

Planning Application Review and Enforcement System (PARES)

Ontario Association for Impact Assessment Annual Conference

Beth Williston, Associate Director, IPP & Project Sponsor

Mark McKnight, Chief Information Officer & Co-Project Sponsor

October 24, 2024



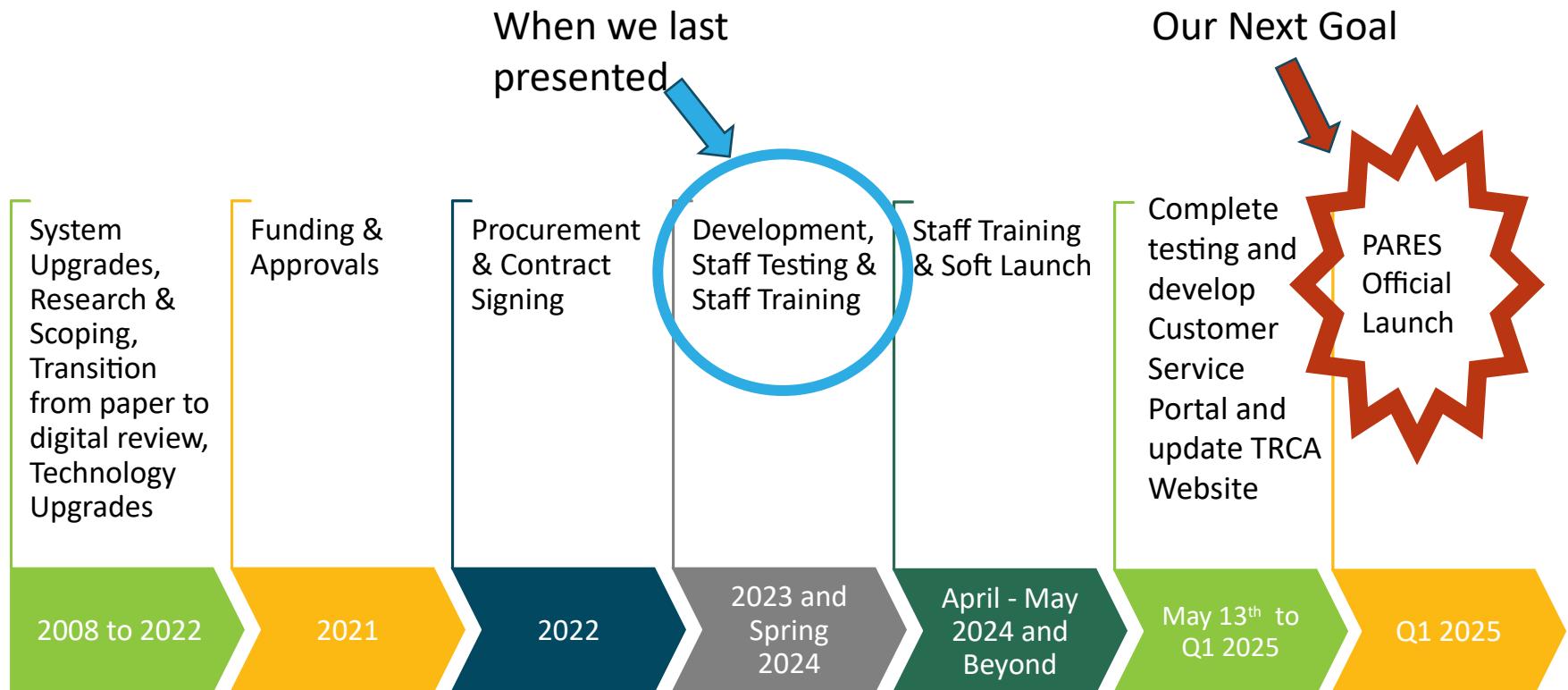
PARES IS NOW LIVE!



