



## Planning, Property & Development Department

# BOMA Industry Breakfast

April 16, 2019

### Development & Inspections Division

**Invitation Questions:**

- What has the City done to streamline and make the process more customer focused?
- What is the status/availability of online applications?
- Tips/tricks to help applicants with the process?
- How can we ensure consistency with inspectors and case managers?
- Who can an applicant reach out to if they feel a case manager doesn't understand the whole picture?
- Other FAQs – e.g. can inspectors only be called between 8:30 and 9:30 am?


A digital vision

Customer focused

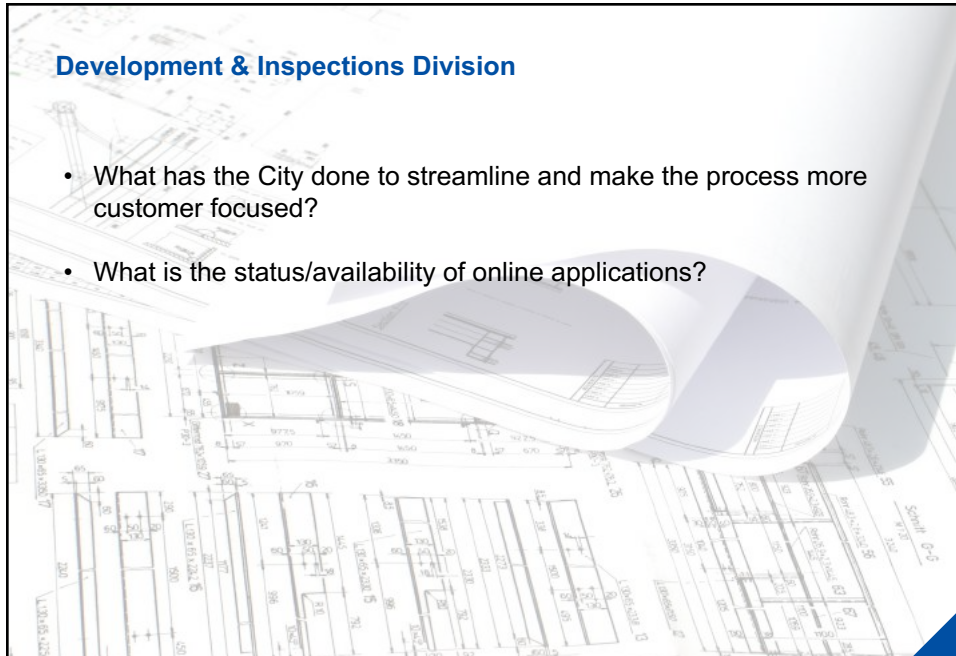
Well understood (transparent) processes, roles & responsibilities

Efficient and effective

Code and by-law compliance




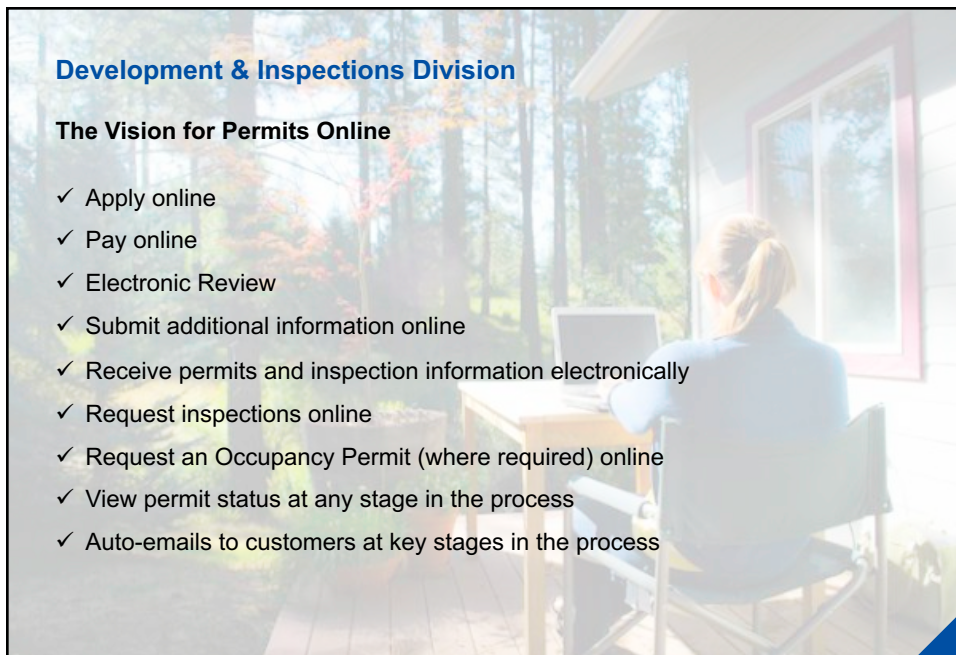
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### Development & Inspections Division

