

# TRCA's Online Application Portal for Planning and Permits

Presentation by:

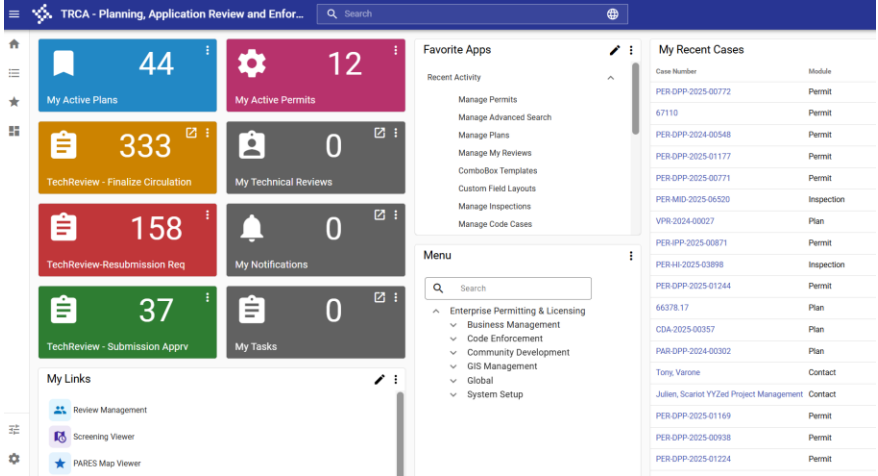
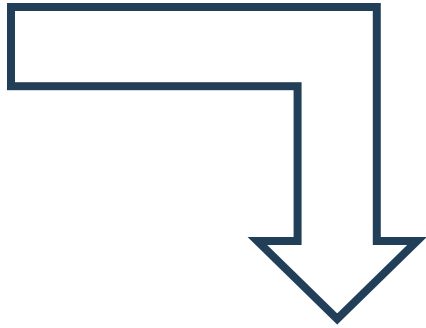
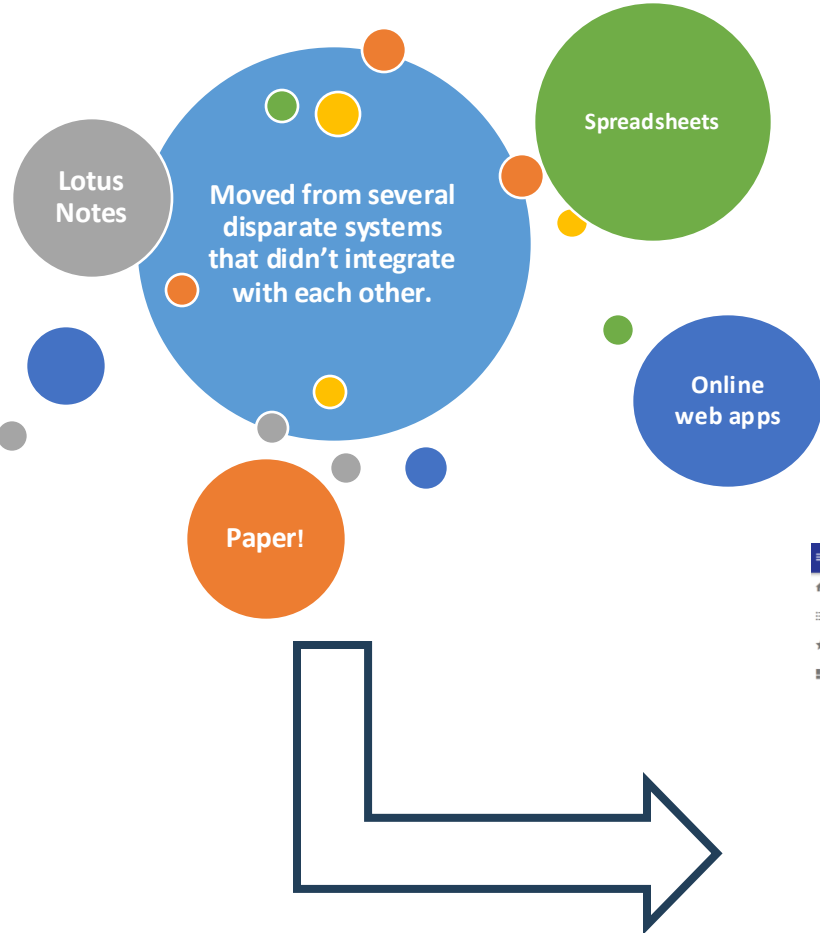
Mark McKnight, Chief Information Officer, Corporate Services