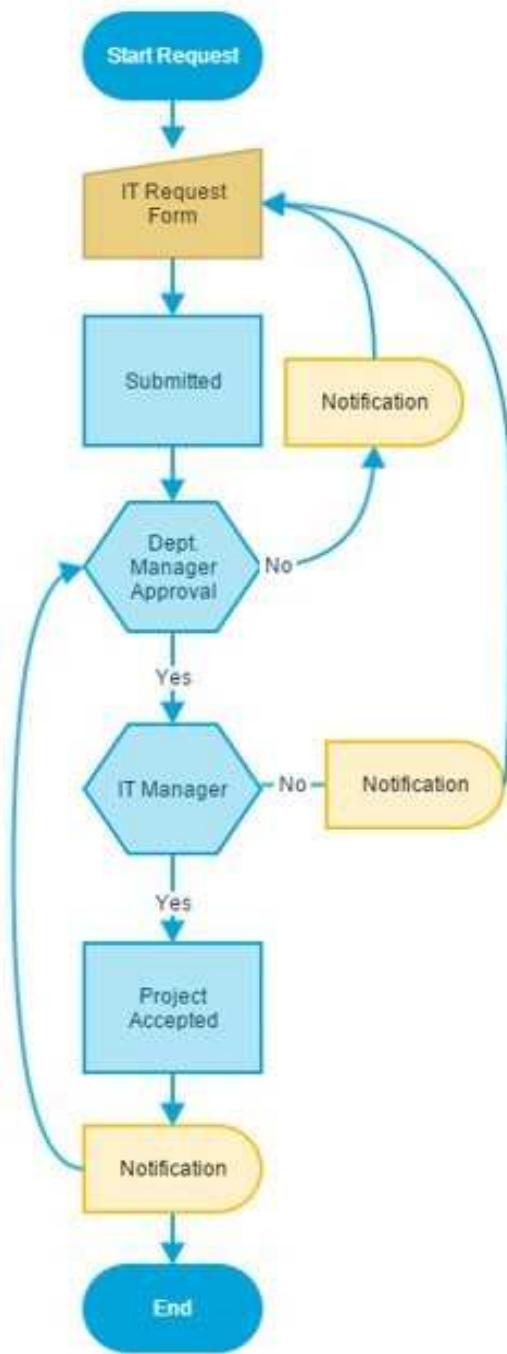
Official launch to staff on May 10th

The PARES Journey

Project Timeline



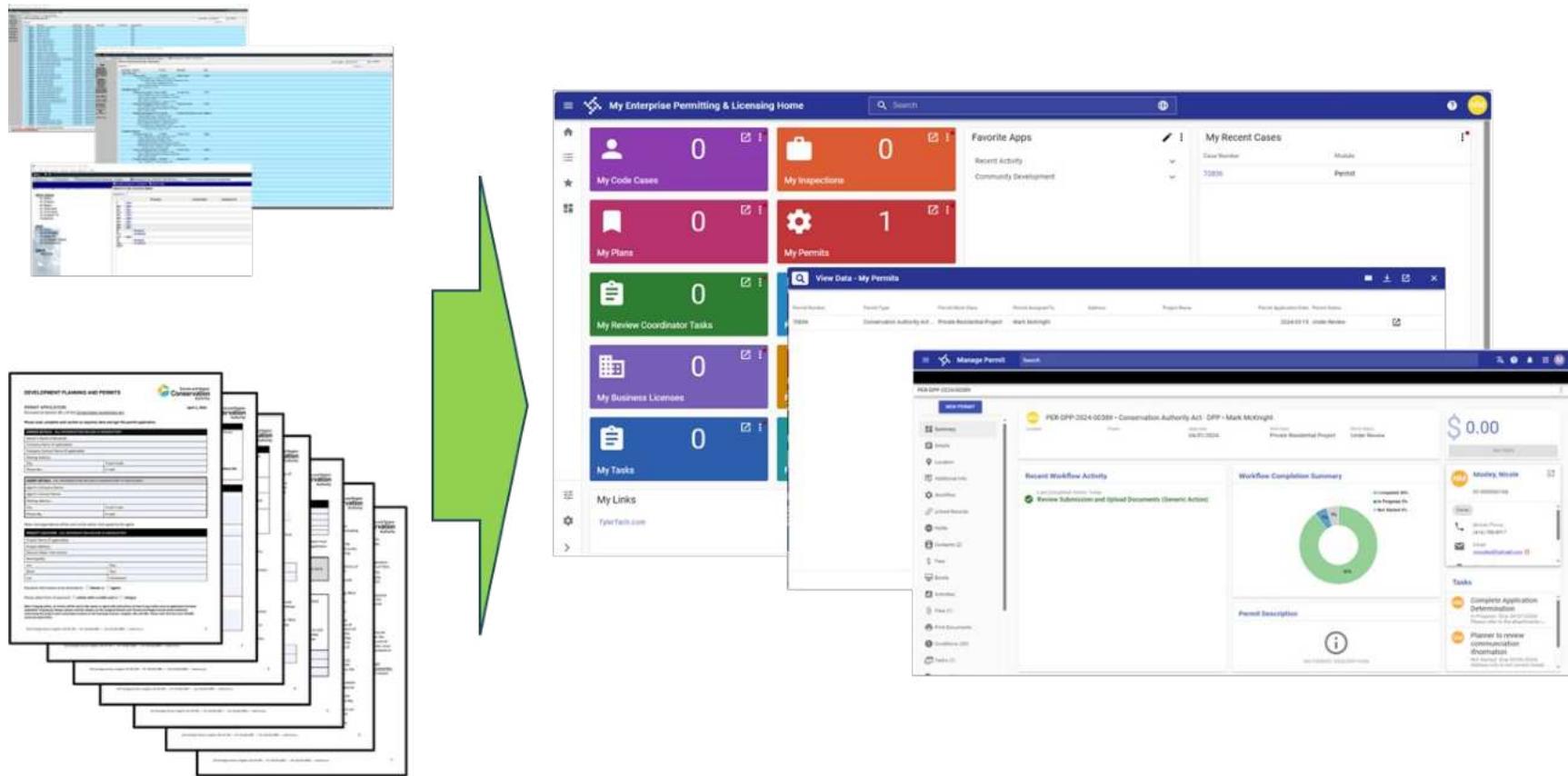
What is PARES?



