



City of Hamilton

OPEN FOR BUSINESS SUB-COMMITTEE ADDENDUM

Meeting #: 19-001
Date: February 27, 2019
Time: 9:30 a.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Loren Kolar, Legislative Coordinator (905) 546-2424 ext. 2604

7. CONSENT ITEMS

*7.4 2019 ePLANS Launch - Online Building Permit Submissions - Case Study No. 22

9. STAFF PRESENTATIONS

9.1 Rural Development and Sustainable Private Servicing (PED18191) (Wards 9, 11, 12, 14, 15) (from the September 6, 2018 meeting where quorum was lost)

*9.1.a Revised Presentation (to be distributed by staff at the meeting)

9.3 Open For Business Accomplishments (to be distributed)

*9.3.a Presentation (to be distributed by staff at the meeting)



Hamilton

Planning and Economic
Development Department

Memorandum

Date: February 27, 2019

To: Chair and Members
Open for Business Sub-Committee

From: Ed VanderWindt
Director, Building and Chief Building Official
Planning and Economic Development Department

Subject: **2019 ePLANS Launch – Online Building Permit Submissions – Case Study No. 22**

BACKGROUND

As part of our ongoing Open for Business initiatives, one of the key initiatives is making greater use of technology to streamline and make more efficient the development approvals process.

OBSERVATIONS AND ISSUES

The Building Division is very pleased to announce the launch of ePLANS on January 28, 2019. ePLANS is the online building permit application service which allows for the online submission, review and approval of digital design drawings. Over 30 applications have been submitted since the launch and already include various out-of-town applications, and ranges from minor to complicated construction projects.

ePLANS can be accessed at: www.hamilton.ca/eplans

Building permit applicants are now able to submit digital drawings and documents, communicate with staff, track building permit applications, review previously issued building permits, pay permit fees, and retrieve approved building permits and drawings and documents using the online ePLANS service.

Advantages of ePLANS for the applicant:

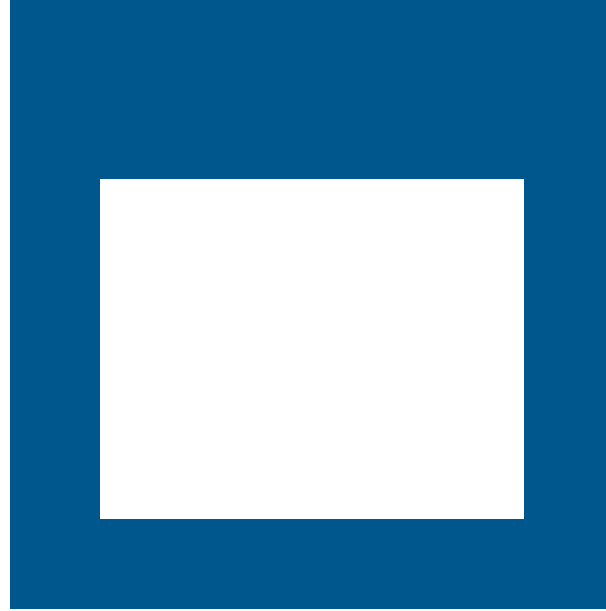
- Avoiding the line-up and drive to City Hall
- Cost savings to printing of design drawings
- Convenient and 24/7 remote access
- Online access to digital plan reviews and mark-ups

Subject: ePLANS Launch – Online Building Permit Submissions - Page 2 of 2

- Online access to approved drawings and building permits
- Online access to management and tracking of building permit applications
- Greater transparency of the building permit application and review process

ePLANS is an optional service available for applicants who do not wish to apply in person at our offices and print out building permit drawings. Paper based submissions will continue to be available and accepted in the normal manner at our office in City Hall.

DO



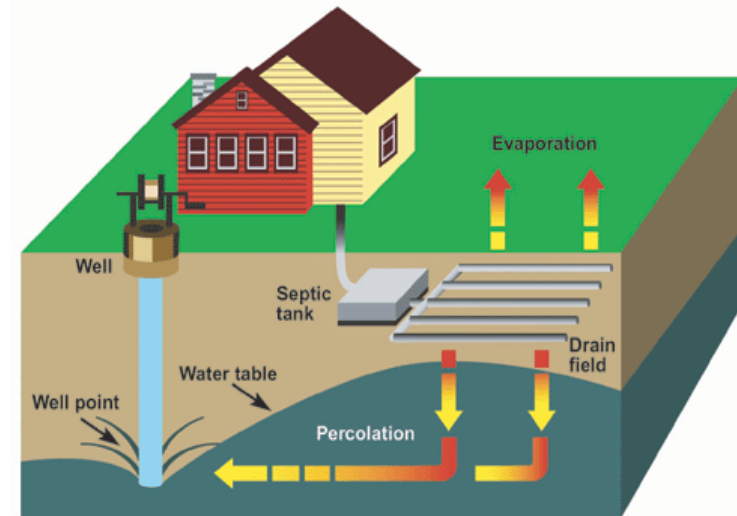
Rural Development and Sustainable Private Servicing

Open for Business Sub-committee

February 27, 2019

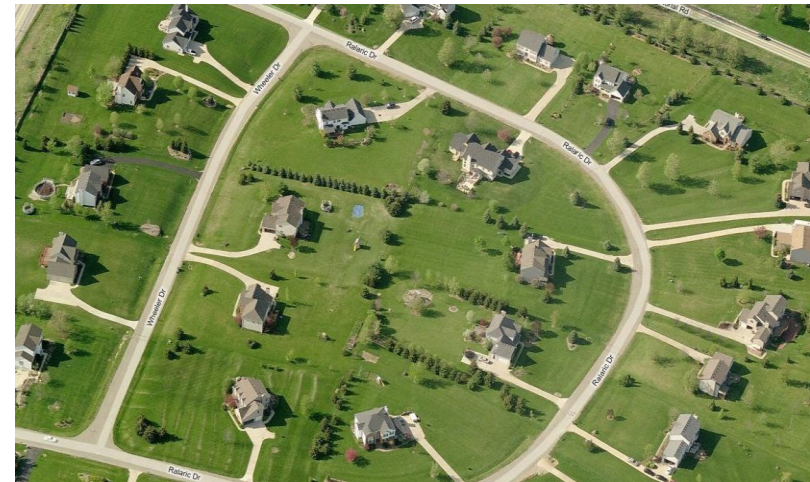
BACKGROUND

- Majority of development in Rural Hamilton is dependent on private services (sewage disposal and water supply)
- Rural Hamilton Official Plan (RHOP) contains policies regarding sustainable private servicing
- Intent of policies is to establish sustainable private services which do not create a negative impact on surrounding groundwater and nearby users



BACKGROUND

- For *Planning Act* applications (i.e. Zoning By-law Amendments, Site Plans, Subdivision, Consents) in the rural area, the applicant must demonstrate that private services are provided which are capable of sustaining the use with acceptable levels of impact
- City's Guidelines for Hydrogeological Studies and Technical Standards for Private Services – approved by Council in 2013, provides framework for evaluating servicing proposals



RURAL DEVELOPMENT APPLICATIONS

TYPE	2015	2016	2017	Total
Committee of Adjustment - Consent	24	18	15	57
Committee of Adjustment - Variance	60	58	45	163
Condominium	1	0	0	1
Formal Consultation	10	13	10	33
Official Plan Amendment	1	0	2	3
Site Plan	27	16	40	83
Subdivision	1	0	1	2
Zoning Amendment	6	4	7	17
NEC Development Permit	29	24	41	94
Total	159	133	161	453

SUMMARY OF ISSUES

Some of the issues experienced when developing in the rural area include:

- Costs related to studies and peer reviews
- Time associated with application review
- Regulatory gap between MOECP Guidelines and Ontario Building Code
- No recognition of the benefits of improving an existing situation

WORKING GROUP RECOMMENDED CHANGES

A working group comprised of staff from Planning, Building, Public Works, and Public Health was established to consider the rural servicing issues and develop recommendations for improvement.

The following recommendations were proposed by the group:

- Mapping of vulnerable areas
- More permissive use of cisterns
- Increased flexibility for lot additions

