ePlan Overview

Development Services Committee
June 29, 2020
What is ePlan

• ePlan is a paperless, end to end automated process for development applications
• It allows applications to be submitted, reviewed and approved electronically
• It consists of three parts:
  – On-line Portal – apply, pay, upload & issue
  – AMANDA – process tracking & status
  – ProjectDox – plan review tool
The ePlan Solution

• Part of the City’s digital strategy to provide on-line services

• Paperless end-to-end automation of the development application process including:
  – Building Permits
  – Site Plan Applications
  – Minor Variance/Consents
  – Official Plan/Zoning Amendments
  – Lot Grading
  – Heritage Applications

• Full integration with existing permitting system, payment processor and GIS system

• On-line application, drawing submission, review, approval & fee payment
The ePlan Solution

1. Archive plans
2. Online request and electronic plans submission
3. Pre-screen request
4. Pay application fee online
5. Concurrent plan review
6. Change notification and plan re-submission
7. Applicant prints approved plans and documents
8. Inspections

The ePLAN
SUBMIT | REVIEW | APPROVE
CITY OF MARKHAM

Amanda
Permitting, Compliance & Licensing

ProjectDox®
ePlan has provided the ability to migrate staff to remote working with zero downtime of service during COVID 19

• Robust reporting capabilities
• Global access to the system
• Users have 24/7 access to permit info and the ability to apply and book inspections
• Accurate record of all activities that occurred within the project
• Real-time status updates
• Reduced travel to and from the Civic Centre
• Reduced printing cost for our customers
• Has put us far ahead of many municipalities during COVID
## Benefits

<table>
<thead>
<tr>
<th>Accuracy</th>
<th>Communication</th>
<th>Efficiency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure/count/takeoff tools provide accurate and automated values related to Net Floor Area, plumbing features, etc.</td>
<td>Deficiencies are noted directly on the drawings where they occur</td>
<td>Two way integration between ePlan and our back office AMANDA system eliminating any duplication of data entry</td>
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<td>Verification of building permit areas related to revenue and development charges</td>
<td>Review of plans by other departments and outside agencies is simple through the Quick Review feature</td>
<td>Automated features such as batch stamping provide technical staff the ability to focus on value added functions</td>
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<td>Overlay and compare features provide staff the capability of reviewing documents across different applications</td>
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<td>Scanning of paper documents eliminated</td>
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**Tools and Features:**
- Measure/count/takeoff tools provide accurate and automated values related to Net Floor Area, plumbing features, etc.
- Deficiencies are noted directly on the drawings where they occur
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- Scanning of paper documents eliminated
The ePlan Solution - Building Standards

- 3000 building permit applications processed (91% of total)
- Detailed ePlan performance dashboard completed semi annually
- Notable performance results have been achieved:
  - Environmental
  - Review Cycle improvements
  - Technical
  - Applicant
Other Online Services

- Obtain detailed development standards information for a specific property
- Pay any Building Department related fee in one place
- Request investigations of possible building infractions anonymously
- Obtain the Completion Certificate at the end of your project
- Obtain detailed compliance report of a property typically used for the purchase / sale of properties
- Locate and learn more about Heritage properties in Markham

**all online services are paperless**
Other Online Services - Public Search

General public has access to limited development application and building violation information through the *Public Search* feature. Copies of detailed plans may be obtained through the Freedom of Information process.

Search by Permit Number, Address or Select a property from a map.
### Other Online Services - Public Search

- **EPLAN Public Search and Sign-On**

<table>
<thead>
<tr>
<th>Building Permits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show</td>
</tr>
<tr>
<td>Search:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application #</th>
<th>Address</th>
<th>Description</th>
<th>Status</th>
<th>Date</th>
</tr>
</thead>
</table>

- **Building permits under review and issued**

### Violations

- **Issued Building Violations**

  - Infill Lot Grading
  - Lot grading and servicing applications

### Preliminary Review

- **Zoning preliminary review applications**

### Development Services

- **Site Plan, Subdivision, Zoning By-Law and Minor Variance applications**

### By Law Standards

- **Tree permits**

### Business Licence

- **Active issued business licences**
Other Online Services - Detailed Property Search

Search by Address
Please enter the address below to search:
Street # Street Name

Search by Map
Click on map below to search:

Search by Address or select a property from a map
**Other Online Services - Detailed Property Search**

### Locate property on zoning map

<table>
<thead>
<tr>
<th>Address</th>
<th>197 MAIN ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Roll Number</td>
<td>19360201807420000000</td>
</tr>
<tr>
<td>Zoning Bylaw</td>
<td>BY-LAW 122-72 as amended</td>
</tr>
<tr>
<td>Zoning Designation</td>
<td>HMS</td>
</tr>
<tr>
<td>Official Plan Designation</td>
<td>Mixed Use Heritage Main Street</td>
</tr>
<tr>
<td>Site Plan Control</td>
<td>Yes</td>
</tr>
<tr>
<td>Federal Airport</td>
<td>Subject property is NOT located within the Federal Airport Zoning Order</td>
</tr>
<tr>
<td>Oak Ridges Moraine</td>
<td>Subject property is NOT located within the Oak Ridges Moraine</td>
</tr>
<tr>
<td>Provincial Greenbelt</td>
<td>Subject property is NOT located within the Provincial Greenbelt</td>
</tr>
<tr>
<td>Toronto Region Conservation Authority</td>
<td>Subject property is located with the TRCA Screening Zone</td>
</tr>
<tr>
<td>Highly Vulnerable Aquifers</td>
<td>Yes</td>
</tr>
<tr>
<td>Well Head Protection Area Water Quantity</td>
<td>No</td>
</tr>
<tr>
<td>Markham Register of Property of Cultural Heritage Value or Interest</td>
<td>Yes</td>
</tr>
<tr>
<td>Ministry of Transportation Development District</td>
<td>Subject property is NOT located within the MTO Screening Zone</td>
</tr>
<tr>
<td>Ward</td>
<td>3</td>
</tr>
<tr>
<td>Assumption Status of Subdivision</td>
<td></td>
</tr>
</tbody>
</table>
AMANDA & Project Dox Upgrades

AMANDA

• Current version of the AMANDA platform is nearing end of life, March 2021
• AMANDA is a cross commission application and there is high risk to the corporation and its’ capability to deliver services using an unsupported version
• RFP for the upgrade pending release to the market for tender
• Upgrade will take 8-12 months to complete
• AMANDA 7 offers many new features;
  - robust user level security features
  - easy analytics and open data reporting
  - user friendly
  - ability to set teams, team reviews and team level permissions
AMANDA & Project Dox Upgrades

Project Dox

- Upgrade required to maintain delivery of this high performing service
- Currently experiencing compatibility issues with users software
- Upgrade will take 2 - 3 months to complete
- Upgrade addresses the majority of customer related user issues
- Provides new features such as a user interface, personalized dashboards and a dynamic changemark feature
Summary

- ePlan has been a beneficial investment for the City
- It facilitates efficiency in processing applications
- It provides important performance metrics
- It facilitates excellent business continuity as demonstrated throughout the pandemic
- Improvements coming to resolve corporate security and customer service issues
- Future web enhancements