

# Development Application Process Review

## 2020 Report Card

The Development Application Process Review (DAPR) program was created in 2018 to find ways to make the development application process in Coquitlam more efficient and easier to navigate.

### There are 3 objectives of the Review:

#### 1 Achieving Operational Efficiencies

**15%** reduction to pre-application processing times

**40%** improvement in turn-around times through E-Plans Pilot






- ✓ Development Application Issue Resolution Process
- ✓ Early Building Permit Application Pilot

#### Efficiencies Found

- ✓ Faster processing time
- ✓ Timely resolution of issues
- ✓ Time and money savings with reduced visits to City Hall




#### 2 Increasing Use of Automation

-  Digital markup tool for E-Plans Pilot
-  Tracking metrics to capture time spent
-  Automated financial calculations

#### Efficiencies Found

- ✓ Reduced staff time
- ✓ Simplified process and improved record keeping
- ✓ Improved communication with applicants





#### 3 Enhancing Customer Service

-  Development Facilitator role to assist applicants
-  Support program for applicant resources and materials
-  Guidelines to evaluate requirements for unique projects

#### Efficiencies Found

- ✓ Education & process navigation
- ✓ Support for unique small-scale developer challenges
- ✓ Streamlined processes

### Efficiencies Found Due to Our COVID-19 Response

-  Broadened use of electronic plan submission
-  Digital signature technology
-  Enhanced temporary permit application
-  Remote video inspections