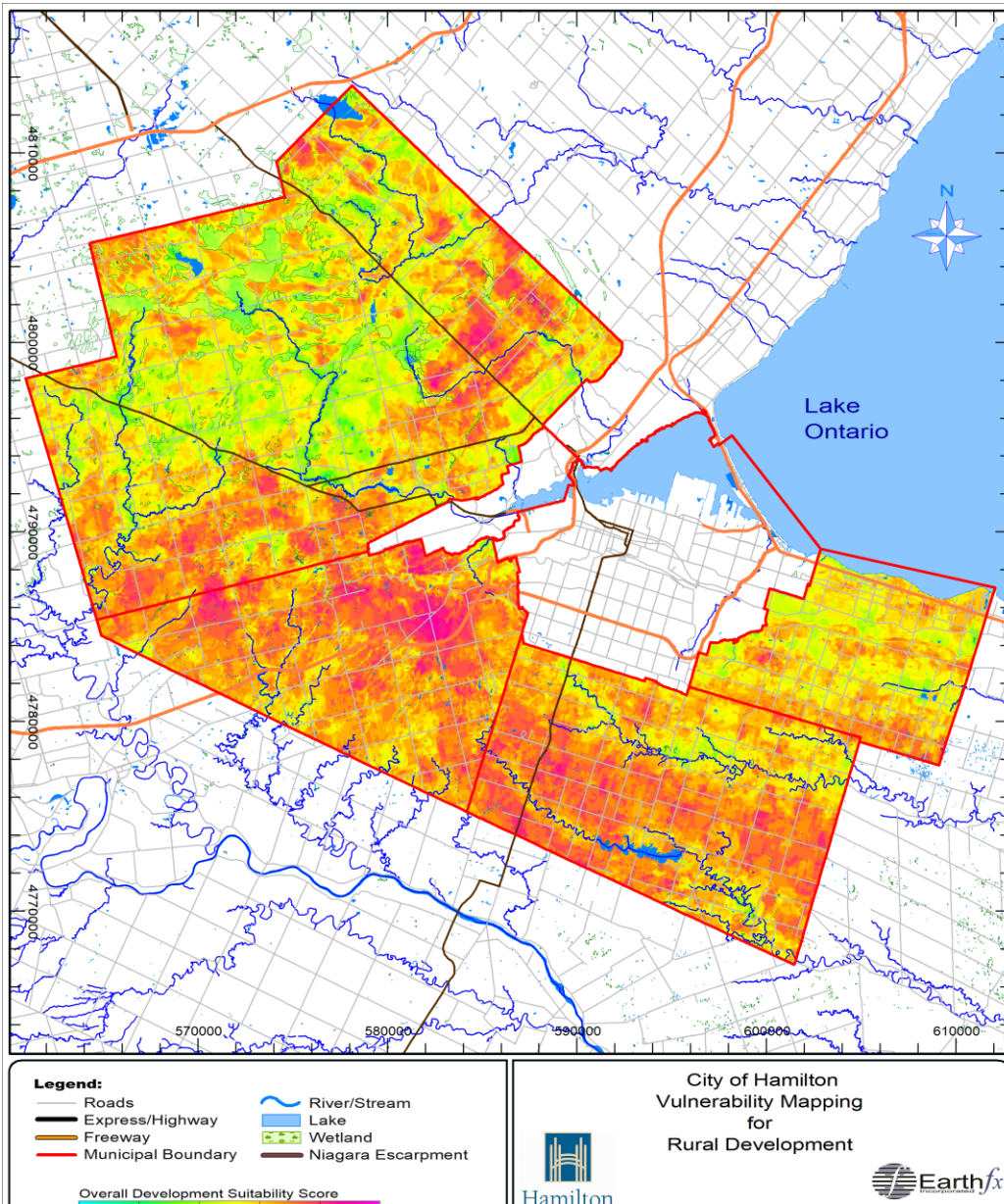




RECOMMENDED IMPROVEMENTS

Better mapping of vulnerable areas in Hamilton

- A consultant has been retained to create a mapping project of the rural area which will characterize the suitability of areas for sustainable servicing and rural development
- Maps will be a tool used by Planning staff to provide up-front information to property owners and members of the public considering rural development
- This will assist with managing expectations of development yield and avoiding surprises in the planning process





RECOMMENDED IMPROVEMENTS

More permissive policies for cisterns

- RHOP required that all development proceeded by way of a well – cisterns were only permitted as a supplementary water source, which created issues for redevelopment
- Working group recommended policy change to permit the redevelopment of a use on a cistern to continue on a cistern; and, to allow new development on an existing lot to proceed by way of cistern if it is demonstrated that groundwater is insufficient
- RHOPA 18 implemented this policy change



RECOMMENDED IMPROVEMENTS

Formally recognizing “improvements” in lot additions

- RHOP has traditionally allowed minor lot additions, provided the size of the lot would meet all sustainable servicing requirements
- Working group recommends policy change to allow for lot additions to undersized lots which are existing and developed, even if the lot addition does not increase the size of the lot enough to meet all requirements of sustainable servicing (must be generally a minimum of 1 acre in size)
- RHOPA 18 implemented this policy change

SUMMARY OF RECOMMENDATIONS

1. Mapping project - better mapping of vulnerable areas in Hamilton to use as information tool
2. Cisterns – more permissive policies for cistern use
3. Lot additions – more flexibility in lot addition policies





Open For Business Update

Presentation to Open For Business Subcommittee
February 27, 2019

Development Trends

OFB Highlights from 2015-2018

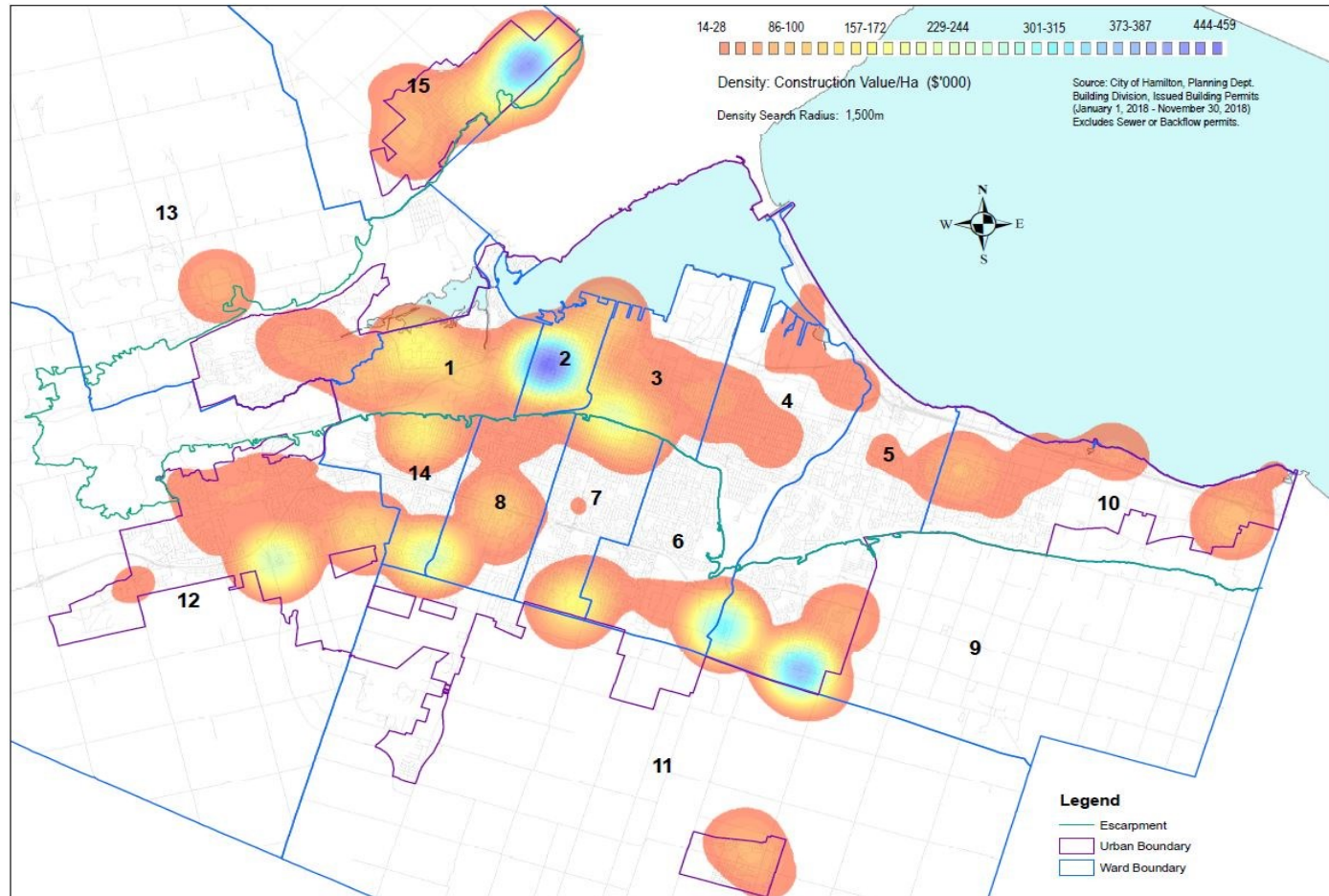
How We're Doing

OFB Focus Areas for 2019-2020

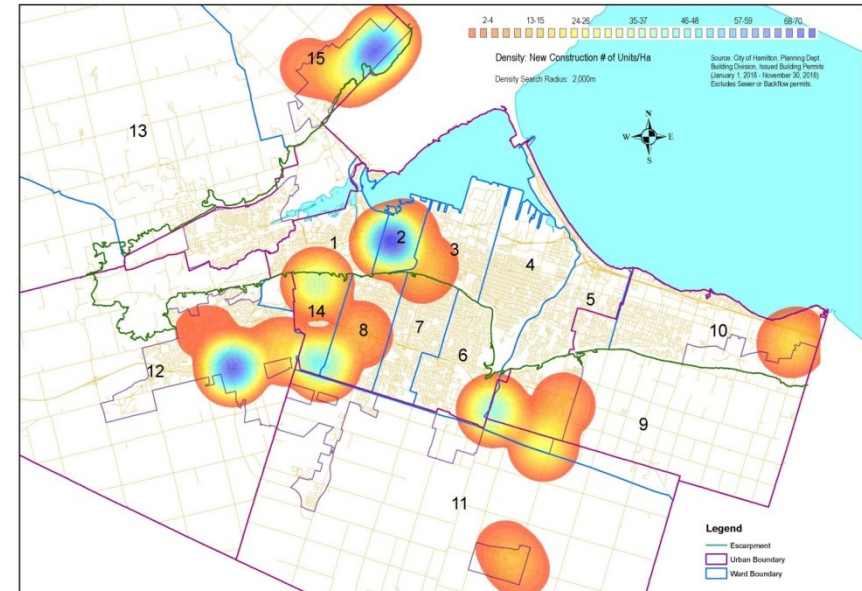
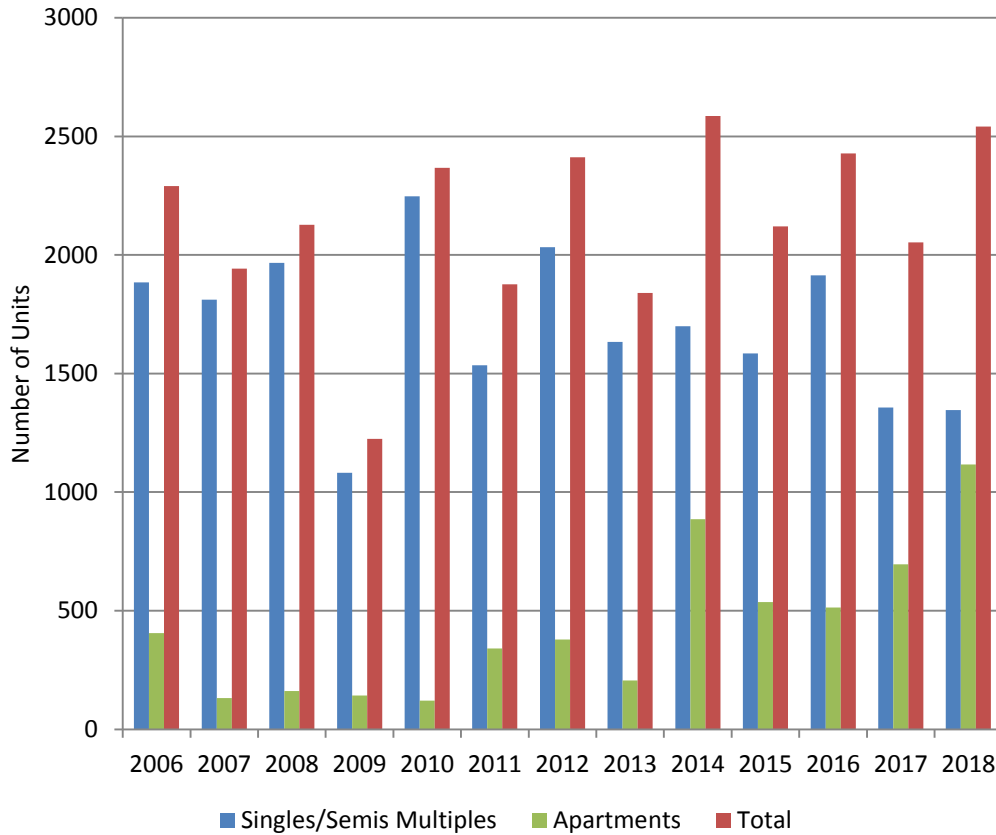
DEVELOPMENT TRENDS

