

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 2/13/2023 2:48:19 PM
Subject: Upcoming Permitting Improvement Program news release (February 14, 2023)

Dear Mayor and Council,

I am writing to inform you that the City will be issuing the below news release announcing a new permitting Electronic Plan (ePlan) and highlighting other improvements made within permitting, which you heard about during the presentation from Development Building and Licensing today. We welcome you to amplify the City's social media posts on this update, should you wish to do so on your channels.

Please keep this news release embargoed until it goes live from the City media email account.

Best,
Paul

City of Vancouver
News Release
February 14, 2023

Permitting applications go fully digital

Anyone in Vancouver looking for a building permit can now apply, pay and receive the permit electronically through the Electronic Plan (ePlan). This latest update is part of the City's Permitting Improvement Program, designed to digitally transform and streamline the permitting process.

"The increased efficiency and reduced costs of submitting applications online through ePlan is a big step forward toward improving permitting for Vancouver residents and businesses," said Mayor Ken Sim. "There is still more work to be done, and I am optimistic with the action plan set forward today."

In addition to ePlan, homeowners, builders and businesses are benefitting from the following improvements:

1. Plans for houses, duplexes, laneways and townhouses can now be checked in as little as two and half weeks, saving over nine weeks
2. Updated inspection review processes significantly reduce the need for applicants to address/redo previously unpermitted work, unless it is a life-safety concern
3. The [Tenant Improvement program](#) provides a dedicated building permit review stream for office tenants in eligible commercial buildings, allowing them to receive a permit in as little as two weeks

Increased transparency

Staff continue exploring technology to provide more real-time permitting performance, and are looking to establish an external advisory panel for input on additional proposed improvements.

Education and Support for Applicants

Nearly 45% of all low-density housing permit applications submitted in 2021 were incomplete, which leads to delays in issuing permits.

"We are looking at providing education and in-person support for those who need assistance in submitting applications," said Andrea Law, General Manager, Development, Buildings and Licensing. "In addition, we are exploring technical solutions that will allow applicants to perform their own completeness checks prior to submitting their application."

Home-based business license pilot

On February 22, the City is launching a pilot to allow home-based businesses to apply, track, pay and receive their business licence electronically. Providing a central, online source of information for applicants frees up staff

time and allows applicants to track their applications in real time, which will help them plan more effectively.

Upon completion of the pilot, the City will expand the online application form to all business categories later this spring.

Ongoing work and next steps

To further streamline the permit process, the City continues to review opportunities including:

1. Simplifying conditions for development permits
2. Simplifying the review process for renovation permits
3. Reducing both the number of steps and staff required to review applications
4. Improving letters to applicants so they easily understand items they need to address/rectify before a permit can be issued

More information **and** a complete list of actions to help [improve the permitting process](#) is available online.

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