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

Benefits

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

Accuracy	Communication	Efficiency
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	Two way integration between ePlan and our back office AMANDA system eliminating any duplication of data entry
Verification of building permit areas related to revenue and development charges	Review of plans by other departments and outside agencies is simple through the Quick Review feature	Automated features such as batch stamping provide technical staff the ability to focus on value added functions
Overlay and compare features provide staff the capability of reviewing documents across different applications	Real time integration points between Portal/Amanda/ Project Dox keeps records accurate and up to date	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
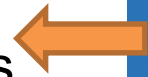 – Technical
  – Applicant

ePLAN Performance at a Glance			
Building Standards			2019
Number of ePlan Applications			2861
Environmental			
Total Number of Drawing Sheets Uploaded			160405
Number of Trees			19.2
GHG (kg Co2)			6537
Total Energy (J)			21523
Water Usage (L)			65102
Solid Waste (kg)			428
Environmental- Travel			
Distance (km)			80940
Fuel (L)			7204
Cost of Fuel ($)			8572
GHG (kg Co2)			16568
Travel Time (hr)			1800

Discipline Review				
Discipline	Deficiencies*	Number of Task**	Average Staff Hours per Task	Average Review Cycles
Total Deficiencies Cited	11630			
Zoning	13%	2050	4	2
Architectural	52%	2231	6	2
Structural	3%	368	5	2
Mechanical	28%	1856	3	2
Plumbing	3%	870	2	2
Management	1%	65	2	1

Building Code Part Deficiencies	
Part 3	23%
Part 4	1%
Part 5	<1%
Part 6	13%
Part 7	5%
Part 8	1%
Part 9	42%
Part 10	<1%
Part 11	<1%
SB10/SB12	8%
Barrier Free/ Accessibility	7%
Means of Egress (Dwelling Units)	<1%

Applicant Activity- Average Number of Days	
Total	20
Pre-Application Corrections Task	6
Applicant Upload Task	4
Applicant Resubmit Task	10

Other Online Services

Obtain detailed development standards information for a specific property

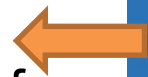ZONING SEARCH

Pay any Building Department related fee in one place

FEES — BUILDING STANDARDS FEE PAYMENT

Request investigations of possible building infractions anonymously

BUILDING INVESTIGATION REQUEST

Obtain the Completion Certificate at the end of your project

COMPLETION CERTIFICATE

Obtain detailed compliance report of a property typically used for the purchase /sale of properties

COMPLIANCE REPORT

Locate and learn more about Heritage properties in Markham

HERITAGE PROPERTY SEARCH

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

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Other Online Services- Public Search

EPLAN PUBLIC SEARCH AND SIGN-ON

Building Permits

Show 10 ▾ entries   Search: _____

#	Application #	Address	Description	Status	Date

- 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 or select a property from a map