Building Permits

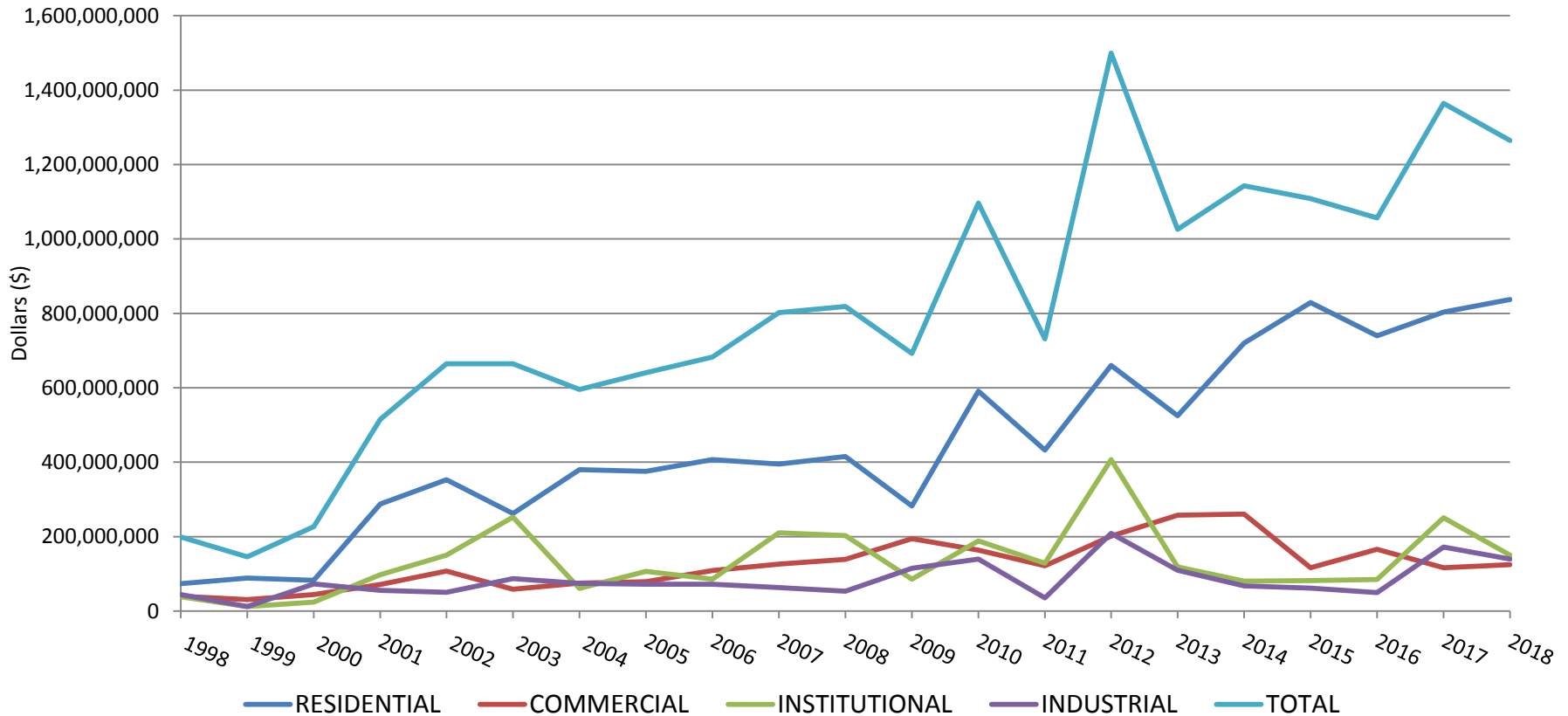
Year	Construction Value
2006	\$682,547,814
2007	\$801,719,348
2008	\$818,462,450
2009	\$692,402,386
2010	\$1,096,299,091
2011	\$731,019,287
2012	\$1,499,627,394
2013	\$1,025,785,000
2014	\$1,143,192,846
2015	\$1,108,192,846
2016	\$1,056,237,746
2017	\$1,364,145,418
2018	\$1,264,757,129