Nicole Moxley, Senior Planner, Development Planning and Permits

# Topics

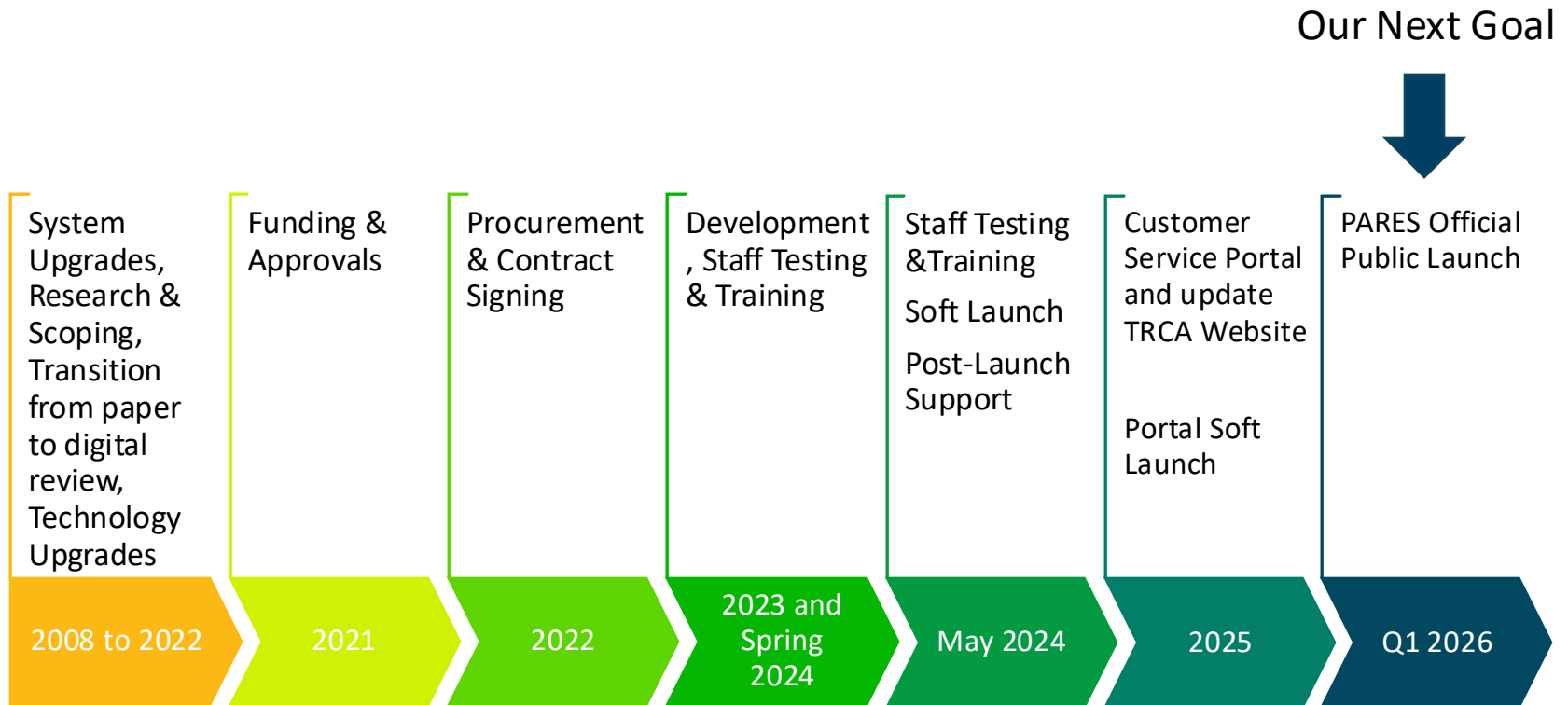
- TRCA's path to Modernizing Services
- The PARES Journey
- Service Improvements
- Challenges and Lessons Learned
- What's Next

# Modernizing How TRCA Delivers Planning and Permitting Services



# The PARES Journey

## Timeline







# The PARES Journey

## Current State

- PARES – “Planning Application Review and Enforcement System”
  - Tyler Technologies – Enterprise Permitting and Licensing Platform (formerly EnerGov)
- Work to Date:
  - PARES went live in May 2024 for internal staff use
  - All applications are in the system and review is being coordinated and completed by our staff
  - The External Guidance team spent time earlier this year reviewing the portal from a client perspective and providing input

