael <mcaron@deloitte.ca>; Arnold, Kyle <kyarnold@deloitte.ca>; Philbrook, Joe <jphilbrook@deloitte.ca>
Subject: [EXT] RE:Sprinkler Process - Draft Review

\~

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Hi Andrea – ahead of our discussion later today we are sharing 2 things:

\~

- 1) A draft of a memo to external stakeholders (I think this draft has the right ideas but we should discuss some of the framing and level of detail/specificity that is included)
- 2) A draft of the agenda for the virtual briefing session

\~

Thanks
Chris

Chris Shutsa
Mobile: 604.603.3619

-----Original Appointment-----

From: Law, Andrea <andrea.law@vancouver.ca>

Sent: Monday, November 29, 2021 2:10 PM

To: Law, Andrea; Shutsa, Christopher; Caron, Michael

Subject: Sprinkler Process - Draft Review

When: Friday, December 3, 2021 2:00 PM-2:45 PM (UTC-08:00) Pacific Time (US & Canada).

Where: Webex

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December 2021

From the desks of Paul Mochrie and Andrea Law:

Dear Fire Protection Industry Members,

As many of you know, earlier this year the City of Vancouver undertook a review of its fire sprinkler permitting process. The City recognizes the critical importance of fire sprinklers to life safety and property protection, and thus, is committed to having a high-quality fire sprinkler permitting process that is timely, efficient, and considers the needs of all stakeholders involved. This commitment, combined with the City's philosophy of continuous improvement, is what motivated this review of the fire sprinkler permitting process to identify potential opportunities for enhancement and improvement.

From the outset, the City recognized the importance of collecting industry input and feedback for inclusion in the review. As such, industry stakeholders were engaged through an online survey, as well as a series of small group discussions.

We would like to thank everyone who participated and shared feedback as part of this review. We are especially grateful to the over 70 industry participants who took time to share candid and constructive feedback via the survey or small group discussions; sometimes both. In the group discussions specifically, everyone that participated brought thoughtful and constructive ideas which contributed to a discussion that was collaborative and generated many helpful insights.

While there was a wide range of views expressed, certain messages were reinforced consistently. These include:

- **The City's** deep technical knowledge of fire sprinkler systems and relevant codes offers a helpful level of rigour to the review of fire sprinkler plans
- The City's acceptance and early adoption of digital drawings, seals, and stamps has helped to streamline the application process
- The total time (and number of cycles) it can take for permits to be issued from the time of the first submission to approval would ideally be reduced
- Applicants sometimes perceive inconsistencies as to what the City considers required in an application for a permit to be granted
- The occurrence of partial permit application reviews when deficiencies are noted ultimately leads to a more re-submissions and review cycles

All the input received during the review was taken into careful consideration in the formulation of recommendations on ways to improve (without changing what is working well) the permit process and the City is working to formalize and implement solutions that are beneficial for everyone. The changes that we are currently considering range from short- to long-term, so they will be implemented progressively as it is feasible for us to do so.

What follows is a sample of the changes we are considering. We hope this gives you a sense of the direction we are heading, and the type of changes that may be on the horizon.

- Focussing on creating greater transparency around what the **City's** expectations of permit applications are and how applications perform against this standard
- Improving the clarity and comprehensiveness of **information on the City's website**
- Improving the access to and availability of plan reviewers to answer questions about the feedback provided on submissions
- Evaluating submissions against a standard set of criteria/requirements
- Minimizing the number of resubmissions an application requires

In addition to considering the changes described above, we also expect additional changes to be introduced over time resulting from the roll-out of the Professional Governance Act (PGA). These changes are expected to impact the work practices and professional oversight of anyone performing regulated activities both within the City and in industry alike. As this roll-out of the PGA proceeds, we can expect to have future updates on what these changes might entail.

As stated above, the City is committed to making changes to improve the fire sprinkler permitting process for all stakeholders. Against this backdrop of introducing changes that are within our control to make, we must also consider the impact of changes being introduced by the PGA. The full set of changes needed to improve our permitting processes cannot happen overnight, so we ask for your patience and continued cooperation as we work to introduce changes.

In the spirit of maintaining an open dialogue with you as changes are being introduced, we will be hosting a virtual session in early 2022 to discuss the changes we are proposing to make, and the rationale behind them. We invite you to attend to learn more. We plan to send an invitation in the near future.

Thank you again for your support and contribution to this important review of our fire sprinkler permitting process.