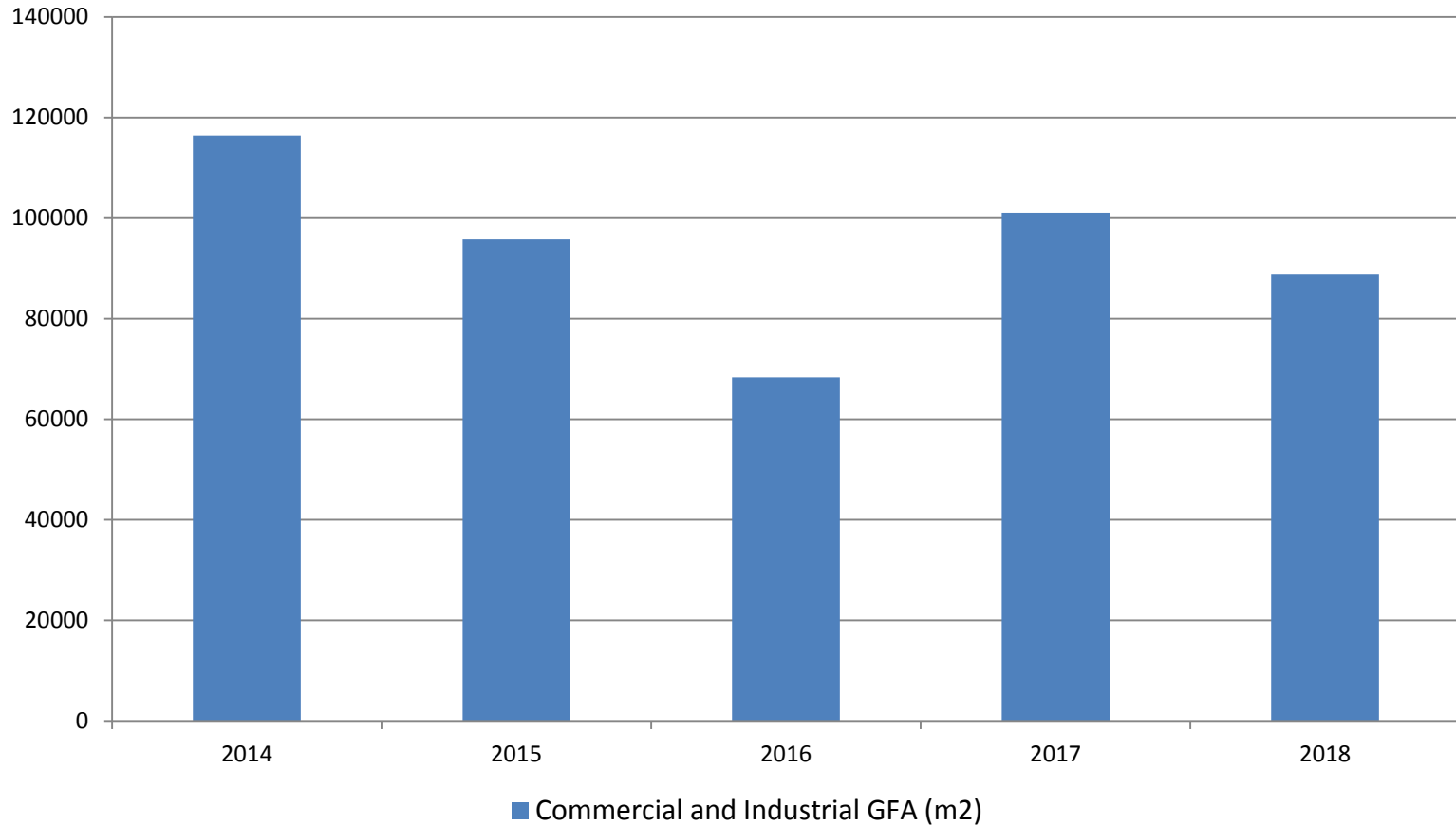
Housing Units



Building Permit Construction Value By Type

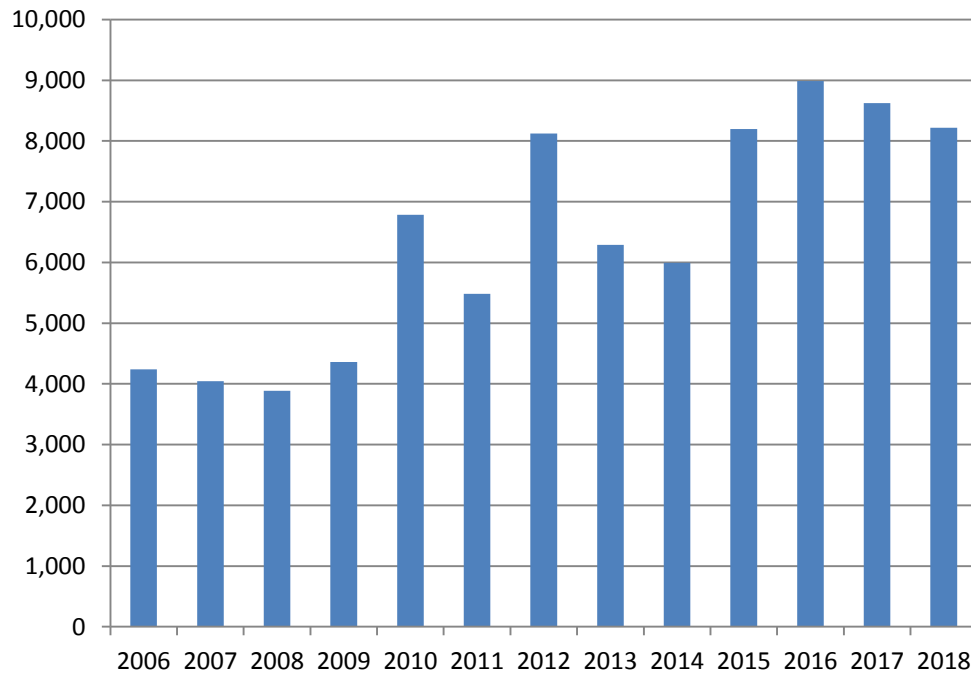


Commercial & Industrial GFA (m²)

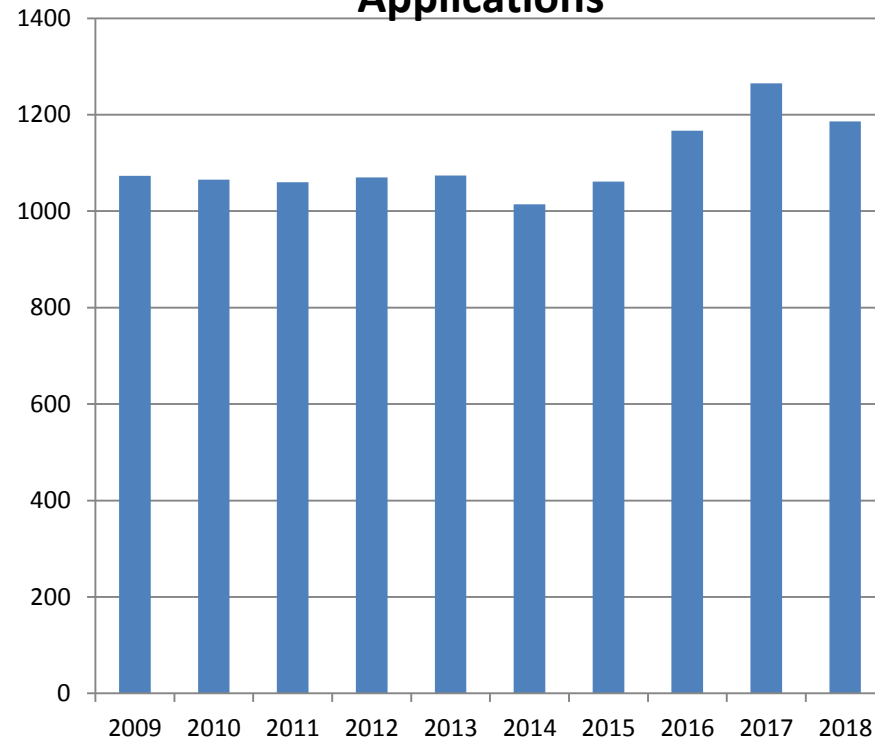


Activity Levels

Number of Building Permits Issued



Number of Development Applications



OFB HIGHLIGHTS 2015-2018

In May 2015 ...

- Re-launch of OFB Council Sub-Committee
- Presentation of findings from consultant's report on development approvals process review
- Appointment of Open For Business lead within the General Manager's Office
- Council approved budget investments in planning and economic development

34 initiatives in 34 months

- a) Eliminating the unnecessary steps
- b) Streamlining the necessary steps
- c) Clear guidelines and expectations
- d) Technology
- e) Staff development and customer service

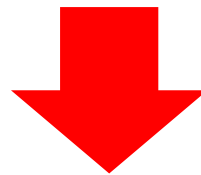
OFB HIGHLIGHTS 2015-2018

Temporary encroachment agreements.



OFB HIGHLIGHTS 2015-2018

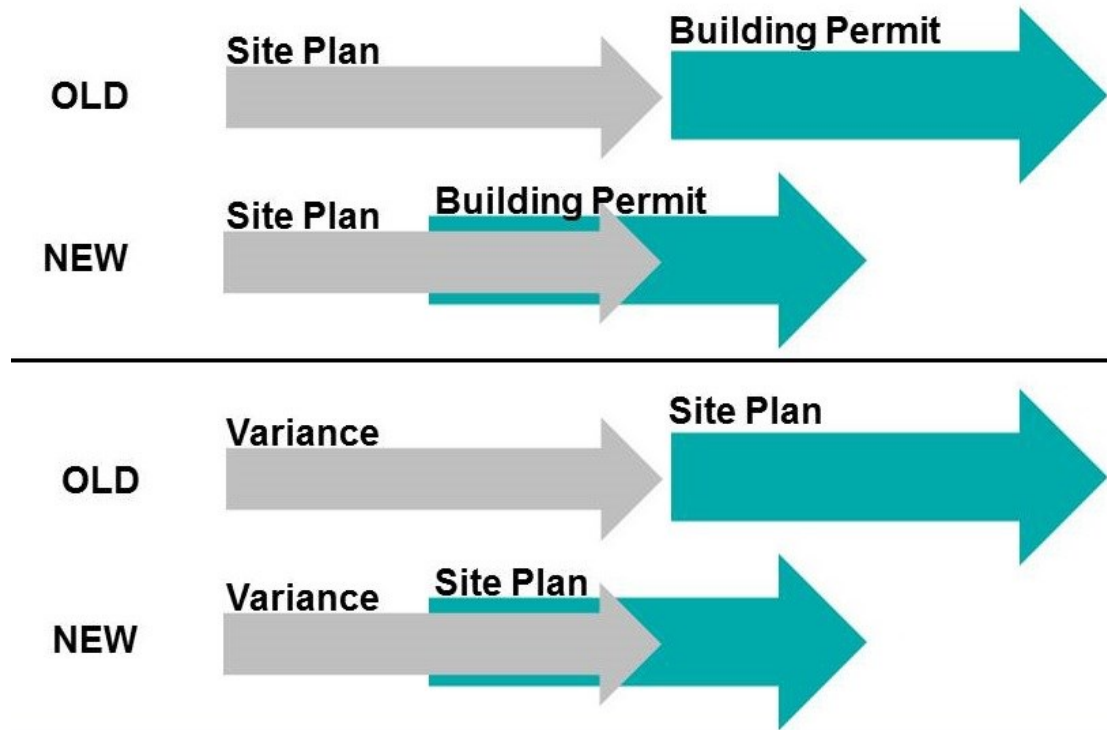
Commercial & Mixed Use Zoning



Retail

OFB HIGHLIGHTS 2015-2018

Concurrent review processes.