Other Online Services- Detailed Property Search

PROPERTY
DETAILS SEARCH

Locate property on zoning map

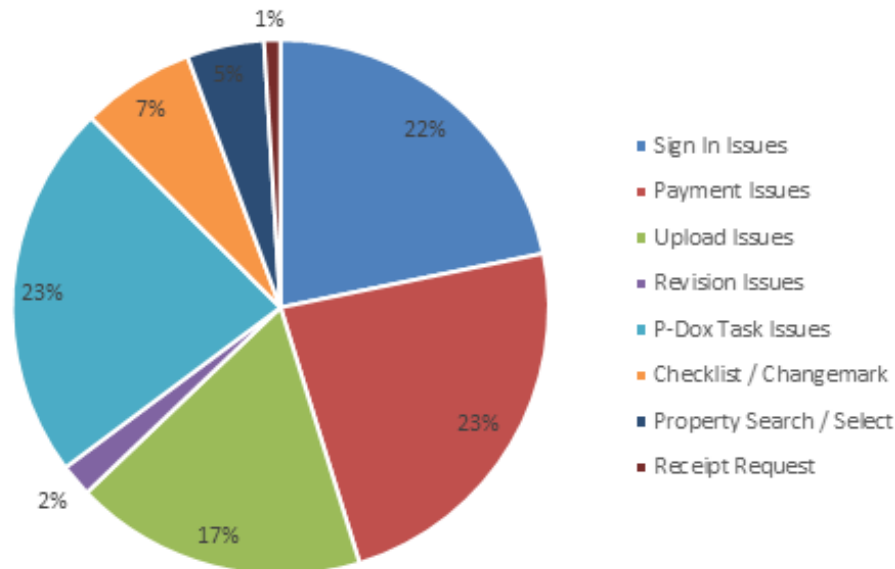| Address	197 MAIN ST
Property Roll Number	1936020180742000000
Zoning Bylaw	BY-LAW 122-72 as amended
Zoning Designation	HMS
Official Plan Designation	Mixed Use Heritage Main Street
Site Plan Control	Yes
Federal Airport	Subject property is NOT located within the Federal Airport Zoning Order
Oak Ridges Moraine	Subject property is NOT located within the Oak Ridges Moraine
Provincial Greenbelt	Subject property is NOT located within the Provincial Greenbelt
Toronto Region Conservation Authority	Subject property is located with the TRCA Screening Zone
Highly Vunerable Aquifers	Yes
Well Head Protection Area Water Quantity	No
Markham Register of Property of Cultural Heritage Value or Interest	Yes
Ministry of Transportation	Subject property is NOT located within the MTO Screening Zone
Development District	Heritage
Ward	3
Assumption Status of Subdivision	
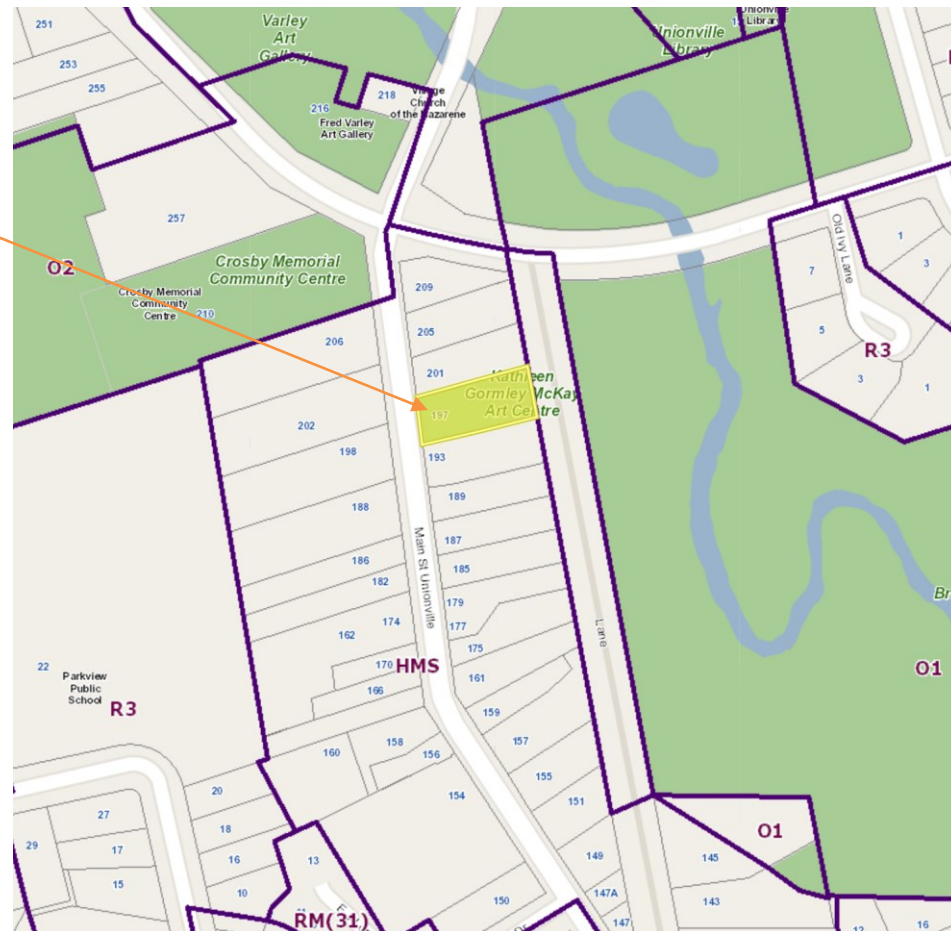
AMANDA & Project Dox Upgrades

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

Pie chart legend:
- Sign In Issues — 22%
- Payment Issues — 23%
- Upload Issues — 17%
- Revision Issues — 2%
- P-Dox Task Issues — 23%
- Checklist / Changemark — 7%
- Property Search / Select — 5%
- Receipt Request — 1%

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