Sincerely,

Paul Mochrie and Andrea Law

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From: "Law, Andrea" <andrea.law@vancouver.ca>
To: "Holvor, Laura" <laura.holvor@vancouver.ca>
Date: 2/24/2022 5:00:35 PM
Subject: Sprinkler FOI
Attachments: Sprinkler Memo to External Participants_ (002).pdf
Fire Sprinkler Process Review - Final Deliverable - for final CoV
review_vf2 - Andrea's version.pptx
Sprinkler waves Nov 24th.pptx
CoV - Fire Sprinkler Process Review - Update for Paul M - 31 Aug
2021_v2.pptx

Hi Laura – can you please coordinate with Gurv.

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This is all I can find in terms of documents.

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Am not going to get a chance to look for emails so hoping you can scour my mailbox next week.

\~

Most emails will be to/from Christopher Shutsa - \~\~Deloitte.

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Thanks

\~

Andrea

\~

\~

Andrea Law, (she/her)

General Manager, Development Buildings & Licensing

City of Vancouver\~

604-873-7160

andrea.law@vancouver.ca

December 23, 2021

Fire Protection Industry Members

Dear Members,

RE: Fire Sprinkler Permitting Process

As many of you know, earlier this year the City of Vancouver undertook a review of its fire sprinkler permitting process. The City recognizes the critical importance of fire sprinklers to life safety and property protection, and thus, is committed to having a high-quality fire sprinkler permitting process that is timely, **efficient, and considers the needs of all stakeholders involved. This commitment, combined with the City's** philosophy of continuous improvement and the importance of quality sprinkler system design and installation, is what motivated this holistic review of the fire sprinkler permitting process to identify potential opportunities for enhancement and improvement.

From the outset, the City recognized the importance of soliciting industry input and feedback for inclusion in the review. We believe that enhancing and improving the fire sprinkler permitting process is a shared opportunity that we the regulator can approach in partnership with industry counterparts and the permit applicants. To help achieve that objective, industry stakeholder engagement was seen as critical to this review.

As such, industry stakeholders were engaged through an online survey, as well as a series of live small group discussions as means to collect and consider their valuable input. We would like to thank everyone who participated and shared feedback as part of this review. We are especially grateful to the over 70 industry participants who took time to share candid and constructive feedback via the survey or small group discussions, sometimes both. In the group discussions specifically, everyone that participated brought thoughtful and constructive ideas that contributed to a discussion that was collaborative and generated many helpful insights.

While there was a wide range of views expressed, certain messages were reinforced consistently. These include:

- The **City's deep technical knowledge of fire sprinkler systems and relevant codes offers a helpful** level of rigour to the review of fire sprinkler plans
- The City's acceptance and early adoption of digital drawings, seals, and stamps has helped to streamline the application process
- Applicants are seeking to reduce the total time (and number of cycles) it can take for permits to be issued from the time of the first submission to approval
- Applicants perceive inconsistencies as to what the City considers required in an application for a permit to be granted
- The occurrence of partial permit application reviews when deficiencies are noted ultimately leads to more re-submissions and review cycles

All the input received during the review was taken into careful consideration in the formulation of recommendations on ways to improve (without changing what is working well) the permit process and the



City is working to formalize and implement solutions that are beneficial for everyone. The changes that we are currently considering range from short- to long-term, so they will be implemented progressively as it is feasible for us to do so.

What follows is a sample of the changes we are considering. We hope this gives you a sense of the direction we are heading, and the type of changes that may be on the horizon.

- **Focussing on creating greater transparency around what the City's expectations of permit applications are and how applications perform against this standard**
- Improving the clarity and comprehensiveness of **information on the City's website**
- Improving the access to, and availability of, plan reviewers to answer questions about the feedback provided on submissions
- Evaluating submissions against a standard set of criteria/requirements
- Minimizing the number of resubmissions an application requires

In addition to considering the changes described above, we also expect additional changes to be introduced over time resulting from the rollout of the Professional Governance Act (PGA), and this includes various initiatives authorized under the PGA being implemented by Engineers and Geoscientists BC such as the regulation of firms and enhanced practice standards. These changes will impact both the work of the regulator as well as the work of those preparing applications or their components (e.g., quality management practices in the preparation of technical drawings). Moreover, these changes are expected to impact the work practices and professional oversight of anyone performing regulated activities both within the City and in industry alike. As this rollout of the PGA proceeds, we can expect to have future updates on what these changes might entail.