OFB HIGHLIGHTS 2015-2018

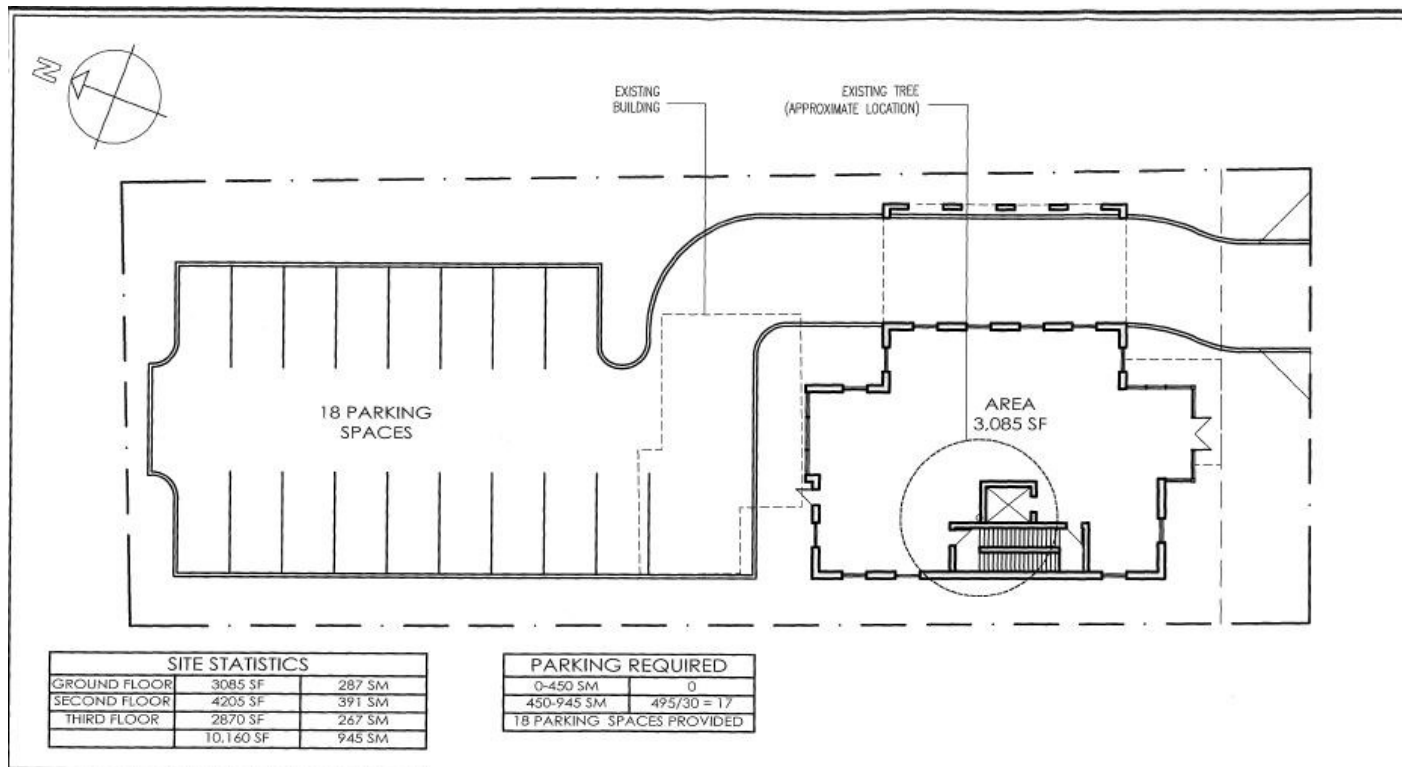
Conditional Building Permits for brownfield sites.



Lean Review of approval process for Draft Plans of Subdivision.



Zoning verifications as part of Formal Consultation process



Digital Building Permit Applications

The screenshot shows the Hamilton digital building permit application interface. At the top left is the Hamilton logo. At the top right, the user is identified as 'eplansuser@gmail.com (EPLANS INCORPORATED)'. Below the header is a progress bar with five steps: 1 Choose property, 2 Enter details (highlighted in blue), 3 Fees, 4 Documents, and 5 Summary. A red asterisk indicates a mandatory field. The main content area is titled 'Part 9 - Residential > Folder Infos'. It displays 'Detailed Information for Application #: 2019 100223 000 00 R9', 'Application Type: Part 9 - Residential/Boarding House/New Construction', 'Property: 222 EMERSON STREET , HAMILTON ON', and 'Description of the Project: test'. A 'Construction' section contains a form with the following fields: 'Construction Gross Floor Area (sq. m.) (i.e. 20000) *' with an input box, 'Agreed to Value of Construction (i.e. 200000) *' with an input box, 'Committee of Adjustment' with radio buttons for 'Yes' and 'No', and 'TARION Warranty Corp. Registration No.' with an input box.



Open Data

Development Applications - Active

List of active applications for Official Plan Amendment, Zoning By-law Amendment and Draft Plan of Subdivision indicating the number of days the applications are active from the deemed complete date to the date of the Planning Committee meeting in relation to statutory timeframes for non-decision appeals prescribed by the Planning Act.

Update frequency: monthly

Format: [CSV](#) | [XLS](#)

[Data notes](#)

Development Approval Timelines

NEW

Timelines for the completion of various steps in the development review process within the Planning and Economic Development Department

Building Permit Review - Average timelines to issue a Building Permit. **Format:** [CSV](#) | [XLS](#)

Business Licence Review - Average timelines to issue a Business Licence and total number of licences issued. **Format:** [CSV](#) | [XLS](#)

Committee of Adjustment Hearings and Consent Applications - Average timelines for Committee of Adjustment Hearings and Consent applications. **Format:** [CSV](#) | [XLS](#)

Engineering Submissions for Site Plan - Average timelines to process Engineering Submission for Site Plan and total number of applications submitted. **Format:** [CSV](#) | [XLS](#)

Engineering Submissions for Subdivisions - Average timelines to process Engineering Submission for subdivisions and total number of applications submitted. **Format:** [CSV](#) | [XLS](#)

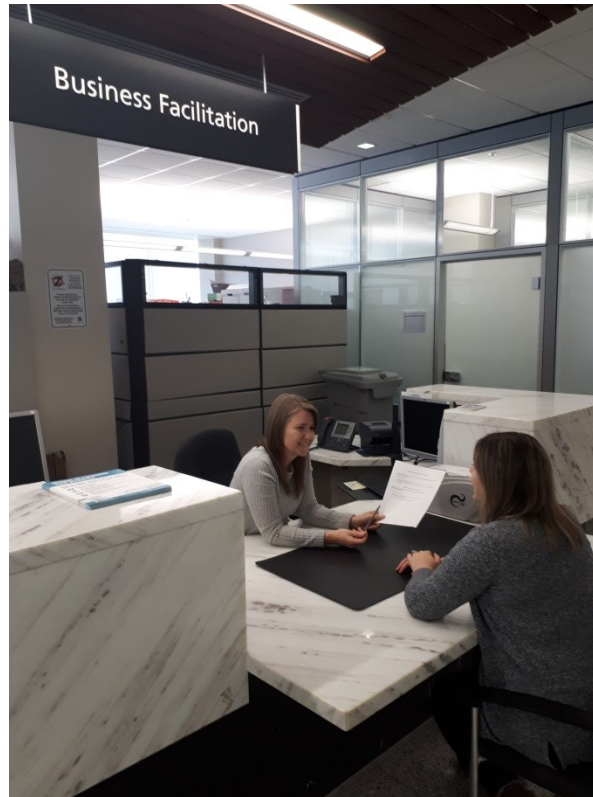
Reports to Planning Committee - Average timelines for Staff Reports of Development Applications to get to Planning Committee. **Format:** [CSV](#) | [XLS](#)

Zoning Verification - Average timelines for Zoning Verifications for Planning Files. **Format:** [CSV](#) | [XLS](#)

Update frequency: yearly

[Data notes](#)

Expansion of the Business Facilitation Team



OFB HIGHLIGHTS 2015-2018

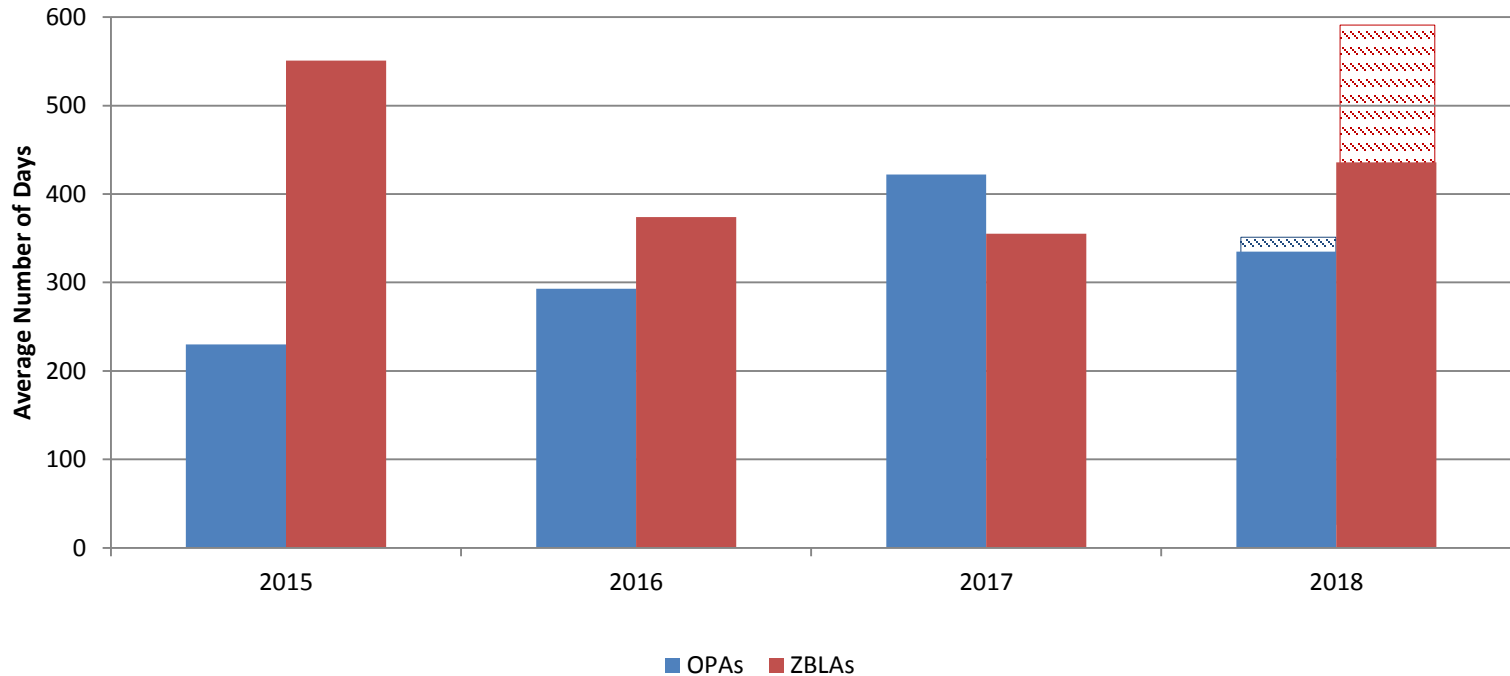
“PEDEats” staff sit-downs with new business owners



