Red Tape Reduction
Attachment A - Itemized List and Status Update

In 2019, the Executive Policy Committee (EPC) directed the Winnipeg Public Service to provide an itemized list of initiatives Departments are undertaking to address the red tape items identified through the Red Tape Reduction initiative.

The table below provides a status update on the initiatives and process improvements items that were outstanding as of the April 21, 2021 report to EPC. This information was collected from relevant departments.

Department and red tape item	Department comments	List of initiatives and process improvements	Status update
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.	Phase 2 Digitalization Project (revised from 2022 to 2023-2024)
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.	Set to align with the adoption of the Provincial Building Codes, which has been delayed.
		Development of a bulletin to assist in communicating requirements for existing buildings	Set to align with the adoption of the Provincial Building Codes, which has been delayed.

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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.	Complete: App completed, made available through public-facing app stores, and in use for 2022 construction season.
		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	Complete. Updates made to webpage, June 2022.
		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 multi-year budget does not include funding for a citizen portal.
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 (2022)
		Rewrite content to plain language.	In progress (2022) Developing a Plain Language Policy as per Council direction of April 20, 2022.

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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.	Improve Red Tape Reduction webpage.	In progress (2022)
		Report back to Executive Policy Committee on red tape reduction progress after six months, and provide annual updates on an ongoing basis.	Completed. Annual reports are now occurring.
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.	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 (2022)