- What has the City done to streamline and make the process more customer focused?
- What is the status/availability of online applications?


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### Development & Inspections Division

#### The Vision for Permits Online

- ✓ Apply online
- ✓ Pay online
- ✓ Electronic Review
- ✓ Submit additional information online
- ✓ Receive permits and inspection information electronically
- ✓ Request inspections online
- ✓ Request an Occupancy Permit (where required) online
- ✓ View permit status at any stage in the process
- ✓ Auto-emails to customers at key stages in the process

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Development & Inspections Division		
Permits Online Services Status	2018	2019 Deliverables
Apply online (Contractors Registered for Permits Online)	HO/AS: Trades, New SFDs, Garages Commercial: Trades, Signs	Decks, Expansion of Garages/Signs to other customer types; continued expansion
Pay online (credit cards up to \$10,000)	All registered Permits Online users	Explore alternative payment options
Electronic Review	Housing stream	Commercial stream
Submit additional information online	Housing stream	Commercial stream
Receive permits and inspection information electronically	Housing: Fully enabled (Permits & Supporting Documents) Commercial: Permits enabled	Commercial stream: supporting documents
Request inspections online	Housing stream	Commercial stream
Occupancy Permits Online – document submission, electronic review, view permit and inspection status, pay online (where required)	Launched April 2019	
View permits status at any stage in the process	All registered Permits Online users	
Auto-emails at key stages	Enabled	Commercial


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## Development & Inspections Division

### Occupancy Permits

Every time there is a change of a business, organization or individual occupying the space.

- Exception is a change of ownership of the business

When do you need an occupancy permit?

- Building additions or expansion of tenancy spaces
- Increased occupancy loads
- Change of use classifications (e.g., medium to high hazard industrial)
- Patio or certain expansion of exterior uses
- Major alterations / changes to life-safety systems
- Interior alterations in a tenant space when the space has been vacated

**Tip:** Engage in the occupancy permit process prior to the lease date.


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## Development & Inspections Division

### Occupancy Permits

Occupancy permits require the applicant to initiate inspections

- Building / Mechanical / Electrical

Occupancy permits which culminate the building permit process require submission of certificates from architects / engineers involved.

If the applicant submits all certificates in advance, they are correct, and all inspections are 'defect free', the City refunds the full occupancy permit fee.

Otherwise, additional fees might apply associated with interim occupancy permits, denials, renewal of interim occupancy permits, etc.

Do not move your furniture / equipment into space unless an occupancy permit has been issued.



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## Development & Inspections Division

### New Occupancy Permits Online System

You can access occupancy permit features through the City's Permits Online system. [Permits Online](#) provides a secure, central, online location for occupancy and other permit information.

All registered Permits Online users can:

- View a list of required documents for Life Safety Tests and Occupancy online.
- Submit required documents online.
- Track the status of active Occupancy Permits (including document review, inspections, and outstanding items of non-compliance).
- Pay occupancy fees online.

All customers can:

- View document submission requirements via automated email.
- Submit requests for occupancy online using a new web form.
- Receive automatic email notifications when documents have been rejected.



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## Development & Inspections Division

### Occupancy Procedural Changes

All documents required for the issuance of an Interim or Final Occupancy Permit must be submitted before the Occupancy Request Form.

These documents must then be deemed acceptable by the City before an Interim or Final Occupancy Permit is issued.

#### Why?

- Code & by-law requirements
- Encourages early coordination with design professionals
- Decreases the chances of receiving a denied occupancy request
- Contributes to a smoother process



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# Questions?