What is PARES?

- **Planning Application Review and Enforcement System**
- A Cloud-based, interactive system for:
 - Intake of planning, permit and internal project applications
 - Technical review and commenting
 - Integration with Bluebeam Studio Prime™
 - Real time client comment collaboration and response
 - Fee administration
 - Enforcement inspection and reporting
 - Interactive dashboards for tracking and reporting
- The Client Portal will be available through the TRCAs website.
- Future integrations and the building of APIs to integrate with municipal, agency and private enterprise planning solutions.

Service Transformation



- Eliminating legacy systems and paperwork to create an integrated, digital experience for customers.

Integrations

				
<ul style="list-style-type: none">• ArcGIS Version 10.7.1• Visualization and screening	<ul style="list-style-type: none">• Laserfiche Version 11• Corporate Records	<ul style="list-style-type: none">• Payments and Financial System Integration• Sales and Revenues	<ul style="list-style-type: none">• Dayforce Version 60• Time management and utilization	<ul style="list-style-type: none">• Forms and Workflow integration to related systems• Service Requests• Work Orders• Program Inquiries

Reporting

- PARES will provide TRCA staff and clients with advanced, customizable real-time dashboards and reporting tools.
- Internal and Customer Progress Dashboards
 - File Activity and Status
 - Inspection Planning
 - Work assignments
- Reports and Letters
- Performance Reporting Dashboards
- Exportable Data



PARES Knowledge Hub

Support Resources, SOP's and FAQ's

SharePoint Search this site Not following Site access

PK PARES Knowledge Hub for TRCA Staff Home Welcome to PARES Team Sites Edit Published 5/6/2024 Share Edit

+ New Promote Page details Analytics

 Development Planning and Permits (DPP)

 Infrastructure Planning and Permits (IPP)

 Internal Project Review (IPR)

 Policy Planning (PP)

 Standard Operating Procedures

 Cashiering

 Enforcement

 Technical Review

How PARES Works Behind the Scenes

A New 360° View

The screenshot displays the 'My Enterprise Permitting & Licensing Home' dashboard. The interface is organized into several sections:

- Top Bar:** Includes a 'Search' bar and a yellow circular icon with a question mark.
- Left Sidebar:** Features a navigation menu with icons for Home, My Code Cases (0), My Inspections (0), My Plans (0), My Permits (1), My Review Coordinator Tasks (0), My Business Licenses (0), and My Tasks (0). It also includes 'My Links' and a link to 'TylerTech.com'.
- Center Dashboard:** A large central area displays 'View Data - My Permits' for Permit Number 70836, showing details like Permit Type (Conservation Authority Act), Permit Work Class (Private Residential Project), Permit Assigned To (Mark McKnight), Address, Project Name, Permit Application Date (2024-03-15), and Permit Status (Under Review). A 'Manage Permit' sub-menu is open, showing options like 'NEW PERMIT' and a list of actions: 'Summary', 'Details', 'Location', 'Additional Info', 'Workflow', 'Linked Records', 'Holds', 'Contacts (2)', 'Fee', 'Bonds', 'Activities', 'File (1)', 'Print Documents', and 'Tasks (1)'.
- Right Sidebar:** Shows 'My Recent Cases' with Case Number 70836 and Module Permit. It also includes a '\$ 0.00' balance indicator, a 'Moxley, Nicole' profile with ID 000000164, and a 'Tasks' section with items: 'Complete Application Determination' (In Progress, Due 04/30/2024) and 'Planner to review communication information' (Not Started, Due 05/18/2024).

Tracking Progress

PER-DPP-2024-00389

NEW PERMIT

- Summary
- Details
- Location
- Additional Info
- Workflow**
- Linked Records
- Holds
- Contacts (2)
- Fees
- Bonds
- Activities
- Files (1)
- Print Documents
- Conditions (20)
- Tasks (1)
- Internal Notes

Permit Revision/Reissuance
Step completed by Obembe, Olusola on 05/07/2024

Application Intake
Step completed by Moxley, Nicole on 04/30/2024

Technical, Policy and Advisory Review Circulation
Step completed by Moxley, Nicole on 04/30/2024

Approval of Report
Step completed by Moxley, Nicole on 04/30/2024

Issue Permit
Step completed by Obembe, Olusola on 05/06/2024

Inspections
Last Updated: 05/07/2024 by Obembe, Olusola
1 actions remaining

Inspections
0 actions remaining

Approval of Report

Priority Order	Sort Order
20	10

Planner Prepares Permit Report
Last updated by Moxley, Nicole on 04/30/2024

Planner Reassigns Application to Senior Planner
Last updated by Moxley, Nicole on 04/30/2024

