

# Planning Application Review and Enforcement System (PARES)

**Ontario Association for Impact Assessment Annual Conference**

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October 24, 2024

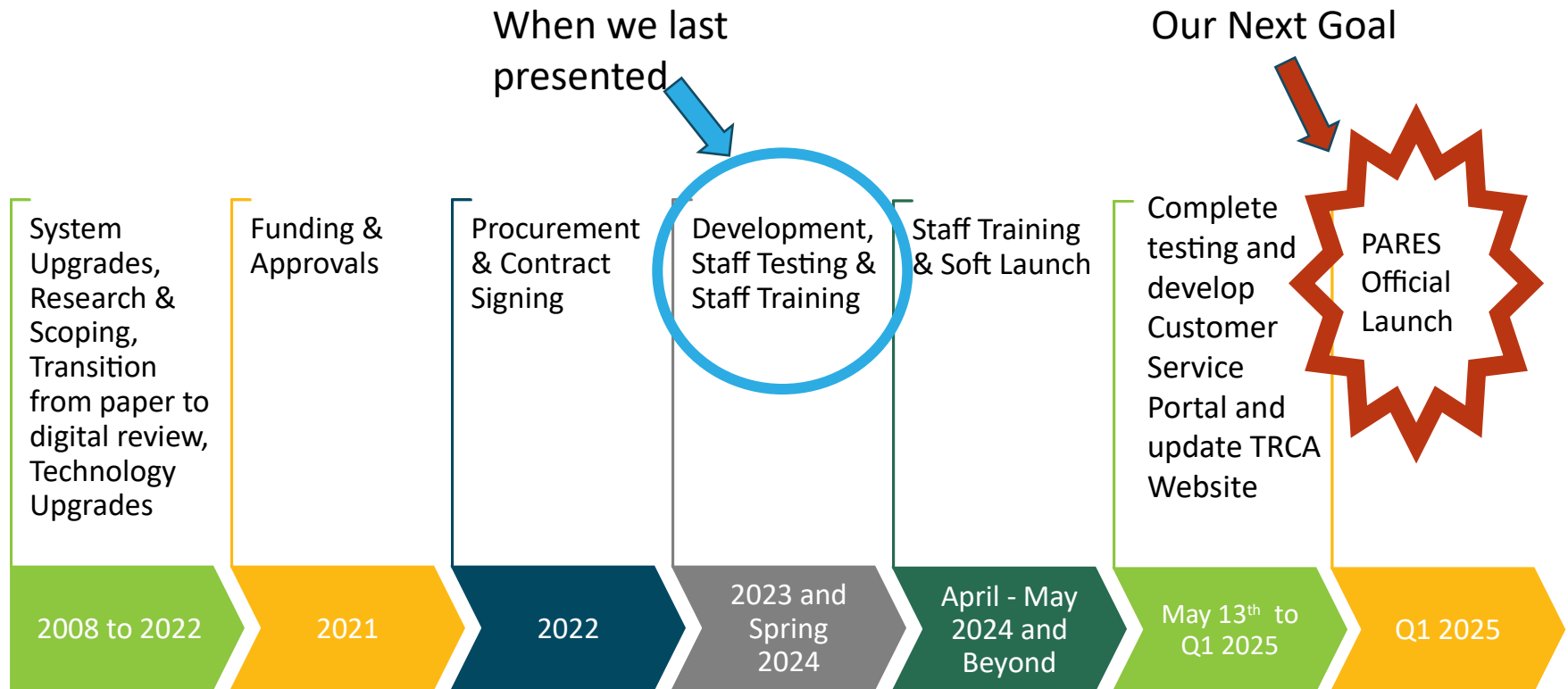
# PARES IS NOW LIVE!