**Development & Inspections Division**

# Consistency in Service Resolving Issues

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**Development & Inspections Division**

**How can we ensure consistency with inspectors and plan examiners?**

**Standardize**

- Standardized systems, process flows
- SOPs (Standard Operating Procedures)
- Customer forms, instructions


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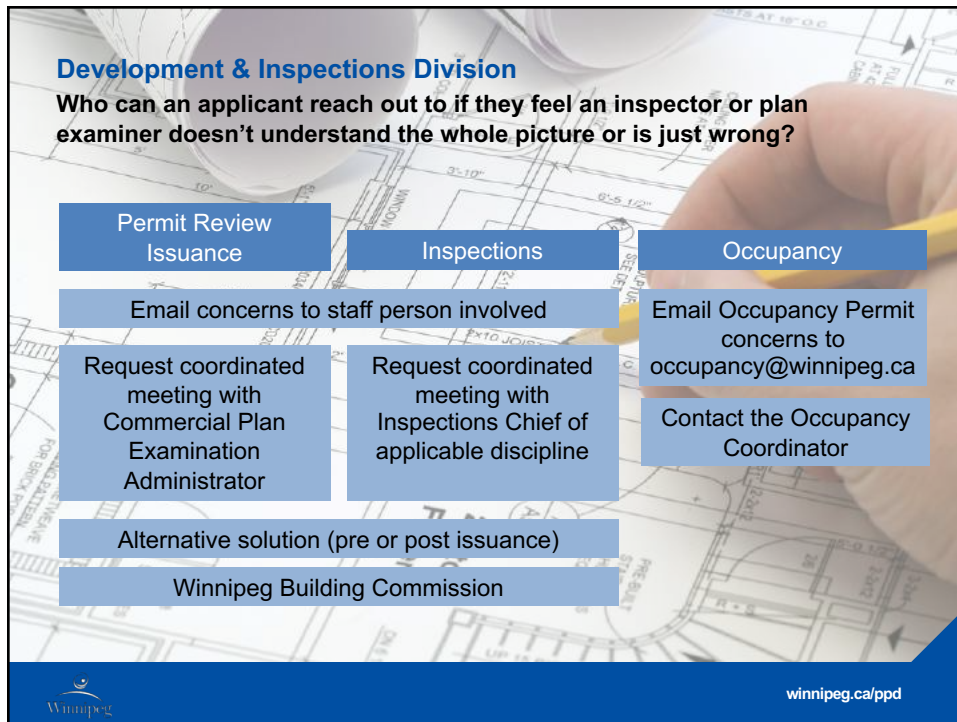
**Training Communication**

- Clear roles & responsibilities
- WI (Work Instructions)
- Industry bulletins
- Website updates
- Industry Consultation via IAG (Industry Advisory Group)

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**Consistent service**

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**Development & Inspections Division**  
**Winnipeg Building Commission (WBC)**

- Made up of nine members qualified by experience and training to consider matters pertaining to building design and construction.
- Commission membership re-established in April 2012
  - Expanded mandate
- WBC has met a number of times to deal with issues coming forward under expanded mandate
- Provide advice and guidance to City of Winnipeg employees, committees of Council and Council in the application of the Winnipeg Building By-Law and the Building/Electrical Codes.

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### Development & Inspections Division City of Winnipeg Bulletins

#### Recent / Relevant Bulletins:

- Clarification for the Installation of Fire Alarm Visual Signal Devices (2013)
- Clarification of Arc Fault Circuits (2019)
- Electrical Drawing Requirements for New Construction of Commercial & Industrial Buildings (2019)

#### Bulletins in progress (to be posted soon):

- Solar PV installations
- Clarification of mounting heights for barrier-free paths of travel



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# Questions?



## Development & Inspections Division

# Tips for a Smoother Process



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## Development & Inspections Division

### 1. Be prepared and proactive:

- ✓ Have a plan: prepare all of the project details in advance of permit application.
- ✓ The permit process is not a single step; it's a process that needs to be managed
- ✓ Does the work require a professional architect or engineer?
- ✓ Fill out all forms in detail. A complete submission will help your project move along.
- ✓ Do what you can in advance.
  - Did the previous tenant have an occupancy permit?  
For which occupancy classification?
  - Zoning
  - Work without a permit?