Senior Planner Approves Permit Report
Last updated by Moxley, Nicole on 04/30/2024

Managing Clients and Contacts

PER-DPP-2024-00389

NEW PERMIT

Summary

Details

Location

Additional Info

Workflow

Linked Records

Holds

Contacts (2):

Fees

Bonds

Activities

Files (1)

Print Documents

Conditions (20)

Tasks (1)

Internal Notes

Moxley, Nicole
ID-000000166

Owner

Mobile Phone
(416) 788-8917

Email
nmoxley@hotmail.com

Main address
7 BELLCASTLE GATE Unit: 234 Town of Whitchurch-St...

Title
Project Manager

Bubas, Sonya
Region of Peel
ID-000000225

Agent

Business Phone
(111) 222-3333 x4444

Email
sonya.bubas@abcd.com

Main address

Title
Project Manager

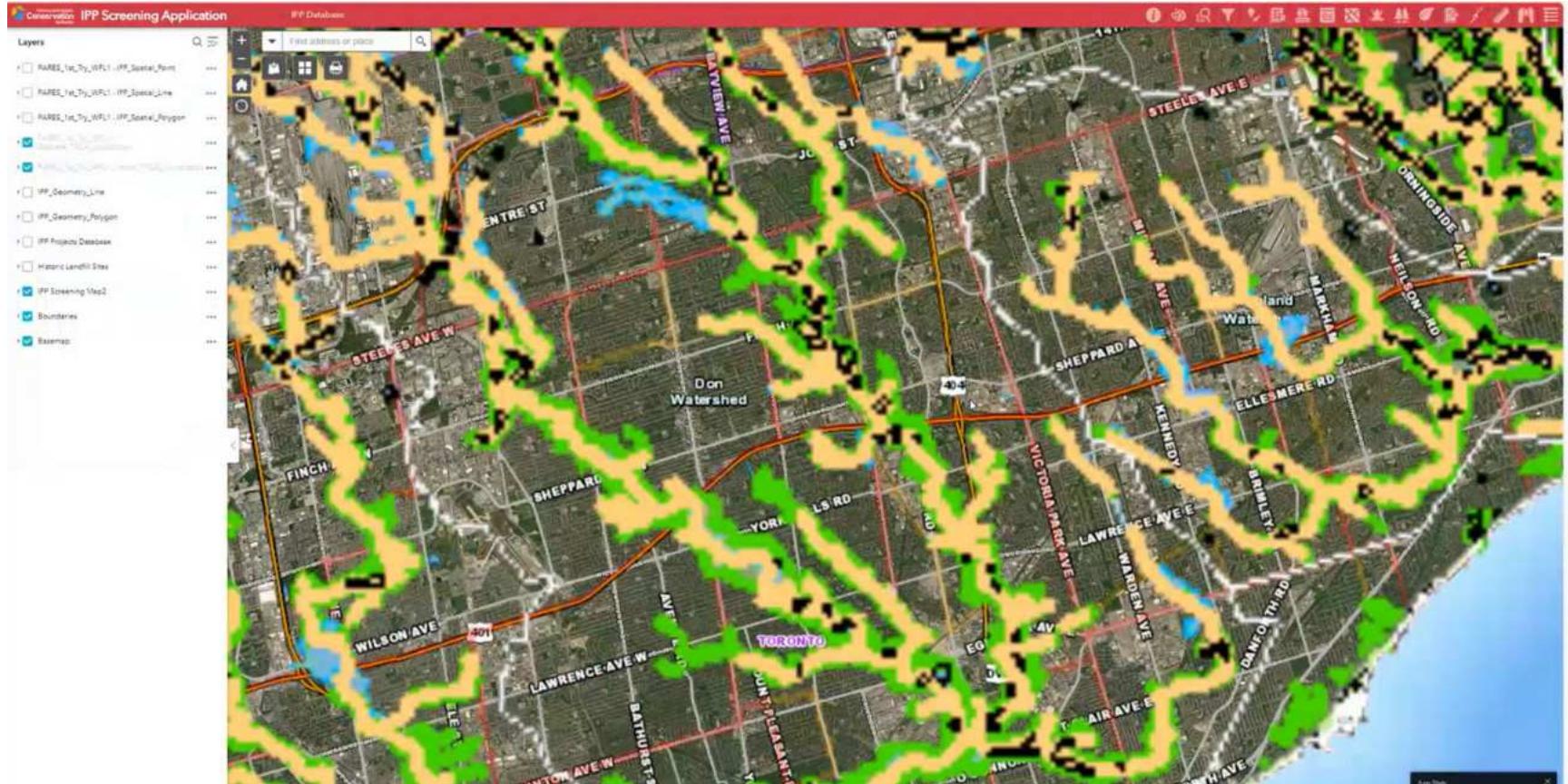