As stated above, the City is committed to making changes to improve the fire sprinkler permitting process in partnership with all stakeholders. Against this backdrop of introducing changes that are within our control to make, we must also consider the impact of changes being introduced by the PGA. The full set of changes needed to improve our permitting processes cannot happen overnight, so we ask for your patience and continued cooperation as we work to introduce changes.

In the spirit of partnership and maintaining an open dialogue with you as changes are being introduced, we will be hosting a virtual session in early 2022 to discuss the changes we are proposing to make, and the rationale behind them. As stated above, the opportunity to improve the end-to-end fire sprinkler permitting process is a shared opportunity between the City and applicants. As such, we also hope to use that session to discuss opportunities for where the applicant community can improve. We invite you to attend to learn more. We plan to send an invitation in the near future.

Thank you again for your support and contribution to this important review of our fire sprinkler permitting process.

Sincerely,

Andrea Law
General Manager, Development, Buildings &
Licensing
604-873-7160
andrea.law@vancouver.ca

Paul Mochrie
City Manager
604-873-7625
paul.mochrie@vancouver.ca

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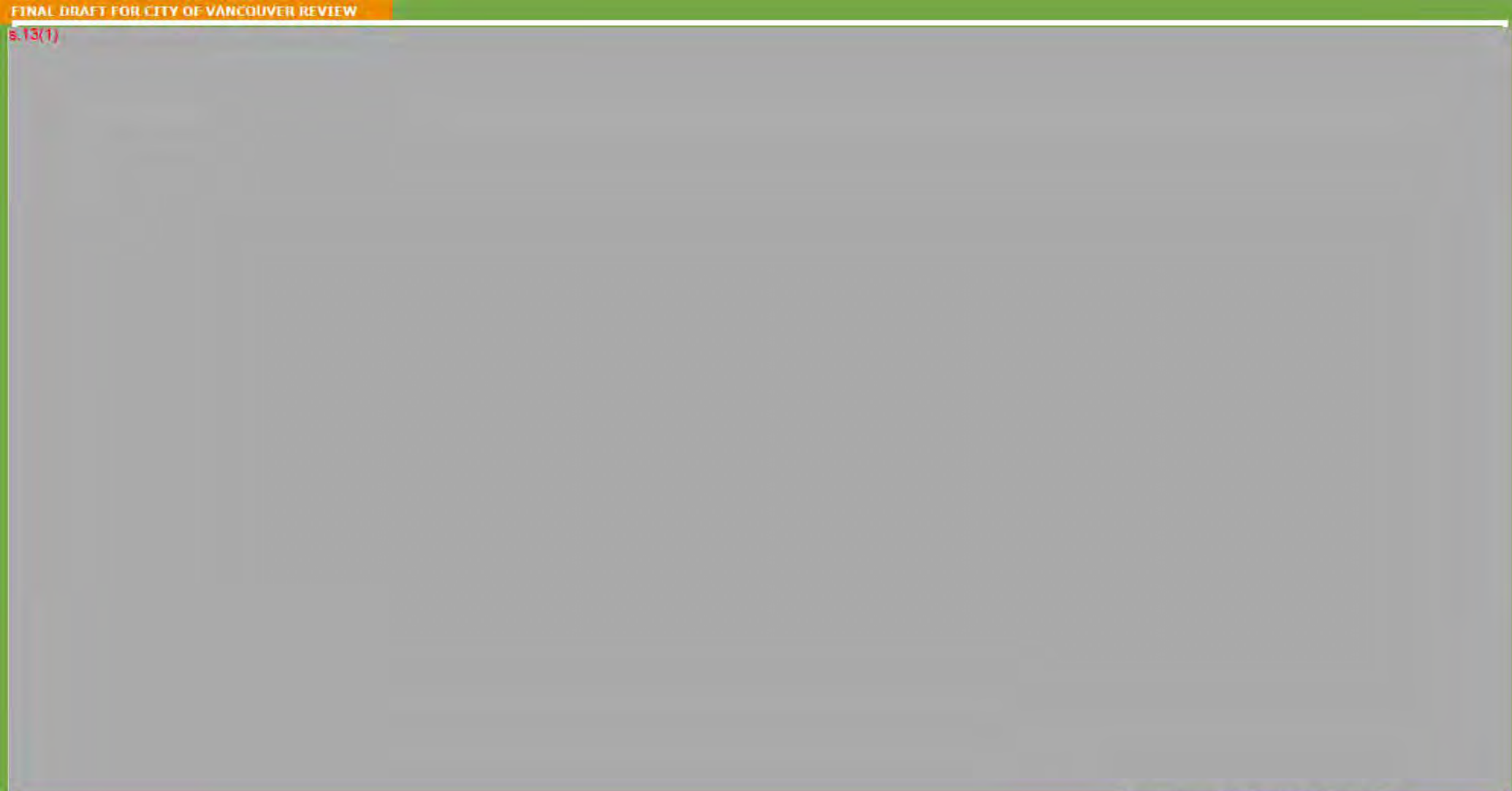
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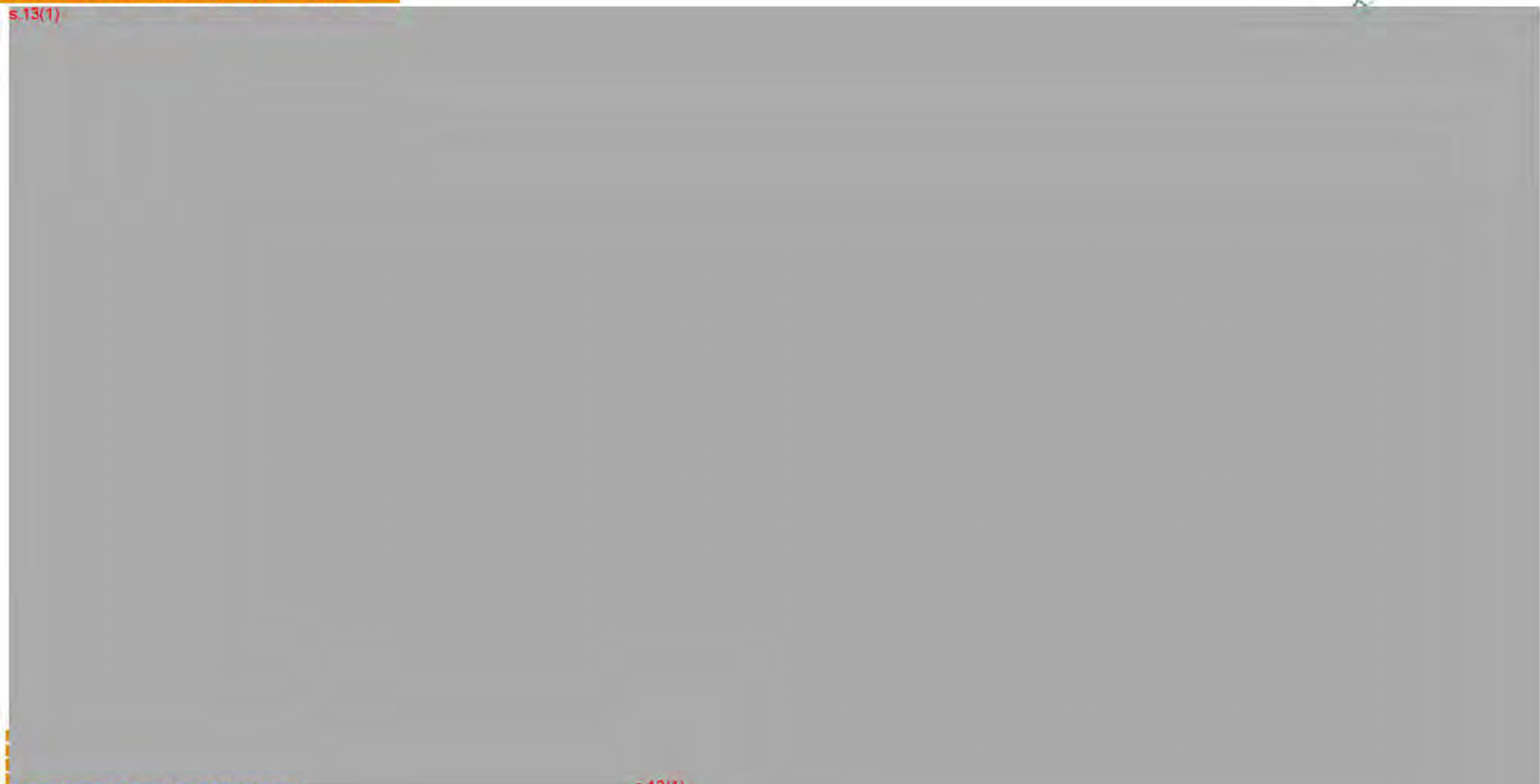
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