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## Permit Process Checklist

Buying property? Look up open permits through permit search by address web portal. Access the following link at [winnipeg.ca/permits](http://winnipeg.ca/permits):

**Search for Issued Construction-Related Permits**

Please enter an address for which to search:

Number  Street Name  Type

required required: at least first 3 letters optional

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This search provides a list of permits issued after January 1, 2000. Results do not include permits that are cancelled or currently in the application process. For information on permits issued prior to January 1, 2000, call 204-986-7395 or email [PPD-CentralFiles@winnipeg.ca](mailto:PPD-CentralFiles@winnipeg.ca).

**More Information**

Questions about permit searches? Read our [FAQ](#)



[winnipeg.ca/ppd](http://winnipeg.ca/ppd)

## Development & Inspections Division Occupancy Look Up

**Search for Issued Occupancy Permits**

Please enter an address for which to search:

Number  Street Name  Type

required required: at least first 3 letters optional

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This search returns issued Permits after December, 1998. Search results do not include permits that were cancelled, expired, or are currently in the application process. For information on occupancy permits issued prior to December, 1998, call 204-986-5136 or email: [occupancy@winnipeg.ca](mailto:occupancy@winnipeg.ca)



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## Development & Inspections Division

### Permit Process Tips

#### 2. Manage the process

- ✓ Be clear about who is responsible to keep the permit process moving & hold that person accountable (City process is not based on case managers).
- ✓ Register for 'Permits Online' to assist you in following the process.
- ✓ Make sure you respond as soon as possible to any request from the City for changes or additional information.
- ✓ Monitor your team during construction.
- ✓ When ready for inspections, you can phone your inspector at any time.
- ✓ Base building vs. tenant permit. Both need to be completed prior to most Occupancy Permits. Coordination may be required.



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## Development & Inspections Division

### Permit Process Tips

#### 3. Conclude the process

- ✓ Don't call for an occupancy permit until you are ready
- ✓ Be mindful of expiry dates on interim occupancy permits
- ✓ Be aware of extra fees
- ✓ If your permits don't require occupancy, make sure that they get closed



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## Development & Inspections Division Permit Process Tips

### 4. Don't forget about other issues:

- ✓ What about sign permits?
- ✓ Grand opening events / parties, etc. may require a special event permit.
- ✓ Other City departments may be involved depending on your situation



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## Development & Inspections Division On the Horizon

- ✓ Winnipeg Building By-law Changes:
  - Snow shadowing
  - Other changes
- ✓ Plan Approvals

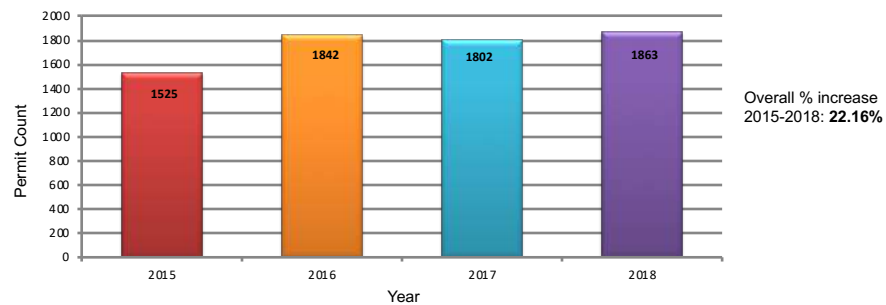


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# Questions?