Billing Contact

Billing Contact

All Contacts

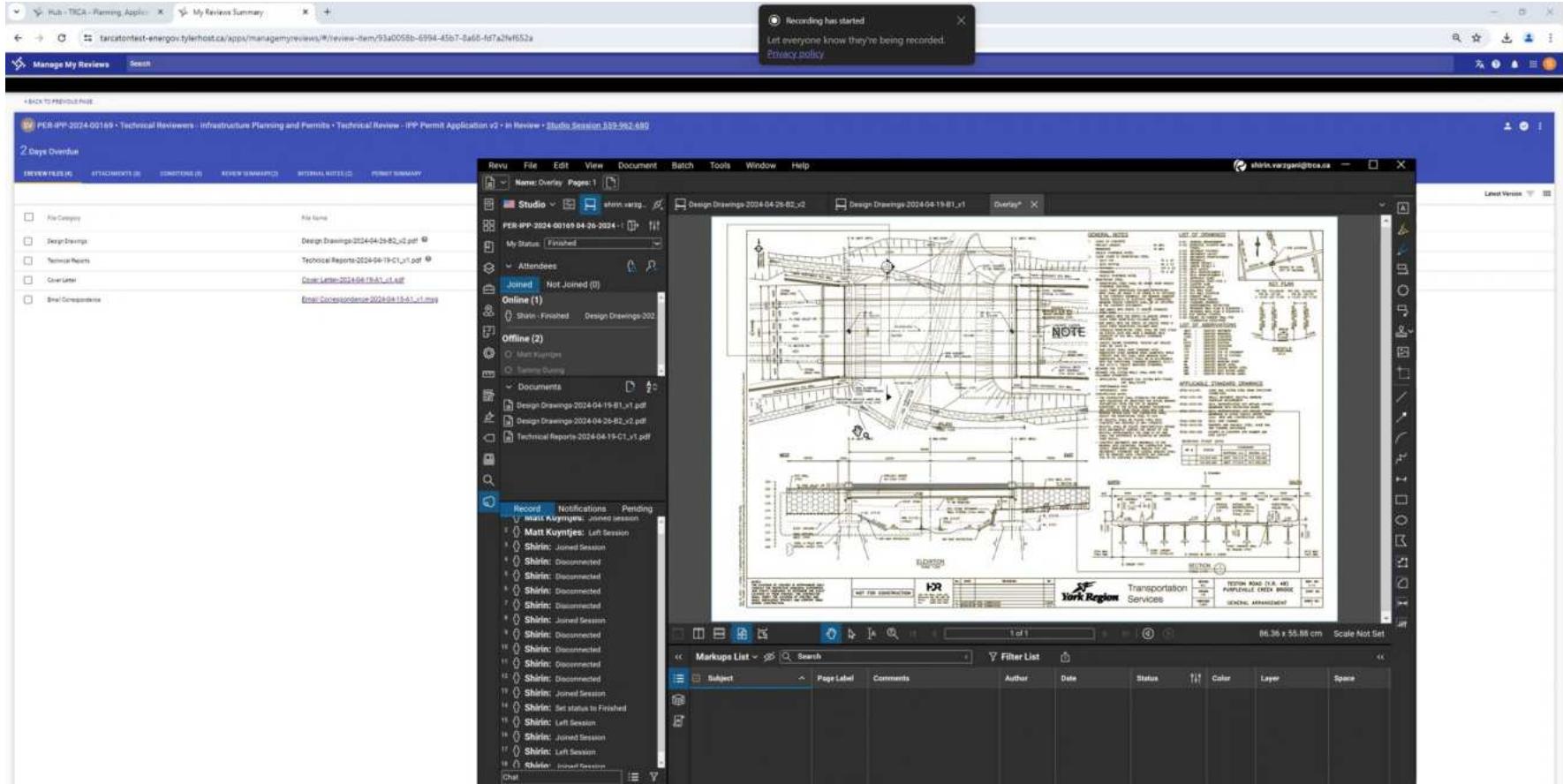
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Integrated Screening Process



Online Reviews and Collaboration

Bluebeam Studio



Track & Schedule Inspections

Schedule & Assign Search

Filter Options EXPAND ALL CLEAR ALL

Inspection State

- Overdue 0
- Today 1443
- Requested 0
- Upcoming 3

Inspection Types

- Find...
 - Permit Inspection - 954
 - Permit Inspection - 352
 - Permit Inspection - 139
 - Violation Inspection 1

Time

- AM (Morning) 1440
- PM (Afternoon) 6

Requested Date

- Tomorrow 2
- Today 5

Showing 1 - 1446 of 1446 Records. 54 Plotted

Address: Search ...

