



Accelerating Project Delivery

Embracing Technology for Innovative Solutions

December 7, 2023



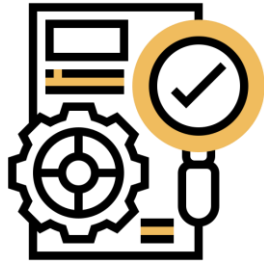
Customer and User Centric Experiences

At the core of modernizing our permitting suite of services is a key focus on providing our **customers** and **users** with services and experiences that are:



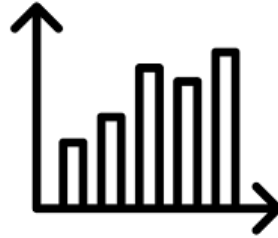
Timely

Improve the timeliness of permitting and licensing experiences



Accurate

Improve accuracy of statuses, duration, and costs related to permitting and licensing services



Predictable

Improve predictability of the services – with a focus on number of permits, sequencing, duration and costs



Transparent

Provide customers and users with information about statuses, 'where in the journey', compliance actions and cost updates



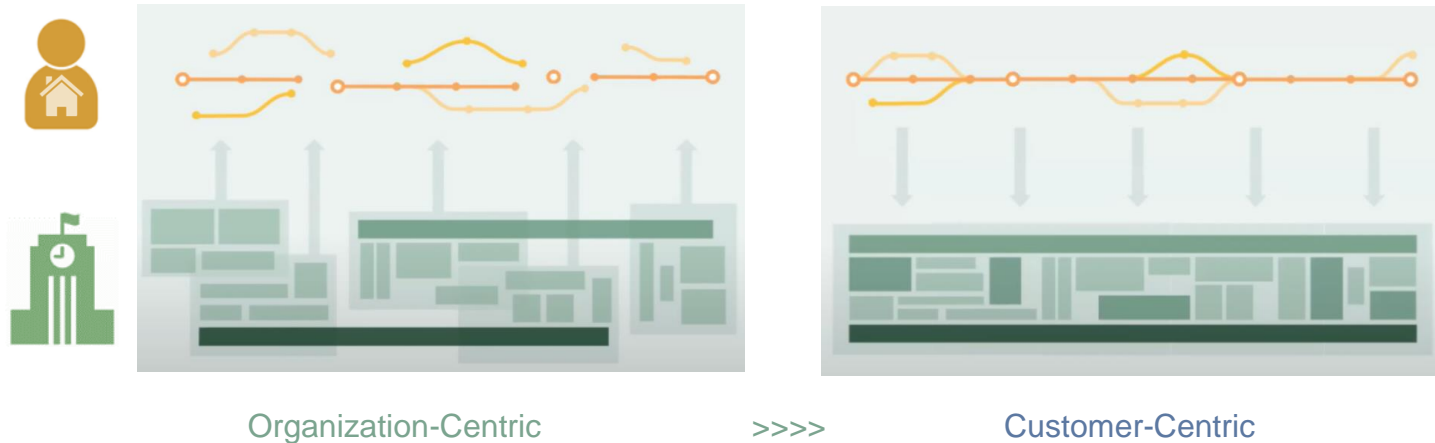
Consistent

Apply business rules and logic consistently based on project type, customer type and location

Improving permit applicant experience with technology

The City's Permitting Digital Transformation Program:

Enabling positive experiences & increase satisfaction for COV customers by meeting their expectations of modern & technology enhanced service delivery: customer centric, accessible, digitally enabled services, 24/7 access to real time



Digital Plan Checks



- Automated plan checking for compliance with the City's regulations,
- Supports applicants in submitting complete/compliant applications, eliminating rounds of reviews
- Speeds up staff review times, fewer components reviewed manually
- First step toward fully automated plan checking
- Starting with Laneways with limited zoning review capabilities
- Target launch **Q1-2024**

Sprinkler Permit Improvement Program



- As of October 2023, we issued approximately 1,913 Sprinkler Permits over the counter
- 427 permits have been reviewed in detail by the team
- We will be moving to the auto-issuance of a specific scope of Sprinkler Permits in February 2024
- We are hiring an Engineer to oversee the Sprinkler Permitting Team

<https://jobs.vancouver.ca/job-invite/39233/>

Provincial and Municipal Collaboration



Questions