HOW WE'RE DOING

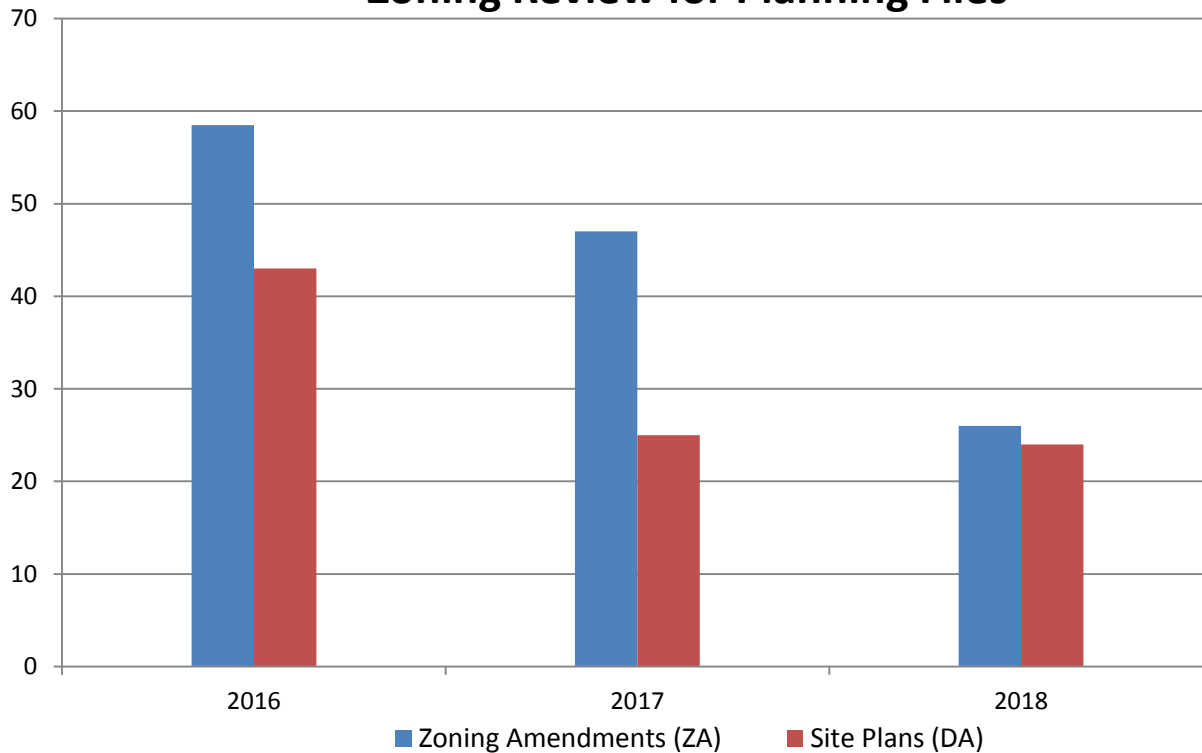
Official Plan / Zoning By-law Amendments

Approval Timelines - Reports to Planning Committee



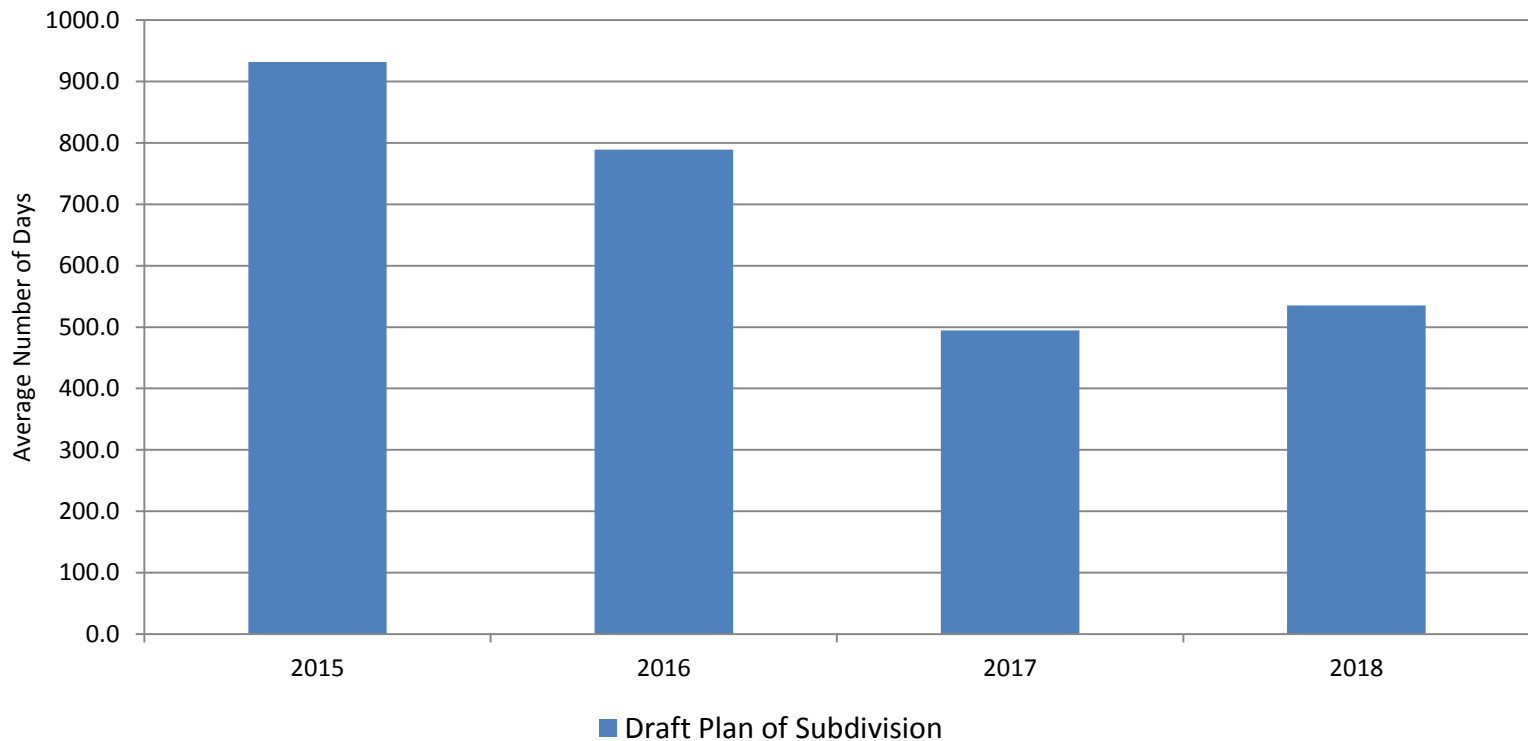
Official Plan / Zoning By-law Amendments

