Agenda – Executive Policy Committee – April 21, 2021

REPORTS

Item No. 1 Red Tape Reduction

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the Public Service report back to the Executive Policy Committee annually with an update on the matter.

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

ADMINISTRATIVE REPORT

Title: Red Tape Reduction Follow up

Critical Path: Executive Policy Committee

AUTHORIZATION

Author	Department Head	CFO	CAO
M. Vespa	F. Wiltshire	N/A	M. Ruta, Interim CAO

EXECUTIVE SUMMARY

Reducing red tape remains a priority as the City of Winnipeg adapts to the COVID-19 pandemic and continues to look for ways to improve efficiency and access to services required to keep Winnipeg's economy strong. Since the red tape reduction report was considered in February 2020, there have been significant changes and the City of Winnipeg has also shown their adaptability to an ever-changing circumstance. Efforts have been focused on the safety and wellbeing of Winnipeggers while also looking at opportunities to innovate.

The COVID-19 pandemic provided the City with an opportunity to look for innovative ways to provide services to businesses and residents while working within the provincial health restrictions.

These efforts include:

- COVID-19 webpage
- Expedited Temporary Patio Approvals
- Virtual Permit Inspections
- Expansion of Permits Online
- Expansion of Digital Permit Processing
- Launch of the Online Commercial Inspections Request System
- Added Electrical Inspection Option
- Temporary Loading Zones

An update on the itemized list of red tape reduction initiatives and associated timelines with an update on their status is included in Attachment A.

RECOMMENDATIONS

1. That the Public Service report back to the Executive Policy Committee annually with an update on the matter.

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

REASON FOR THE REPORT

On February 11, 2020, the Executive Policy Committee concurred in the report and directed the Public Service to report back to the Executive Policy Committee in 180 days with an update on the matter.

Subsequent extensions were granted.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications to the recommendations of this report.

HISTORY/DISCUSSION

On December 3, 2019, Executive Policy Committee (EPC) laid over the Red Tape Reduction report for 60 days and directed the Winnipeg Public Service to provide an itemized list of initiatives Departments are undertaking to address the Red Tape items identified within the report and provide specific timelines for the actionable items. This itemized list was considered by EPC on February 11, 2020.

Significant progress has been made on the items identified for improvement as part of the Red Tape Reduction Report, specifically when it comes to items that fell within the responsibility of Property, Planning and Development (PPD).

An updated itemized list of red tape items is in Attachment A.

In addition to work continuing on the items identified in the red tape reduction list, the COVID-19 pandemic provided the City with an opportunity to look for innovative ways to provide services to businesses and residents while working within the provincial health restrictions.

These efforts include:

- COVID-19 webpage
  Setting up a winnipeg.ca/covid-19 webpage to provide up to date information to communicate to all residents and business owners. The webpage includes a consolidation of all online city services into one location on the winnipeg.ca website.
- Expedited Temporary Patio Approvals
  Instituting an expedited temporary patio approval process to ensure restaurants and licensed manufacturers with tasting rooms were able to apply online through one simple application. The approval of a temporary patio was processed within two business days, as opposed to the previous process which would take a number of weeks to complete. https://winnipeg.ca/PPD/permits/Commercial/TemporaryPatio.stm
- Virtual Permit Inspections
  Giving residents the option to book virtual permit inspections as an alternative to in-home inspections. The virtual inspection service has seen significant uptake, with approximately 4,500 virtual inspections taking place over a nine month period. This is an optional service, and can be facilitated by either the homeowner or the contractor. Residents not comfortable with a virtual inspection are not required to have one; they

can request that their contractor be onsite for the inspection, or can request a permit extension and have an in-person inspection when in-home services are restored.

- Expansion of Permits Online
  Permits Online is a one-stop-shop to manage the permit process, which allows for electronic permit applications and plan submission. Permit holders can view the status of their permit online, make payments, and request inspections. The expansion enabled homeowners to apply for the new construction of accessory structures, including decks, detached garages, outdoor pools, hot tubs/spas, carports, and other structures more than 10 m2 (108 sq. ft.). https://winnipeg.ca/ppd/permits/permits_online.stm
- Expansion of Digital Permit Processing
  Enabled the digital processing of all residential and commercial building and development permit applications, allowing customers the convenience of applying from home or the office. Permits can be applied for 24/7 including evenings and weekends and will be processed in the order they are received.
- Launch of the Online Commercial Inspections Request System
  By completing the Commercial Inspection Request Form, information is digitally forwarded to schedulers to coordinate and confirm appointment times with customers. This initiative is an important first step in providing the necessary data to support the development of a more automated self-service inspection appointment booking system in the future.
- Added Electrical Inspection Option
  At the beginning of February 2021, Planning, Property & Development launched an additional inspection option for licenced electrical contractors that allows them to submit photos of simple mechanical installations (air conditioner, furnace, or hot water tank) to verify completion and compliance with applicable Codes and By-laws.
- Temporary Loading Zones
  Working together with the Downtown BIZ and the Exchange District BIZ, temporary 15-minute loading zones were added in various locations throughout Downtown and the Exchange District to benefit local businesses who were now relying on curbside pick-up as an option for their services.

Going forward, the City intends to set-up a working group with representatives from:

- Canadian Federation of Independent Businesses
- Economic Development Winnipeg
- Winnipeg's Business Improvement Zones
- Winnipeg Chamber of Commerce
- Manitoba Business Council

This working group will meet to provide feedback to the City to identify where further improvements can be made when it comes to red tape reduction.

The Customer Service & Communications Department will also work to improve the Red Tape Reduction webpage, and provide residents with an online portal where they can submit their suggestions for red tape issues and items to consider.

FINANCIAL IMPACT

Financial Impact Statement

Date: March 30, 2021

Project Name:
Red tape reduction follow up

COMMENTS:

There are no financial implications associated with the recommendations in this report.

Electronically approved by
Tanis Yanchishyn
Manager of Finance (Campus)
Corporate Finance Department

CONSULTATION

This Report has been prepared in consultation with:

Public Works Department
Planning, Property & Development Department

OURWINNIPEG POLICY ALIGNMENT

Direction 1: Provide efficient and focused civic administration and governance.
> Demonstrate exemplary customer service standards.
> Continuously pursue innovative, streamlined service delivery and decision-making processes

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

n/a

SUBMITTED BY

Department: Customer Service and Communications
Division: Office of Public Engagement
Prepared by: M. Vespa
Date: March 26, 2021
File No:

Attachments:
Attachment A - Itemized List and Status Update