# Service Improvements

			
<p>Online workflow platform for planning, technical review and enforcement.</p>	<p>One-stop-shop for all planning related needs</p>	<p>Process any finances related to planning applications</p>	<p>Real time tracking of data and activities</p>

# Service Improvements

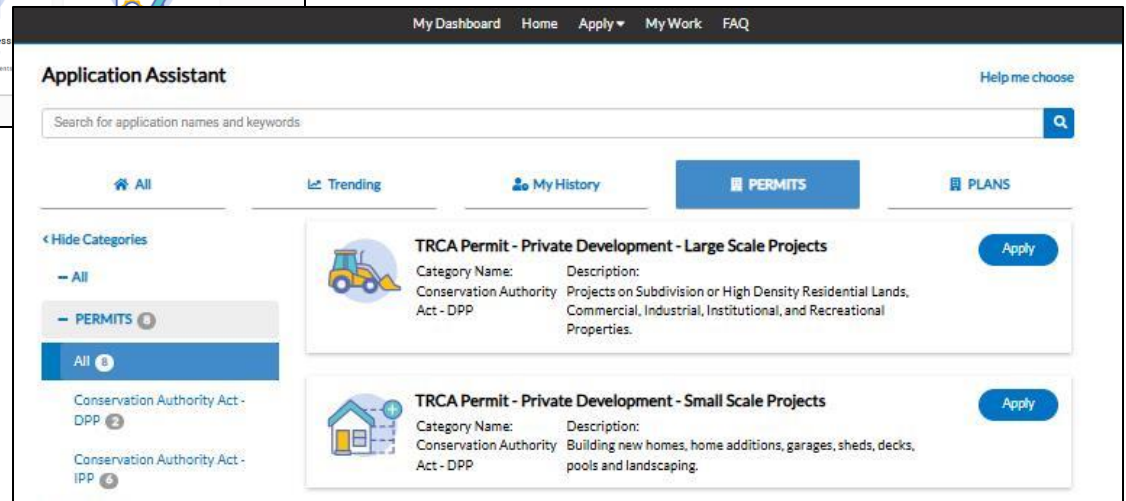
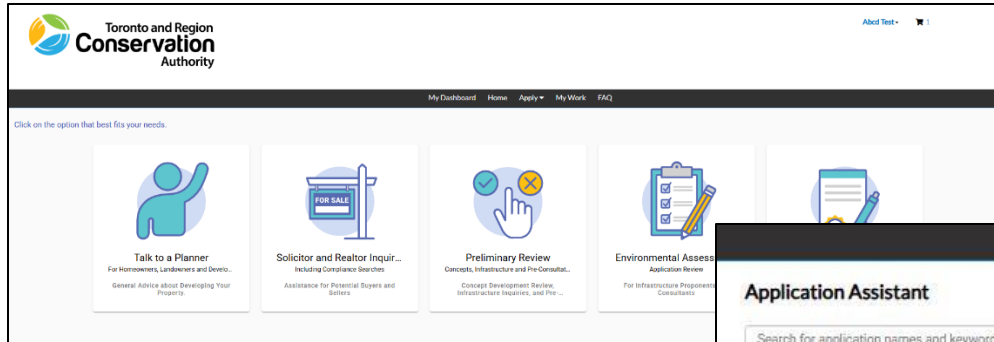
## Customer Portal

The screenshot displays the TRCA's Online Application Portal. The header includes the Toronto and Region Conservation Authority logo and a 'Login or Register' link. A navigation bar contains 'Home', 'Apply', and 'FAQ'. The main content area is titled 'Welcome to TRCA's Online Application Portal' and features three primary actions: 'Login or Register' (with a user icon), 'Search and Apply' (with a magnifying glass icon), and 'Pay Invoice' (with a dollar sign icon). A detailed view of the sign-in form on the right shows a globe icon, the text 'Sign in to community access services.', an 'Email address' input field with a red border and the error message 'This field cannot be left blank', a 'Keep me signed in' checkbox, a blue 'Next' button, an 'OR' separator, social login options for Google, Apple, Microsoft, and Facebook, a 'Help' link, an 'Unlock account?' link, and a 'Create an account' button.