Average Number of Days to Complete a Zoning Review for Planning Files



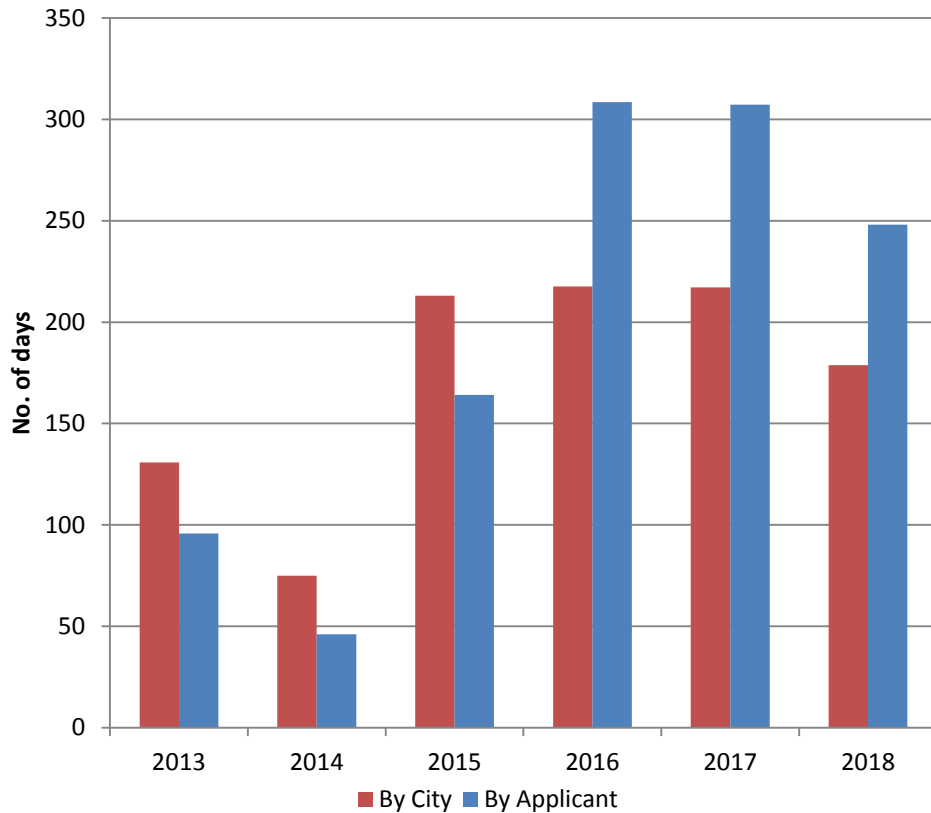
Subdivisions

Approval Timelines - Draft Plans to Planning Committee

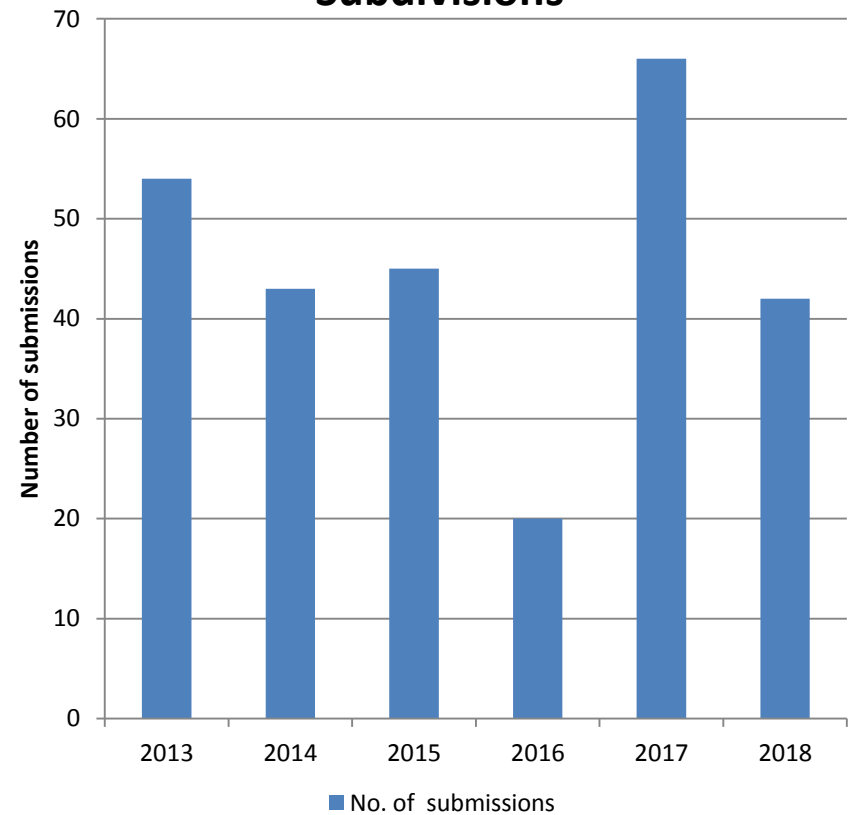


Subdivisions

Processing Time for Engineering Submissions (Subdivisions)

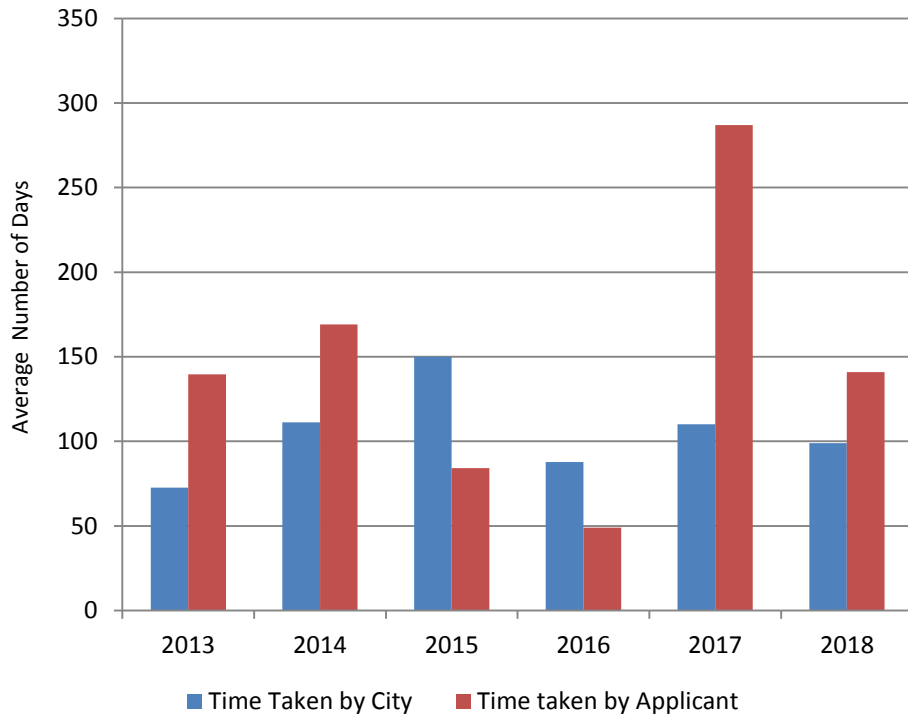


No. of Submissions per Year Subdivisions

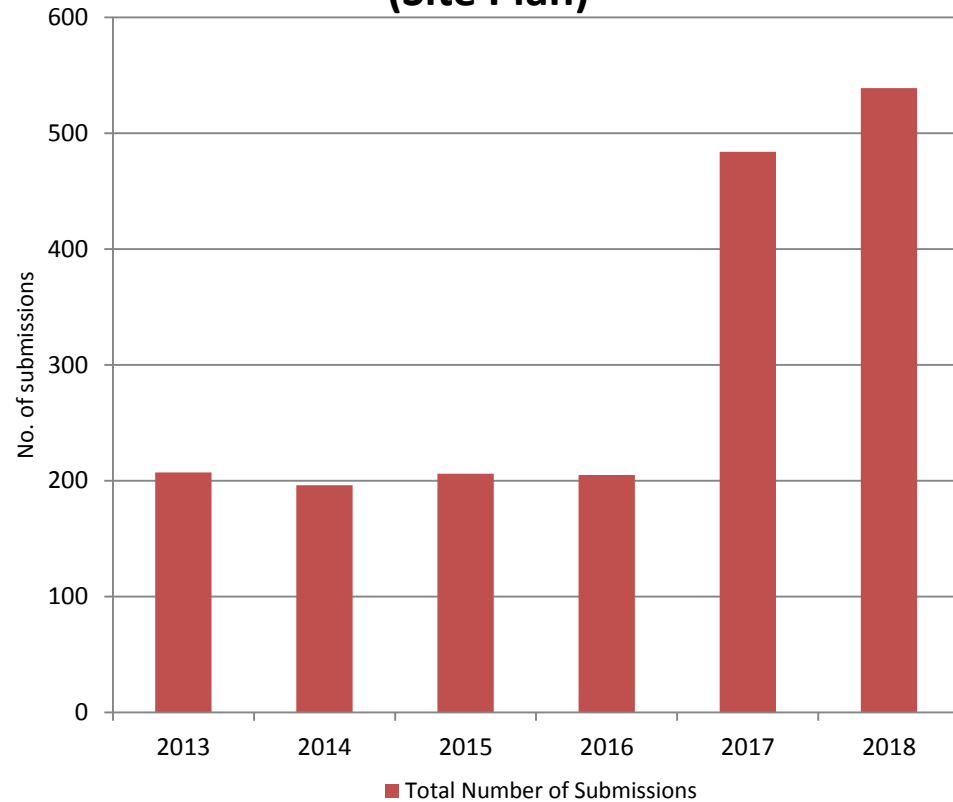


Site Plans

Processing Time for Engineering Submissions (Site Plan)

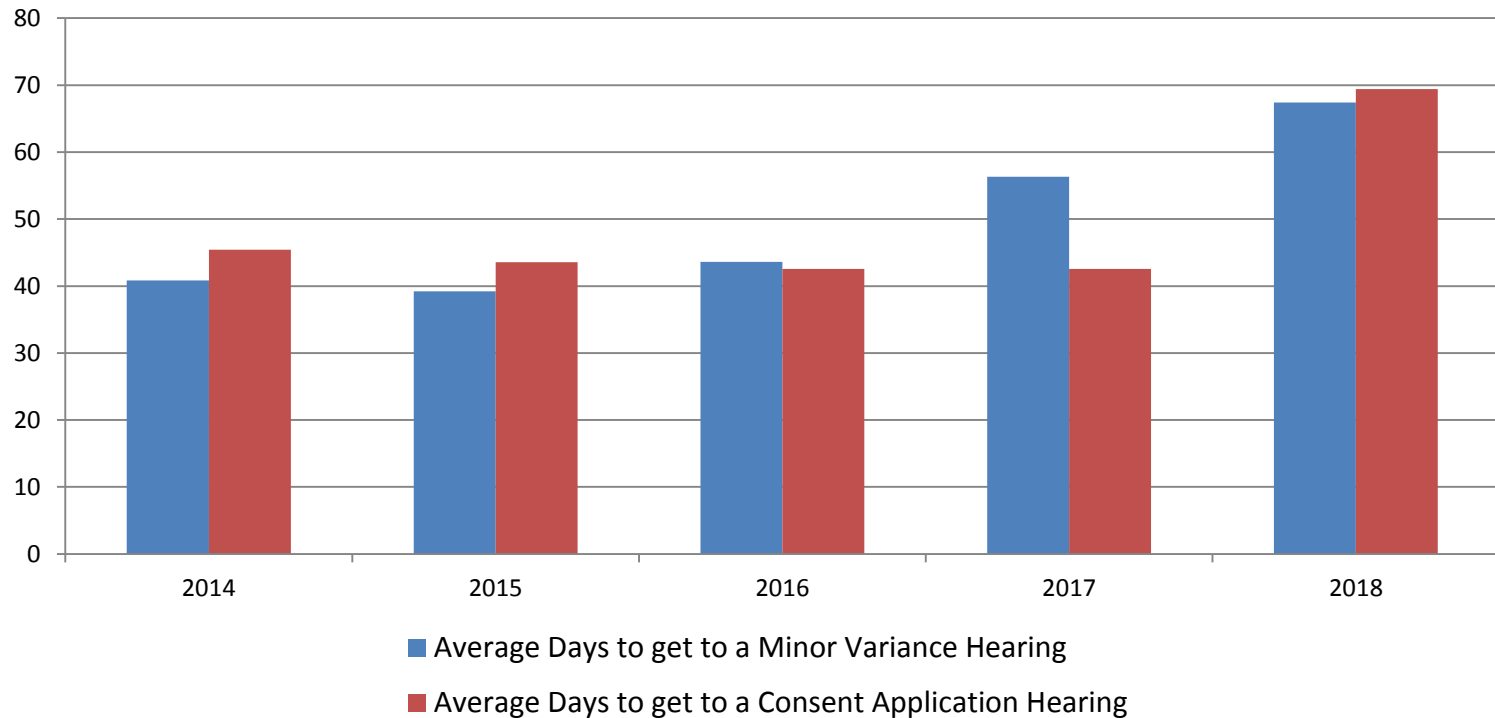


Engineering Submissions Per Year (Site Plan)