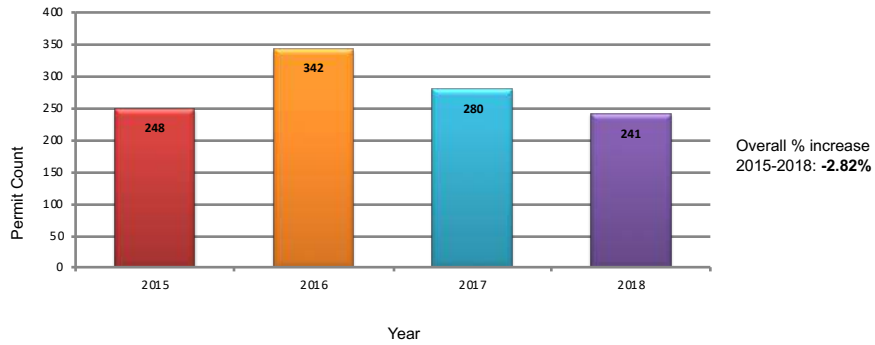
## Development & Inspections Division

### Performance Reporting - Commercial New, Additions & Renovations



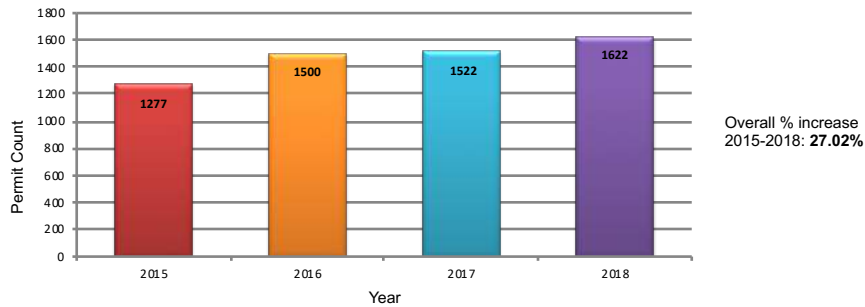


**Development & Inspections Division**  
**Performance Reporting - Commercial & New Addition**



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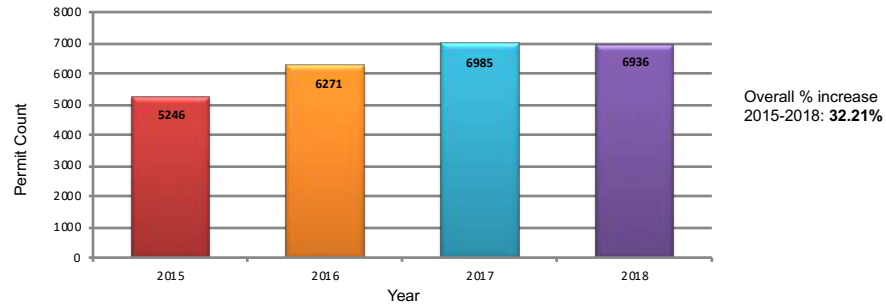
**Development & Inspections Division**  
**Performance Reporting - Commercial Renovations**



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## Development & Inspections Division

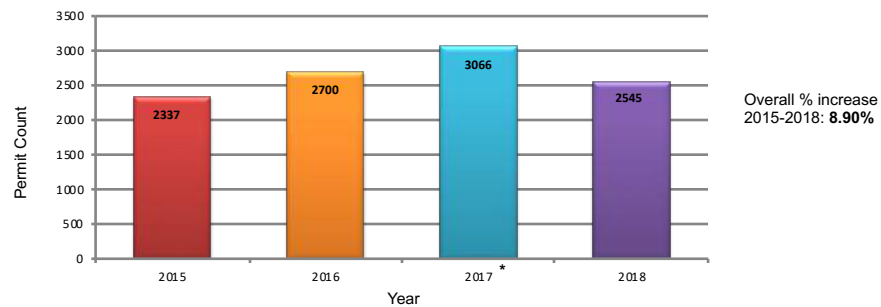
### Performance Reporting - Housing All Requests



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## Development & Inspections Division

### Performance Reporting - Housing New & Additions



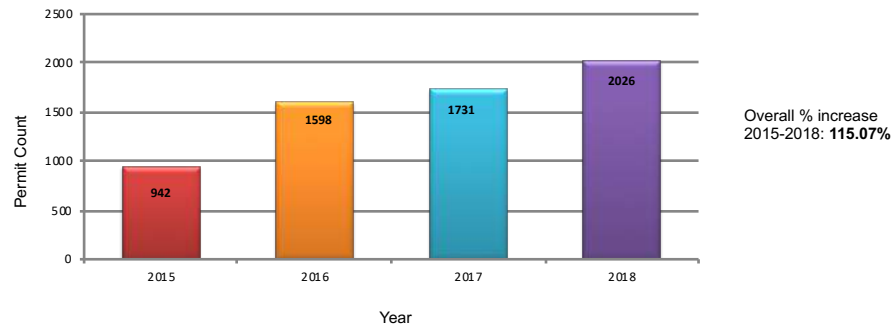
\* 2017 numbers are inflated due to the implementation of impact fess.