- Customer Portal is currently live for a group of early adopters to test functions and provide feedback
- Customers can register with the portal and will have access to any files that are linked to their business email

# Service Improvements

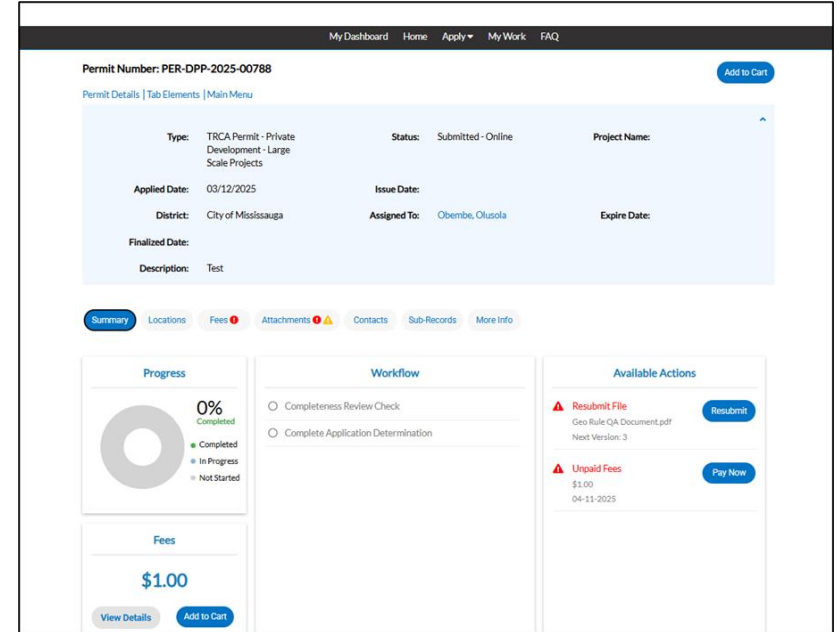
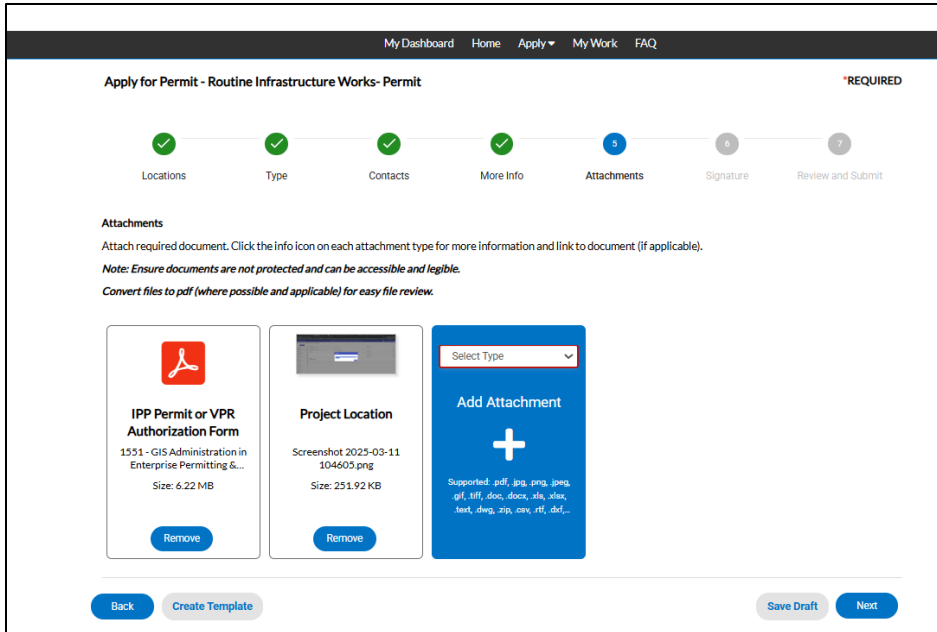
## Guided Applications



- Customers can review the status and collaborate on active files, initiate new applications and make payments
- The application process has a built in Assistant to guide customer to the right process

# Service Improvements

## Collaborating and Tracking Files



- Customers can upload files and collaborate on drawings through Bluebeam Studio
- A central dashboard will summarize the status of each file throughout the review lifecycle