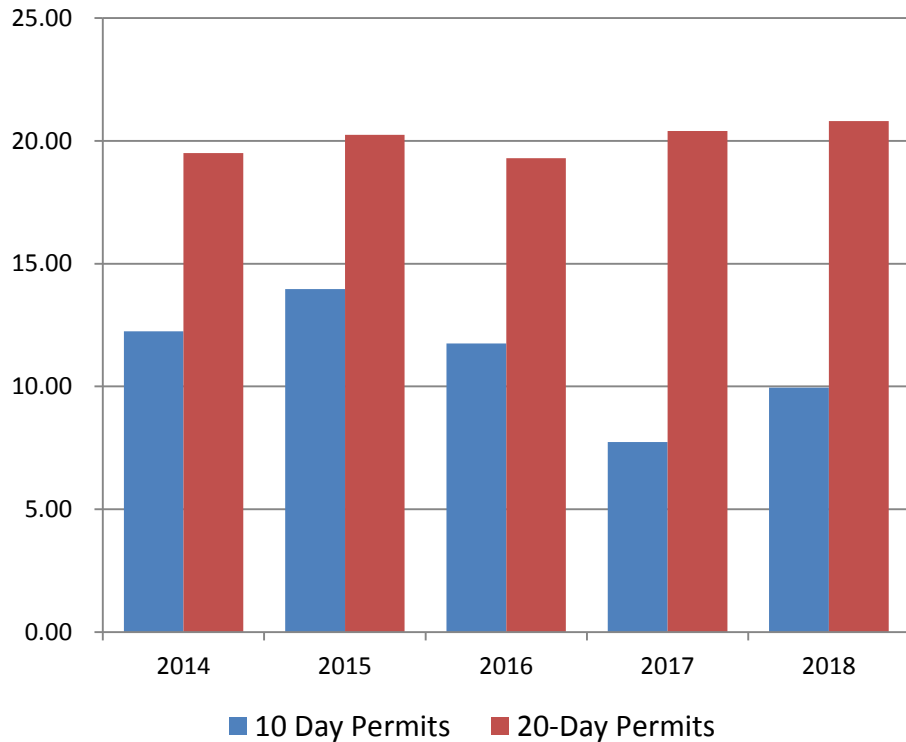
Committee of Adjustment

Average Number of Days to get to Hearing for a Minor Variance and Consent Application

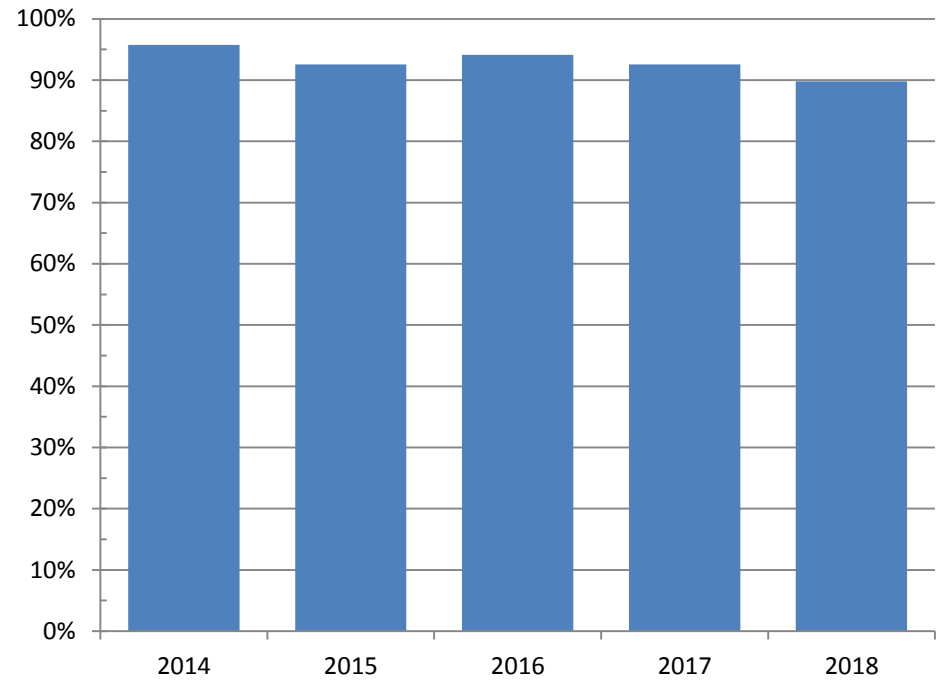


Building Permits

Average Review Time for Building Permits

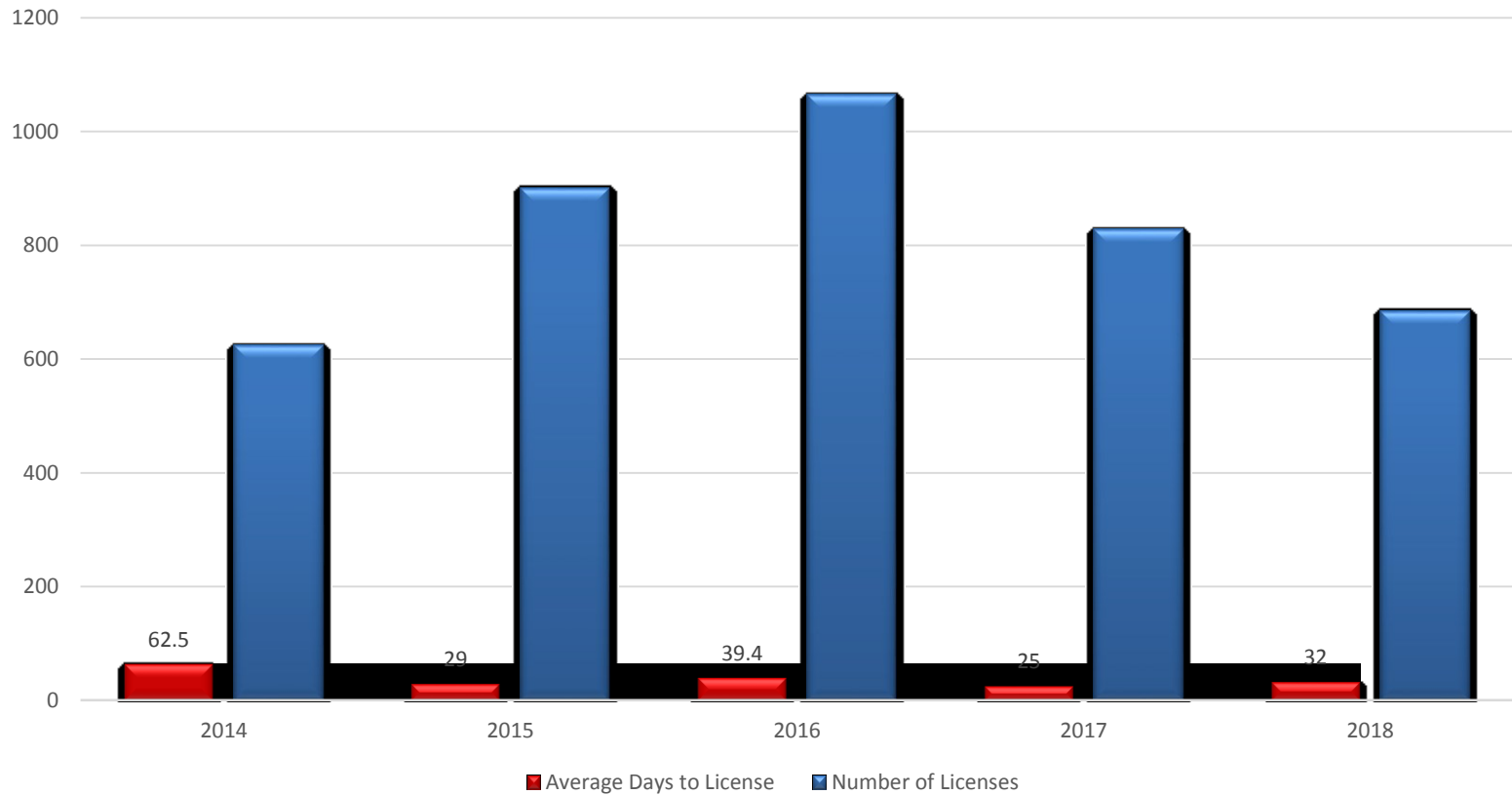


Percentage of Applications Reviewed within 5 Days of Statutory Timeline



Business Licenses

Approval Timelines - Business Licenses



OFB FOCUS AREAS 2019-2020

OFB FOCUS AREAS 2019-2020

Finalizing Service Levels

Service	Target
OPAs	65% to Committee within 1 year
ZBL Amendments	90% to Committee within 1 year (routine) 65% to Committee within 1 year (complex)
Draft Plans	75% to Committee within 18 months
Site Plans	80% to Conditional Approval within 90 days 80% to Final Approval within 1 year
Site Plan Comments	90% submitted within 3 weeks of circulation date
Zoning Reviews for Planning Applications	90% completed within 15 days
Eng. Submissions (site plans)	80% 1 st submissions within 6 weeks 80% 2 nd submissions within 4 weeks
Eng. Submissions (subdivisions)	80% 1 st submissions within 12 weeks 80% 2 nd submissions within 8 weeks
Water Assessments	90% within 15 days of screening
Minor Variances & Consents	90% to C of A within 45 days
Building Permits	90% issued within 5 days of statutory period

DRAFT

OFB FOCUS AREAS 2019-2020

- Workforce retention/attraction
- Continued migration towards digital applications
- Completeness and quality of applications
- LEAN process reviews (C of A applications)



Open For Business Update

Presentation to Open For Business Subcommittee
February 27, 2019