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## Development & Inspections Division

### Performance Reporting - Housing Renovations



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## Commercial Permit Application Processing Times

January through February 2019

Initial Complete Review (ICR\*) Times in # of Business Days

Commercial Permit Type	Description of Work	Initial Complete Review (ICR*) Times in # of Business Days		
		Median	ACTUAL ** 75% Percentile	City Target Time
Interior Alterations				
Interior Alterations - Category A	minor alterations with no building change of use, no professionals required, no impact on life safety, exterior alterations not affecting life safety	3	4	5
Interior Alterations - Category B	no building change of use, one or two professionals other than structural, minimal or no impact on base building or other tenants	7	10	10
Interior Alterations - Category C	change of use in existing tenant space, multiple professionals involved	14	16	15
Interior Alterations - Category D	gutting of existing space, change from single to multi-tenant space, significant impact on base building, property types affected by historic, waterways, flood fringe, downtown, ...	13	20	20
Interior Alterations - Category E	re-purposing of existing building, historic, multiple alternative solutions	N/A	N/A	30
New Commercial Buildings & Additions				
Optional Professional Certificate Program (OPCP)	option for commercial permit applications submitted under professional seals to be issued with no plan examination	4	5	5
New Commercial Buildings & Additions - Standard	standard additions / new buildings	21	22	20
New Commercial Building & Additions - Staged / Partial	staged permits for commercial new/major additions - each stage	15	16	15


\*\* Actual values are reported based on the previous two month time period.

\* ICR = # of business days required for an initial review of a permit application by all civic departments involved. Complete and compliant applications can be issued following the initial review. Applications that are missing information or non-compliant with Codes and By-laws will be placed on hold until the issue(s) are resolved with the applicant.

N/A indicates categories where there were no permits or where the permit volumes were too low to be statistically relevant.



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### Residential Permit Application Processing Times


January through February 2019


Residential Permit Type	Description of Work	Initial Complete Review (ICR)* Times in # of Business Days		
		Median	75% Percentile	City Target Time
<b>Residential Permits (New construction, additions, and alterations)</b>				
<b>Residential 1 Day</b>	Accessory Structure permit of any type <b>not</b> requiring a zoning or structural review	N/A	N/A	1
<b>Residential 5 Day</b>	Accessory Structure permit for in-ground or above ground Swimming Pool, or a permit that requires a structural plan and/or Zoning review, or DCA-5 Day or Master-5 Day	3	3	5
<b>Residential 10 Day</b>	Housing permit for New Construction, Additions, Alterations (except above)	6	8	10
<b>Residential 15 Day</b>	Housing permit for change of use and conversions (adding or subtracting dwelling units, residential care homes, day cares, secondary suites, rooming houses)	12	16	15
<b>Residential 20 Day</b>	Flow Housing	16	18	20

\* Actual values are reported based on the previous full month time period.

\* ICR = # of business days required for an initial review of a permit application by all civic departments involved; complete and compliant applications can be issued following the initial review. Applications that are missing information or non-compliant with Codes and By-laws will be placed on hold until the issue(s) are resolved with the applicant.

N/A indicates categories where there were no permits or where the permit volumes were too low to be statistically relevant.


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### Sign Permit Application Processing Times


January through February 2019

Sign Permit Type	Description of Work	Initial Complete Review (ICR)* Times in # of Business Days		
		Median	75% Percentile	City Target Time
<b>Sign Permits</b>				
<b>Sign 5 Day</b>	Fascia or Free Standing Sign, Face Replacement only – no additional review(s), no encroachment.	1	3	5
<b>Sign 8 Day</b>	Fascia or Free Standing Sign, Face Replacement only – requiring additional review(s) and/or encroachment.	1	1	8
<b>Sign 10 Day</b>	New Fascia/Projecting/Awning – not requiring engineering, no encroachment.	N/A	N/A	10
<b>Sign 13 Day</b>	New Fascia/Projecting/Awning – requiring engineering, no encroachment.	1	8	13
<b>Sign 15 Day</b>	New Free Standing or Alteration to existing Free Standing – no encroachment.	8	14	15
<b>Sign 20 Day</b>	New Free Standing or Alteration to existing Free Standing – with encroachment.	N/A	N/A	20
<b>Sign 30 Day</b>	New Free Standing or Alteration to existing Free Standing – requiring Community Committee plan approval.	N/A	N/A	30
	Billboards			

\* Actual values are reported based on the previous full month time period.

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