# Service Improvements

## Managing Inspections and Enforcement

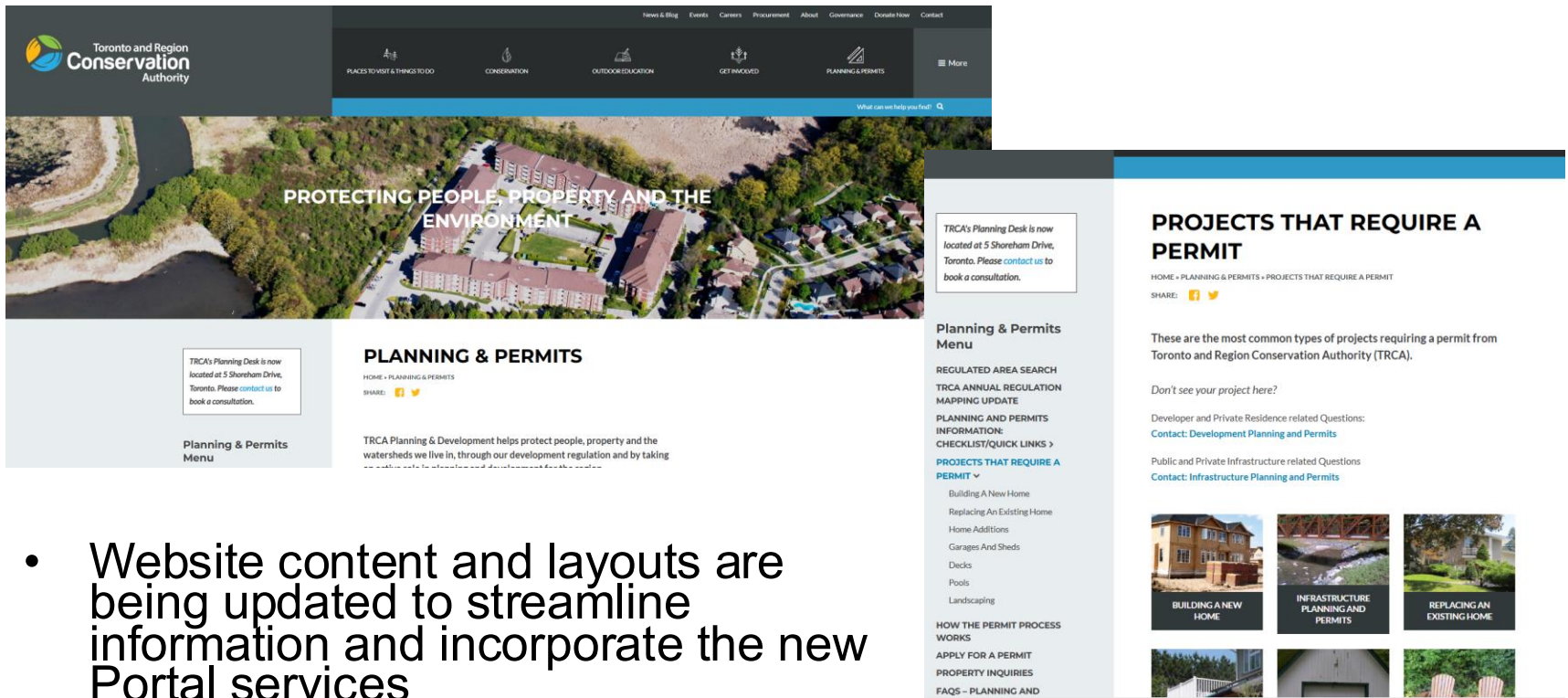
The image displays two screenshots of the PARES software interface. The top screenshot shows the 'Manage Code Case' page for a 'Section 28 (Violation Issuance)' case. The page includes a sidebar with navigation options like Summary, Details, Location, and Workflow. The main content area shows case details such as location (Town of Whitchurch-Stouffville, ON), start date (04/24/2023), and a status of 'Violations Issued'. It also features a 'Recent Workflow Activity' section with a list of actions like 'Violation Delivery Status (Code Activity)' and 'Site Inspection for Violation (Inspection)'. A 'Code Case Description' section is visible at the bottom.

The bottom screenshot shows the 'Schedule & Assign' map view. It displays a map with numerous colored markers (red, blue, green, yellow, purple) representing different inspection or enforcement activities. A sidebar on the left provides filter options for 'Inspection State' (Overdue, Today, Requested, Upcoming) and 'Inspection Types' (Permit Inspection, Violation Inspection). It also includes filters for 'Time' (All Morning, PM Afternoon) and 'Requested Date' (Tomorrow, Today, Enter custom date). The map shows a grid of streets and a legend in the bottom right corner.

