Appendix 4 - Red Tape Reduction

Process improvement initiatives that help to respond to concerns expressed through the Red Tape Initiative were prioritized in 2020. The tables below provide a summary of how each of the Red Tape Initiative items have or are being addressed.

Department and red tape item	Department comments	List of initiatives and process improvements	Status update
Planning, Property & Development **The City reviews drawings/ work after a technical expert has signed off.**	The City of Winnipeg Charter requires a review of plans against municipal codes and by-laws. Certain programs (e.g. Optional Professional Certification Program) enable projects to be expedited on the basis of professional certification. PPD is currently piloting expanded use of the program. PP&D values the contributions of technical experts in the design and permitting process and is seeking to ensure that the plan review process is professional, consistent and efficient. As a result of jurisdictional scans and procedural reviews, several process changes are being implemented to further standardize documentation requirements and minimize impacts on processing timelines.	Clarify options for professionals when there are professional disagreements (PPD website: https://winnipeg.ca/ppd/permits/FAQ.stm#10)	Complete
		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	Complete (Ongoing activity)
		Further updates to the Optional Professional Certification Program (Interior Alterations Pilot in progress)	Complete
		Assessment of Interim Management Strategy for Commercial Inspections and the use of professional certificates. - Assessment completed. - Will be not be substantially reliant on professional certificates in lieu of inspections at this time.	Complete
		Jurisdictional scan to explore M2 (Mechanical) permit review processes Outcomes: - Exemptions for minor sprinkler head alterations – will follow NFPA standards (by-law amendment to ensure clarity) - Bulletin updates to clarify exemptions from M2 permit (Q2, 2021)	Complete
		Jurisdictional scan re acceptance of 'revised as noted' structural drawings Outcomes: - Improved communications to encourage shop drawings to be submitted closer to the time of permit issuance and prior to fabrication/installation. (Q2, 2021)	Complete
		Formalize/clarify use of professional letters, certifications	Complete

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Planning, Property & Development **It is unclear when an engineering drawing is required for a signage permit.**	Existing guidelines have been reviewed and updated. Please see: https://www.winnipeg.ca/ppd/Documents/Permits/Commercial/Sign-Permit-Information-Guide.pdf Free-Standing Signs Structure Requirement Brochure (January, 2021) https://winnipeg.ca/ppd/Documents/Brochures/Free-Standing-Signs-Structural-Requirements.pdf	Review and update the existing brochure to clarify when the City will require an engineer review of drawings.	Complete
Planning, Property & Development **The City does not remind home-based businesses when their conditional use order is up for renewal.**	Auto-reminders are now being forwarded to applicants.	Create automated reminder tracking system, so that business owners can be contacted well before the conditional use expiry date	Complete
Planning, Property & Development **The expiration date for conditional use orders for home-based businesses is arbitrary and not necessarily related to the nature of the business.**	Minor home-based businesses typically do not have an expiry date on their approvals. First-time major home-based businesses are approved for up to 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). A review of current practice was undertaken. PPD will continue to apply consistent expiry dates, as business term progresses. Terms: up to 2 years, up to 5 years, up to 10 years. For further information: https://www.winnipeg.ca/ppd/permits/Residential/HomeBusiness.stm https://winnipeg.ca/ppd/Documents/Permits/HomeBasedBusiness/Application-for-a-Home-Based-Business.pdf	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.	Complete Complete

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Planning, Property & Development **Conditional use application system is hard copy.**	PPD has modified internal processes to receive conditional use applications digitally in 2020. The Conditional Use Application stream is targeted for Permits Online use in 2022 as part of the Department's larger digitalization initiative. .	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.	Complete Phase 2 Digitalization Project (2022)
Planning, Property & Development **Occupancy permit information is unclear and difficult to understand.**	The City has a new website section dedicated to occupancy permits: winnipeg.ca/occupancypermits. This web page includes a new video explaining the occupancy permit process. Revised bulletin: www.winnipeg.ca/ppd/Documents/InfoCentre/InformationBulletins/2020/2020-001-AB.pdf	Clarify what occupancy is and when tenants can move furniture (bulletin)	Complete
		Review recently updated website information (including video) and update where required.	Complete
Planning, Property & Development **Requirements to bring existing buildings to current code are too expensive and investment is going to brand new buildings instead.**	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. In April 2020, the Joint CCBFC/PTPACC (National Level) Task Group on Alterations to Existing Buildings recommends that alterations to existing buildings be addressed in a new Part in the NBC, NPC and NECB. This option offers the best balance of user friendliness, ease of maintenance and ease of adoption. We speculate that 2024 NBCC (National Building Code of Canada) may include these new provisions.	Jurisdictional scan of other municipalities in regards to code interpretation for existing buildings/development Outcome: Different provincial approaches. The Manitoba Building Code Amendment (MB approach) is not within City of Winnipeg authority. Please see PPD comments for further details of evolving discussions at the National level on this topic.	Please see comments column
		Development of a bulletin to assist in communicating requirements for existing buildings	Closed. Please see comments column.