RECORD DETAILS

NP 70265 Permit Inspection - Low • Nolan Patterson
Re-inspection

Parcel Number:

Permit Status: Permit Issued

Last Inspection Date: 05/01/2024

Inspection Number: PER-LO-000250-2024

Contact Phone:

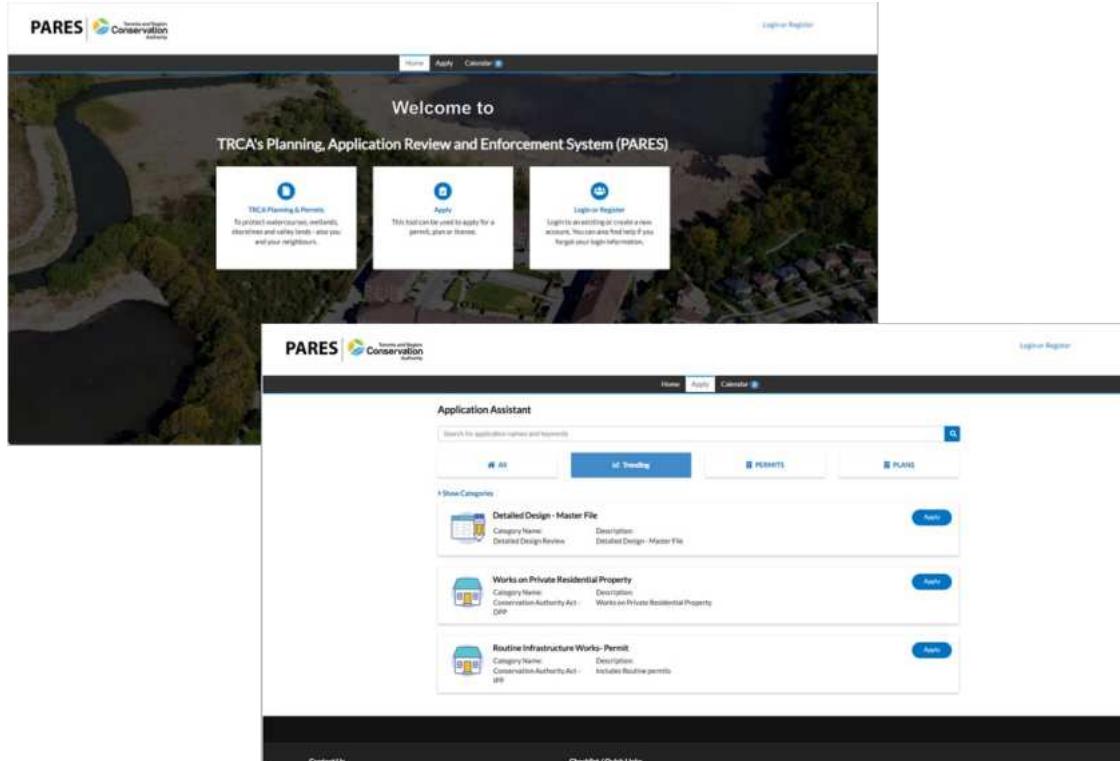
Permit Description: undertake works within the TRCA Regulated Area of the Humber River Watershed in order to facilitate the construction of a new 131.98 sq.m. loggia, a new 3.84 sq.m. porch, a new 25.8 sq.m. seasonal amenity room, and associated interlocking patio located at the rear of the existing residential dwelling all associated with a municipal building permit. The subject property is located at 10 Wilkie

Map View: A map of the Greater Toronto Area showing inspection locations marked with colored circles (orange, yellow, green, red, blue, pink) and a cyan polygon representing the Humber River Watershed. A callout box labeled 'DON' shows a zoomed-in view of the watershed area. A legend in the bottom right corner indicates that the cyan area represents the 'WSHED' (Watershed). A scale bar shows distances of 5 km and 3 mi.

One or more errors have occurred. Click details for more. DETAILS (10)

