Appendix 10: Red Tape Review

Red tape items	Stakeholder proposed solutions	PPD Comments	Related Process Improvement Initiatives	Estimated Timeline
The City reviews drawings/ work after a technical expert has signed off.	The City should limit the scope of their review when an engineer has approved. The review should ensure the work is to municipal code and by-laws and not re-engineer the design. All technical experts have signed off, so drawing/work should not require additional review.	Clarification: The City of Winnipeg Charter requires a review of plans against municipal codes and by-laws. The City supports a number of programs enabling projects to be expedited on the basis of professional certification. PP&D values the contributions of technical experts in the design and permitting process and will seek improvements to ensure that the plan review process is professional, consistent and efficient.	Clarify options for professionals when there are professional disagreements (PPD website: https://winnipeg.ca/ppd/permits/FAQ.stm#10)	Completed
			Continue to facilitate “alternative solutions” to prescriptive building code requirements, and offer expedited services through Design Coordinated Application Plan Submissions (DCA): https://winnipeg.ca/ppd/Documents/Brochures/Design-Coordinated-Application.pdf	Ongoing 2020
			Further updates to the Optional Professional Certification Program	Q3 2020
			Assessment of Interim Management Strategy for Commercial Inspections and the use of professional certificates	Q1-Q2 2020
			Jurisdictional scan to explore M2 (Mechanical) permit review processes	In progress Q1 2020
			Jurisdictional scan re acceptance of ‘revised as noted’ structural drawings	In progress Q1 2020
			Formalize/clarify use of professional letters, certifications	Q2 2020

Red tape items	Stakeholder proposed solutions	PPD Comments	Related Process Improvement Initiatives	Estimated Timeline
The City does not remind home-based businesses when their conditional use order is up for renewal.	A mechanism should be in place to remind businesses when it is time to renew their conditional use order.	Agreed: PPD supports providing auto-reminders to customers.	Create automated reminder tracking system, so that business owners can be contacted well before the conditional use expiry date	In progress Q2 2020
The expiration date for conditional use orders for home-based businesses is arbitrary and not necessarily related to the nature of the business.	The expiration date for conditional use orders should be longer (provision 59.3.c) and should not be applied to all types of businesses. The by-law does not need to be amended for the City not to apply an expiration date for conditional use orders.	Clarification: Minor home-based businesses typically do not have an expiry date on their approvals. First-time major home-based businesses are approved for two years to allow a time to see if the impact on the neighbourhood remains minimal and the business is meeting the expectations of the approval. Subsequent renewals on major home-based businesses are for a longer period (most are 5 years).	Review expiration date data to provide an overview of the current approach (consistency of application and rationale) Carry out a jurisdictional review of other municipalities as it relates to the application of expiry dates for home-based businesses. Bring forward recommendations to City Council if required to clarify expiry date requirements for home-based businesses.	Q2 2020 Q2 2020 Q4 2020
Conditional use application system is hard copy.	Conditional use order applications should be digital and available online.	Agree: PPD agrees and is actively developing online application tools, prioritizing based on a variety of factors such as volume and complexity. The City will pursue this suggestion.	Review the conditional use application system to understand what can be implemented in the short term to assist customers, until such time as resources are available to conduct a full digital transition.	Q2 2020

