Development Application Process Review

2021 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

10% Reduction to processing times and increased streamlining for Board of Variance process

✓ Completed Zoning Bylaw updates to minimize frequent variances

✓ Established new Variance Assessment Criteria to reduce steps and streamline the process for applicants

Saving up to 10 business days on administrative tasks through digitizing the record-keeping process in new Building Permit file close-out procedures

2 Increasing Use of Automation

✓ Launched AMANDA 7 laying the foundation for improvements and modernization

✓ Automated the planning referral process through an AMANDA 7 solution

✓ Increased accuracy in tracking time with the applicant versus the City

✓ Bluebeam training to staff across multiple departments for increased use of digital review and comments

3 Enhancing Customer Service

✓ Launched How-to Guide for Housing Choices applicants

✓ Updated all Planning and Development webpages for plain language and clarity

✓ Launched Development Permit Guidelines checklist for Housing Choices for improved clarity of expectations

✓ New dedicated email for development-related enquiries.

Next Steps

- E-Plans and Development and Building Permit Application Portal

- Development Information Portal

- Pre-approved Plans for Housing Choices

- Pre-Application Right-Sizing

Coquitlam