

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF MARCH 20, 2018

Item 2, Report No. 3, of the Finance, Administration and Audit Committee, which was adopted without amendment by the Council of the City of Vaughan on March 20, 2018.

2 MODERNIZATION OF SIGN PERMIT SYSTEM

The Finance, Administration and Audit Committee recommends approval of the recommendation contained in the following report of the Deputy City Manager, Planning and Growth Management, dated March 5, 2018:

Purpose

To modernize the sign permit application process, staff is seeking Council approval to create a 2018 capital project for the procurement of digital resources to implement online sign permit applications.

Recommendations

1. THAT a 2018 capital project be created for the implementation of Building Standards online sign permit applications, with a budget of \$200,000 inclusive of applicable taxes and administration recovery and funded from the Building Standards Reserve; and,
2. THAT the inclusion of this matter on a Public Committee or Council agenda with respect to amending the Capital Budget identified as “Modernization of Sign Permit System” is deemed sufficient notice pursuant to Section 2(1)(c) of By-Law 394-2002, as amended.

Report Highlights

- City’s Digital Strategy requires that citizens should be able to do business with the City through digital channels
- The mobile sign industry has requested that City explore means to accept and process sign permit applications digitally
- The Building Standards Department is planning to improve service delivery to the sign industry by introducing e-services to facilitate online applications of sign permits

Background

City of Vaughan Sign By-law (SBL) regulates the location and type of signs permitted in the city, including mobile signs. The by-law is administered by the Building Standards Department (BSD) and enforced by By-law and Compliance, Licensing and Permit Services (BCLPS) Department. Sign permit applications are received, processed and, where found in compliance with the by-law, issued by the BSD. Currently, sign permit

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applications are received by staff over the counter. Representatives of the mobile sign industry have strongly recommended that the City accept online applications for sign permits.

Digital transformation is a key priority area for the City. Specifically, the following two focus areas of the Digital Strategy are relevant to this initiative:

Focus 2: Citizens Can Do Business with The City Through Digital Channels; and

Focus 4: Internal Digital Transformation

To address the needs of the sign industry, improve customer experience and provide enhanced service delivery consistent with the overall Digital Strategy (2017) and Corporate IT Strategy (2014) of the Corporation, the BSD is seeking to implement online services.

Previous Reports/Authority

Extract from Council Meeting Minutes from November 19, 2013: Item 3 AUTOMATION UPGRADES AND ENHANCEMENTS AMANDA COMPUTER SYSTEM BUILDING STANDARDS DEPARTMENT Link:

http://www.vaughan.ca/council/minutes_agendas/AgendaItems/Finance1104_3.pdf

Extract from Council Meeting Minutes from April 8, 2014: Item 1 CORPORATE TECHNOLOGY STRATEGIC DIRECTION Link:

http://www.vaughan.ca/council/minutes_agendas/AgendaItems/Priorities0317_14_1.pdf

Analysis and Options

The implementation of a wide range of e-services is a desired outcome for the corporation to improve efficiencies, leverage technology and enhance customer experience. Currently, the BSD offers a range of services to its customers including building permits, inspections, and sign permits. Sign permit applications are received at the front counter and processed manually. Permit applicants need to physically come to the City hall to submit applications. To improve customer service and enhance delivery, automation of sign permit applications was identified as an item that can be implemented relatively quickly, setting the stage for further implementation of e-services. The goal is to implement full digitalization of the broad spectrum of services offered by the BSD.

Implementation of online applications requires new software modules that can be integrated in our existing data system. Staff have conducted preliminary research to identify potential vendors with the necessary capacity to carry out the implementation in

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2018. Based on the research carried out, it is estimated that an amount of up to \$200,000 will be required to cover the cost of required software, customization, staff training and integration with the City's existing system infrastructure.

By offering additional options for customers to submit online permit applications, the City will further move forward in the direction of providing e-services and the fulfilment of its Digital Strategy.

Financial Impact

The estimated cost to implement online sign permit application is approximately \$200,000 inclusive of applicable taxes and administration recovery. A 2018 capital project budget of \$200,000 is requested to cover the costs of the required software, system integration and staff training. The online sign permit application process supports the delivery of BSD permit services and therefore the proposed funding source for the capital project would be the Building Standards reserve.

Annual licensing fees of approximately \$25,000 would be incorporated into future operating budgets of the BSD. These costs would be funded from permit revenues.

Broader Regional Impacts/Considerations

N/A

Conclusion

The Digital Strategy and Corporate IT Strategy of the corporation envisions more choices for our citizens to engage with the City. If Council approves the recommendations, the BSD in collaboration with OCIO will move forward to engage a vendor and initiate the implementation of e-services for sign permits in Q3, 2018. The implementation of e-services will provide efficiencies and cost-savings for submission and issuance of sign permit applications, and improve service delivery and customer satisfaction.

This report has been prepared in consultation with Office of the Chief Information Officer, By-law and Compliance, Licensing and Permit Services, and Financial Planning and Development Finance. For more information, please contact: Nadim Khan, Manager of Policy and Regulatory Services, ext. 8232.

Attachments

None

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