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Planning, Property & Development **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.**	The City has an obligation to review and inspect all proposed developments and building construction and alteration in the city, under the City of Winnipeg Charter Act. The Province of Manitoba is exploring additional options further (Bill 38). 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. 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. Refer to Process Improvement items for further details. A Commercial Inspections Customer feedback survey was introduced in 2020 to receive ongoing feedback on customer experience. 92% of customers indicated having a positive experience (August-December 2020). 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)	Complete
		Applicants can review the status of their permits and inspections through Permits Online.	Complete
		Creation of Commercial Inspection Intake Centre and Implementation of Interim Strategy for Commercial Inspections (August, 2019) – Standard Operating Procedures	Complete
		Introduction of Commercial Inspections Customer Survey	Complete
		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.	Complete Training is ongoing.
		Assessment and updates to the Management Strategy for Commercial Inspections, including: - ongoing improvements to the inspections scheduling system (enhancements targeted for 2022) - the introduction of defect checklists to standardize inspections activities (enhancements targeted for 2022) - confirmation of mandatory inspections - use of certifications/inspections audits ○ In place for pilot projects (e.g. Personal Care Home delivery) and to aid in alternative inspection methods, further development of audit programs in 2022/2023.	Complete
		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) . Comprehensive Fee Review scheduled for 2023.	Complete

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Planning, Property & Development **Booking inspections for occupancy permits is difficult.**	Commercial Inspections Online request system established in 2020. Single inspector for multiple inspections being piloted for Occupy Only Permits and certain Special Event Permits	Commercial and Occupancy Inspections booking system review and process improvements, including: - Review of inspections hours (availability) - Booking in advance - Online inspections requests Occupancy inspections can be requested over the phone or by filling out an online form as soon as required documents have been submitted.	Complete
Public Works **Applicants are required to obtain multiple permits related to the use of the street for one job.**	One online form now collects all use of streets permit information. The online form was introduced in 2019. The existing process is working fairly well. One form serves as intake for all street closures and Use of Street permits. The City plans to combine regional streets approval and draft permit in one communication. Combining regional streets approval and draft permits was tested in 2019. The process proved more confusing over email and would require a different mechanism to be successful. As well, the City is updating the Manual of Temporary Traffic Control in winter 2019/2020 which will capture current practices, including formally removing the requirement for applicants to contact Winnipeg Transit and Winnipeg Parking Authority.	Develop new lane closure app for testing in 2020 and launch in the 2021 construction season.	New app under development has a few challenges and may not be rolled out until some updates allow the centralization of processes again.
		Combine regional streets approval and draft permit in one communication.	Use of Streets permits are still issued separately, though data intake is centralized.
		Update Public Works Permits page to provide clearer instructions and information: https://winnipeg.ca/publicworks/permitsApprovals/permits/default.stm	In progress. Efforts were interrupted by COVID-19.
		Present the updated Manual of Temporary Traffic Control to Council in March or April of 2020.	Complete
		Work towards an online payment system to further streamline the process. This will require collaboration with other permits teams. The department is working towards completion in 2021.	Very little progress. Explored third party online payment processing options, but issues quickly arose linking bills to permit system. Problem was further highlighted with COVID-19.
Customer Service and Communications **Improved customer service and access to relevant information/payment in one central location.**	Request for capital project to develop a citizen portal to streamline resident interactions and provide a 'one stop shop' for resident needs. The timeline for implementation will depend on ability to secure funding for the initiative.	Develop and implement a citizen portal.	The 2020-2023 budget does not include funding for a citizen portal.

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Customer Service and Communications **Access to plain language explanation of by-laws and process steps.**	Audit of the City's website and request for capital project to develop a new website will include the creation of standards for language, links, and information. The audit of the City's website was completed in 2019 through hired consultation services. The timeline for implementation will depend on ability to secure funding for the initiative.	Website redesign and systematic reorganizing of content to a service-based approach.	In progress
		Rewrite content to plain language.	In progress
Customer Service and Communications **Customers are not sure who they are speaking to over email or how to reach them to follow up due to lack of or consistent email signatures.**	New City of Winnipeg brand standards were developed, including standardized email signatures with name and contact information.	Send a city-wide email to City staff with instructions for using the email signature template and reiterate the importance of using the standard email signature, including a phone number and an email address.	Complete
Customer Service and Communications **Provide an ongoing mechanism for red tape submissions and red tape tracking.**	The ongoing call for red tape will be initiated and posted on the red tape reduction webpage.	Initiate an ongoing call for red tape. Encourage red tape submissions on winnipeg.ca/redtapereduction.	Complete
		Improve Red Tape Reduction webpage.	In progress (2021)
		Report back to Executive Policy Committee on red tape reduction progress after six months, and provide annual updates on an ongoing basis.	An administrative report with an update on progress will be considered by Executive Policy Committee in April 2021.
Multi-departmental **City of Winnipeg Charter, as well as by-law updates, should be reviewed regularly and require multi-level government collaboration to be effective.**	Establish a red tape working group with both provincial and City representatives.	Establish Manitoba–Winnipeg Working Group Sub-Committee on The City of Winnipeg Charter to facilitate collaboration for identifying potential legislative amendments to The City of Winnipeg Charter.	Complete
		In addition to the multi-level government group, 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	In progress (2021)