- Enforcement activities are built into PARES to conduct inspections, manage violations and orders, and schedule work for staff

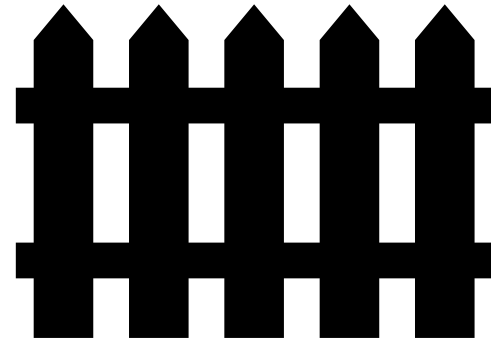
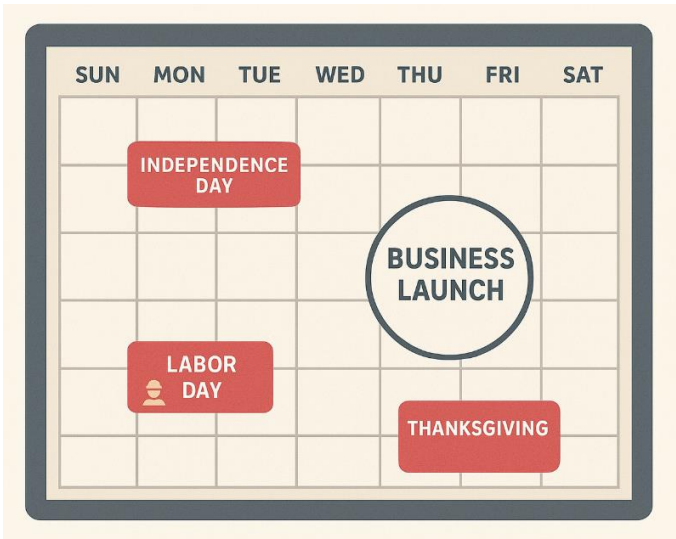
# Service Improvements