Red tape items	Stakeholder proposed solutions	PPD Comments	Related Process Improvement Initiatives	Estimated Timeline
Occupancy permit information is unclear and difficult to understand.	Provide clear, concise communication of what is contained in the by-law and what is required of permit applicants.	Agree: The City has a new website section dedicated to occupancy permits: www.winnipeg.ca/occupancypermits . This web page includes a new video explaining the occupancy permit process.	Clarify what occupancy is and when tenants can move furniture (bulletin) Review recently updated website information (including video) and update where required.	Q2 Q2
Requirements to bring existing buildings to current code are too expensive and investment is going to brand new buildings instead.	The industry and the City should explore how permits could have different standards for new buildings versus renovated buildings.	Agree: This topic was discussed recently with the Industry Advisory Group (Workshop, Dec. 2019) Not all existing buildings are required to be brought to current code standards. While new construction work must comply to current code, existing buildings can maintain compliance features that were constructed under previous codes, as long as they are not changing occupancy classification. This issue is based in the Manitoba Building Code (provincial jurisdiction) and the City continues to have discussions with the Province to address Manitoba Building Code requirements for existing buildings.	Jurisdictional scan of other municipalities in regards to code interpretation for existing buildings/development Development of a bulletin to assist in communicating requirements for existing buildings	Q2 Q2
It is unclear when an engineering drawing is required for a signage permit.	Provide written guidelines for when the City will require an engineer review of drawing.	Agree: Written guidelines are available for when an engineering review of a signage drawing is required. More information is available here: https://winnipeg.ca/ppd/Documents/Brochures/Free-Standing-Signs-Structural-Requirements.pdf	Review and updating of existing brochure to clarify when the City will require an engineer review of drawings.	Q1

Red tape items	Stakeholder proposed solutions	PPD Comments	Related Process Improvement Initiatives	Estimated Timeline
Lack of transparency and consistency with regards to inspections. Inspectors have too much authority. They can put a stop to any project; Rules and enforcement are inconsistent.	Need an easier process to resolve disputes with permits. Could be a quick peer review by 3 independent professionals. Improve training for inspectors to improve consistency. The record on the inspection has to be respected. A new inspector cannot bring up new issues that were not noted previously. If the delay is due to the City, the business should not have to pay.	Agree and Support: The City is committed to consistency and transparency within its permit and inspection processes. A number of new operational programs have been created to further standardize and create transparency in the inspections process. Additional process improvement initiatives are underway in 2020. As projects progress, Inspectors have a duty to address any issues of non-compliance that they observe, which may include pausing a project where deficiencies must be addressed before proceeding further. Fees imposed during the development process ensure effective use of staff resources, and explanations are provided to the recipient. Fees are not imposed for delays that are the responsibility of the City. Questions and/or disputes regarding fees can often be resolved within the Department, but may also be heard at Standing Policy Committee.	Clarify options for professionals when there are professional disagreements (PPD website: https://winnipeg.ca/ppd/permits/FAQ.stm#10)	Completed
			Applicants can review the status of their permits and inspections through https://winnipeg.ca/ppd/permits/permits_online.stm	Completed
			Creation of Commercial Inspection Intake Centre and Implementation of Interim Strategy for Commercial Inspections (August, 2019) – Standard Operating Procedures	Completed
			Development and implementation of in-house Code Training program (commercial inspections), discussions with industry regarding alternative training solutions, and the development of industry bulletins to communicate on Code interpretation matters.	In progress Q1-Q4 2020
			Assessment and updates to the Management Strategy for Commercial Inspections, including: - ongoing improvements to the inspections scheduling system - the introduction of defect checklists to standardize inspections activities - confirmation of mandatory inspections - use of certifications/inspections audits	In progress Q2 2020

Red tape items	Stakeholder proposed solutions	PPD Comments	Related Process Improvement Initiatives	Estimated Timeline
			2021 Fee Review (Annual Review) to consider changes to inspections processes and potential impacts on fees (reductions or increases that reflective of demands for staff resources)	Q4
Booking inspections for occupancy permits is difficult.	Should be able to book inspections in advance – booking on the day of is not a good system. Would gladly pay a fine if we're unable to comply or meet that date.	Agree and support: Work in underway in 2020 to assess and improve the inspection scheduling strategy developed in 2019 (Commercial Inspections Intake Centre). PP&D will have a look at this request as part of this review.	Commercial and Occupancy Inspections booking system review and process improvements, including: - Review of inspections hours (availability) - Booking in advance - Online inspections requests	Q2