What We're Working On Now

Customer Portal Access

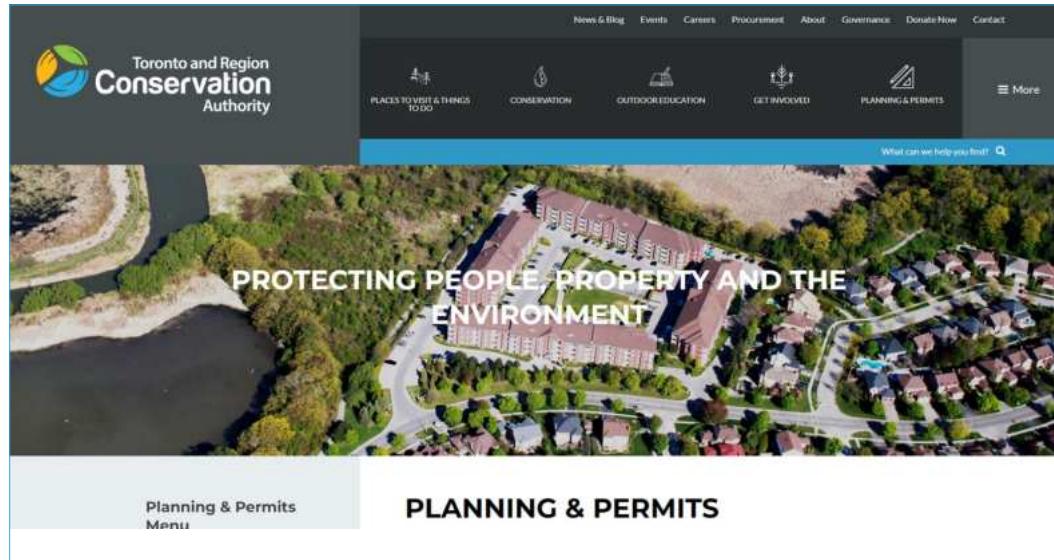


- Centralized Customer Portal to register and initiate applications
- Self-guided applications to navigate the process
- Online Invoicing and Payments
- Collaboration on files with push-updates on file progress
- Updated website

- ❖ Fall 2024 – Invitations for “early adopters” to support the portal rollout

TRCA Planning & Permits Website

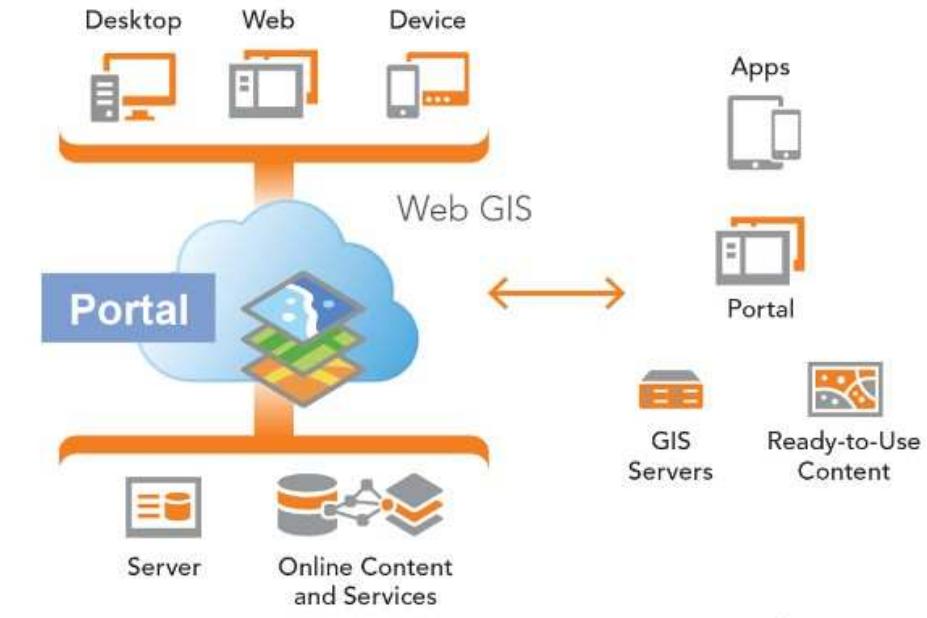
- Is user friendly, written in plain language and includes FAQs
- Brings forward information from the old website, such as the TRCA Self Screening Tool, as well as policies, guidelines and checklists
- Integrates directly with the Client Application Portal, providing information on applications and submission requirements with easy links between them



Building New Capabilities

ArcGIS Portal Migration:

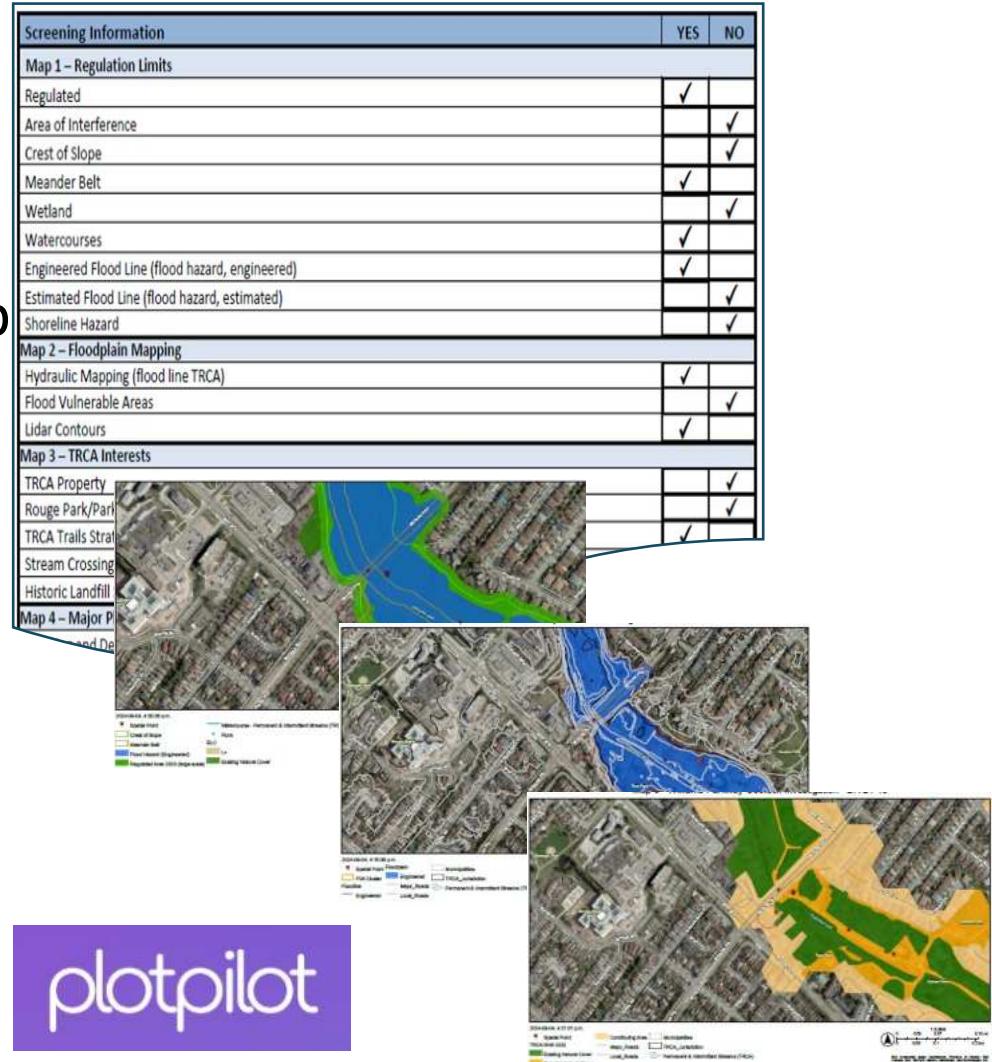
- Consolidate GIS data and workflows from the shared AGOL platform and our current internal portal deployment
 - Improved Data Access
 - Supports Mapping and Analysis Workflows
 - Supports Collaboration
 - Access to New Applications and Viewers
 - Supports Field Mapping Services.



Building New Capabilities

Screening Map Automation:

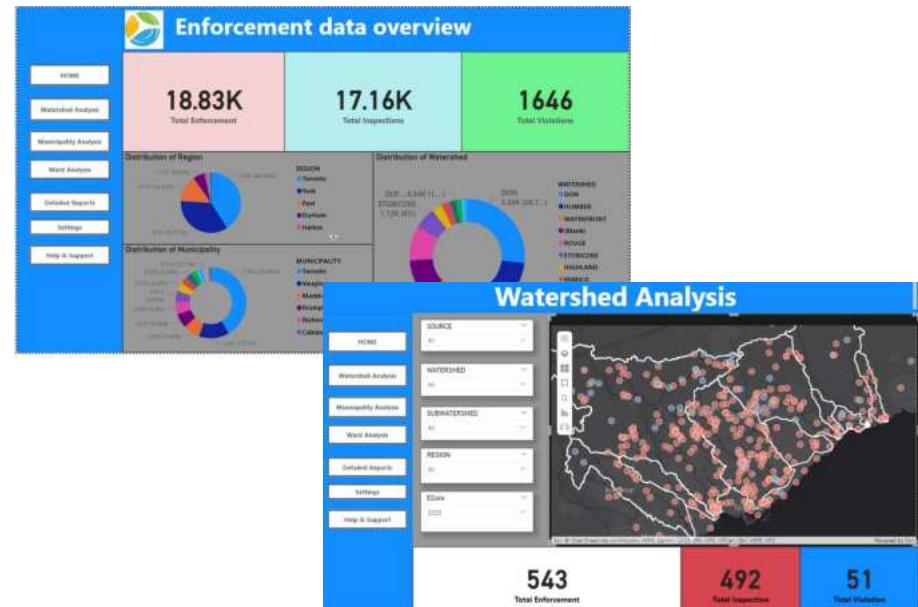
- Simplify the screening process for applications through automation of map production:
 - Regulation Limits
 - Floodplain
 - TRCA Interests
 - Etc..
- Eliminating redundant time in preparing resources for technical reviews



Building New Capabilities

Planning and Enforcement Power BI Dashboards:

- Extracting legacy and new PARES data to create a central resource for analysis
- Developing standard data models
- Combining new data layers and services through GIS, Ecology and Official Plan data to map outcomes



What's Next?

Future Priorities

- Launch the Customer Self-Service Portal – Q1 2025
- External Client Integration Model (Municipal, Agency, Other)
- Add new business processes to support other TRCA services
- Integrate to Records Management, Finance and HR systems
- Enhance and further streamline processes through automation and notification services
- Develop new information services (general enquiries, incident reporting) for clients and the public