## Website Content Updates

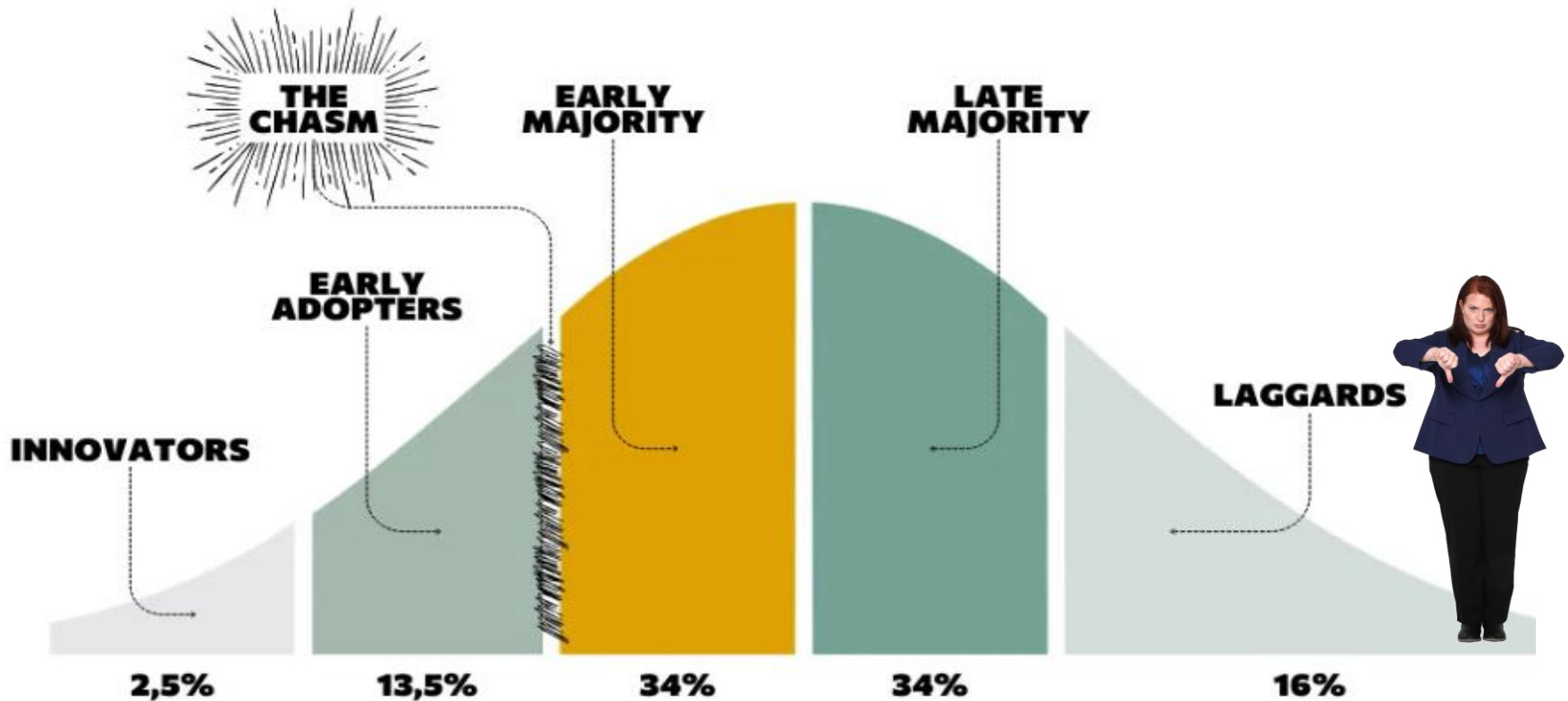


- Website content and layouts are being updated to streamline information and incorporate the new Portal services
- Leverage the Application Assistant features within the system
- Maintain access to Planning staff

# Challenges and Lessons Learned



# THE ROGERS CURVE



Source: <https://b-plannow.com>

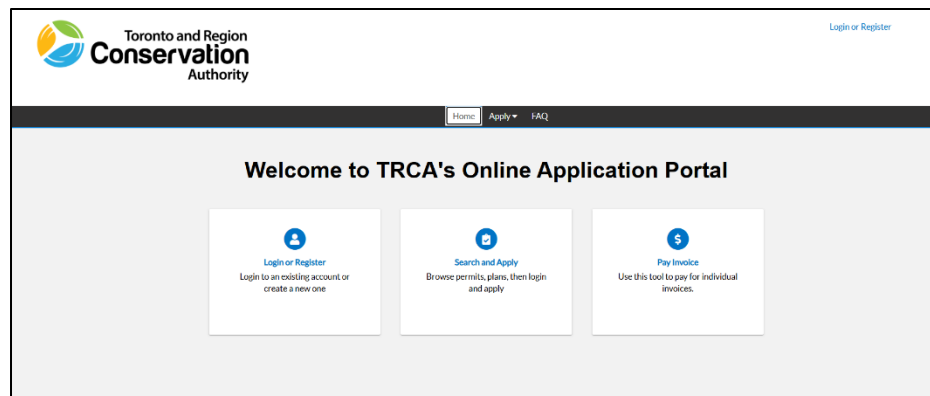
# What's Next?

## Continue work with Early Adopters:

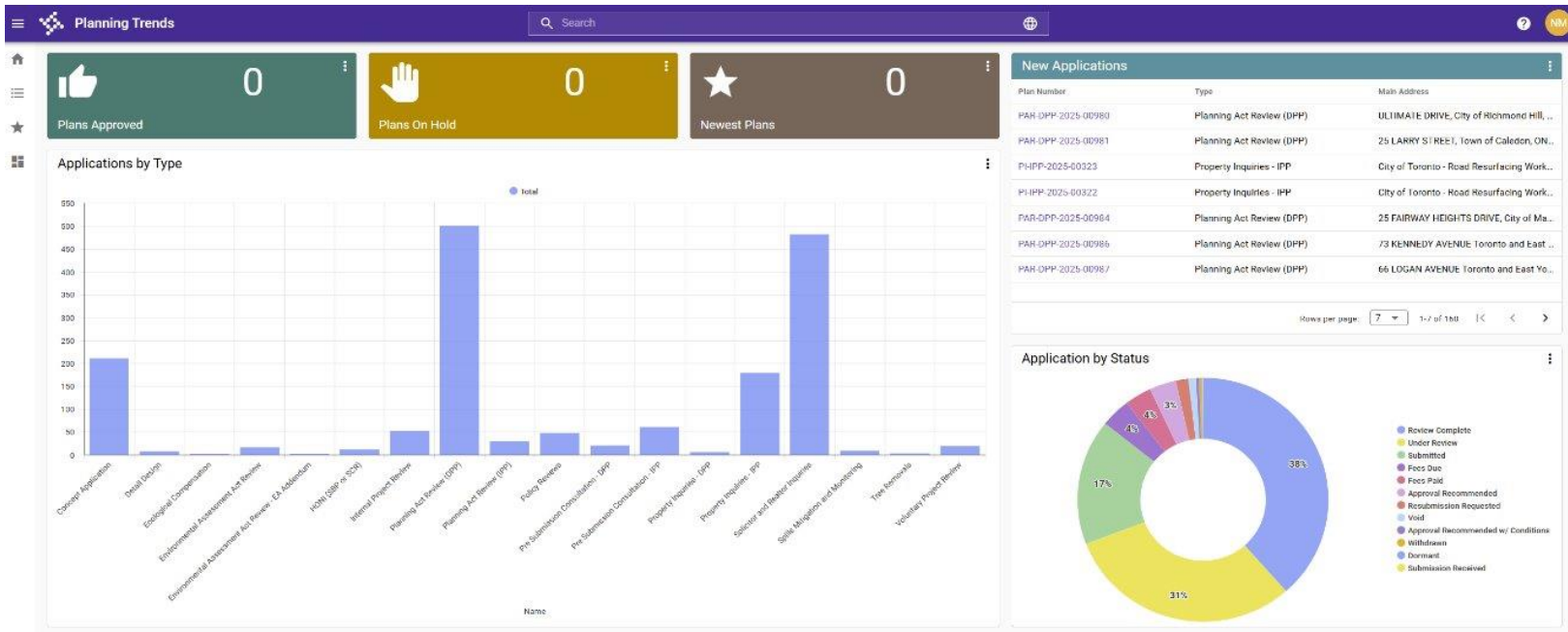
- Live Testing of applications and review processes in the Portal
- Continue to incorporate feedback from the External Guidance Team

## Website Updates:

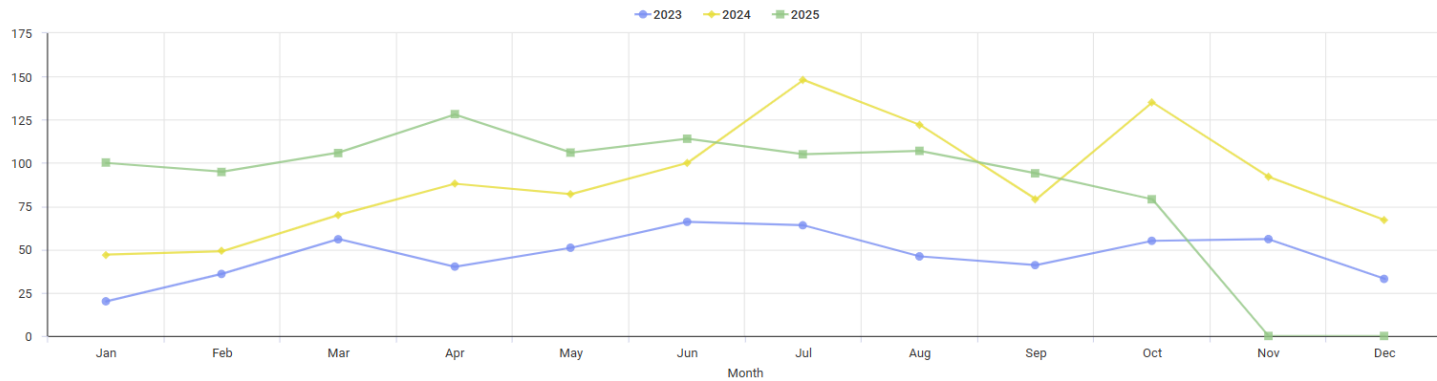
- Updates to the TRCA Website for Planning and Permits are in progress
- Public launch of the new web content will coincide with the full launch of the Portal
- Target: Q1 2026



# What's Next?



Total Permits Issued



# Preparing for your Project

					
<p>Document your processes and organizational knowledge</p>	<p>Plan time for knowledge transfer</p> <ul style="list-style-type: none"><li>• Educate about your business</li><li>• Learning the new tools</li></ul>	<p>Don't rush testing</p> <ul style="list-style-type: none"><li>• Test real-life situations</li><li>• Unit Testing</li><li>• Data Conversions</li><li>• Acceptance Testing</li></ul>	<p>Plan for lots of training, communications and engagement</p>	<p>Resources and Stakeholders</p> <ul style="list-style-type: none"><li>• Data Conversion Corrections</li><li>• Communications and Content Owners</li></ul>	<p>Data Conversion</p> <ul style="list-style-type: none"><li>• Impact of Legacy Data Quality</li><li>• Migrate or Fresh Start</li></ul>

# Key Takeaways & Wrap up

- The portal modernizes TRCA's planning and permitting process
- Benefits: efficiency, transparency, and consistency for both staff and clients
- Lessons learned will guide continuous improvement and smoother rollouts
- Future enhancements will expand functionality and value across TRCA

# Questions?