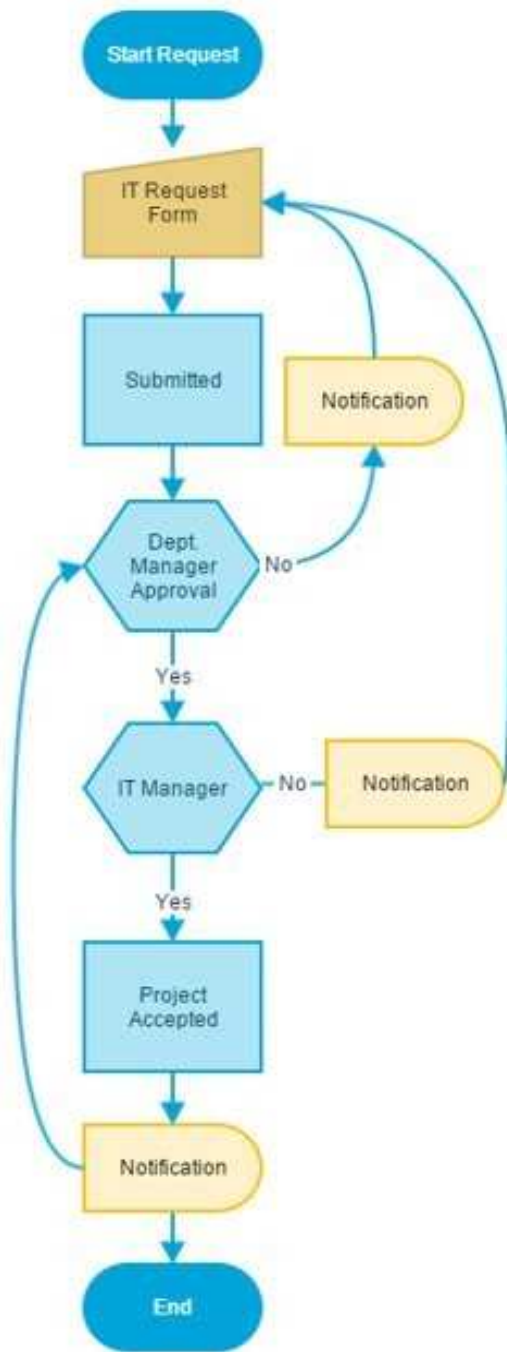
Official launch to staff on May 10th

# The PARES Journey

## Project Timeline



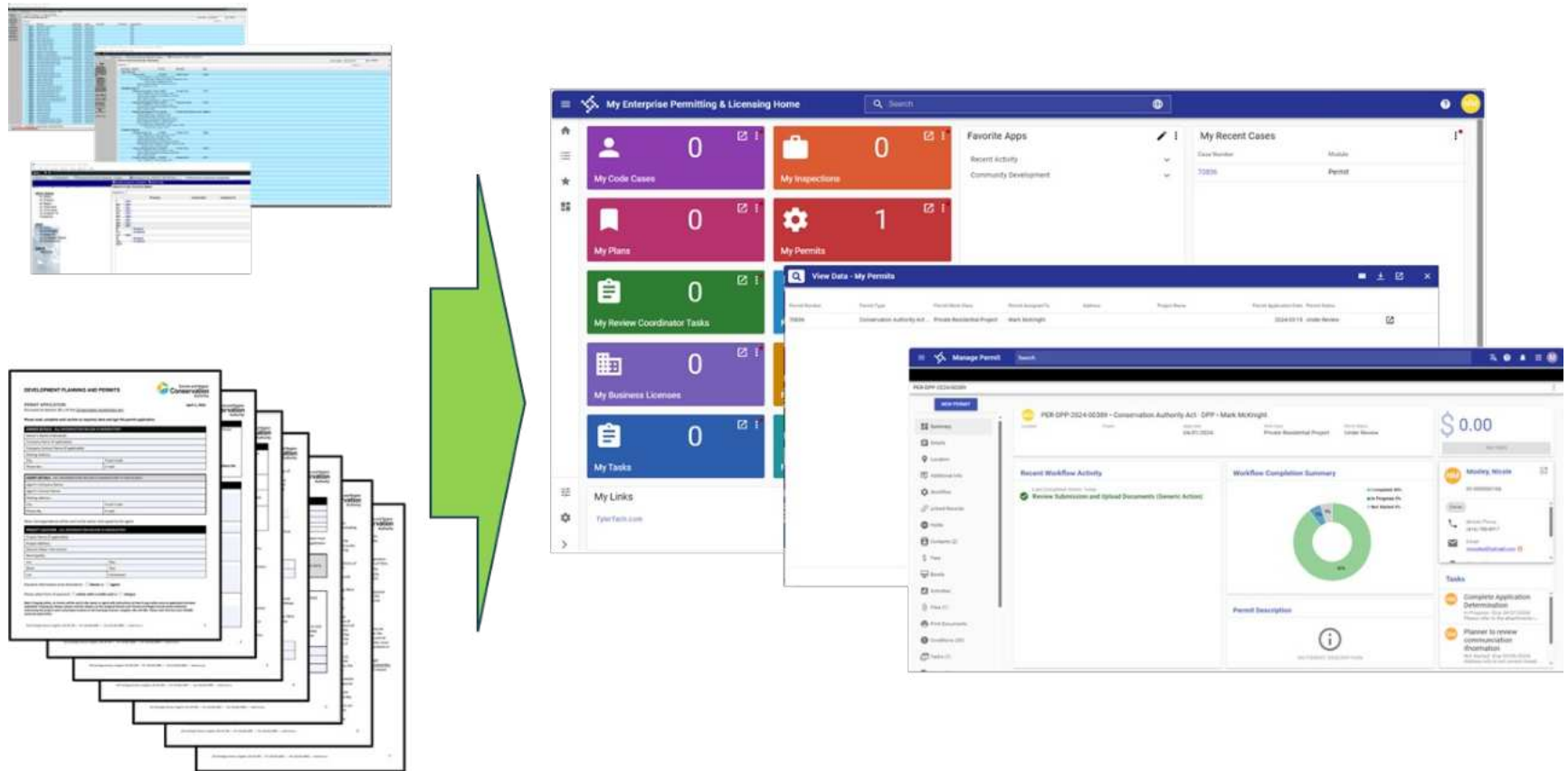
# What is PARES?



# What is PARES?

- **P**lanning **A**pplication **R**ever and **E**nforcement **S**ystem
- A Cloud-based, interactive system for:
  - Intake of planning, permit and internal project applications
  - Technical review and commenting
  - Integration with Bluebeam Studio Prime <sup>TM</sup>
  - 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"><li>• ArcGIS Version 10.7.1</li><li>• Visualization and screening</li></ul>	<ul style="list-style-type: none"><li>• Laserfiche Version 11</li><li>• Corporate Records</li></ul>	<ul style="list-style-type: none"><li>• Payments and Financial System Integration</li><li>• Sales and Revenues</li></ul>	<ul style="list-style-type: none"><li>• Dayforce Version 60</li><li>• Time management and utilization</li></ul>	<ul style="list-style-type: none"><li>• Forms and Workflow integration to related systems</li><li>• Service Requests</li><li>• Work Orders</li><li>• Program Inquiries</li></ul>



# 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

Toronto and Region Conservation Authority

SharePoint

Search this site

PK

PARES Knowledge Hub for TRCA Staff

Home

Welcome to PARES

Team Sites

Edit

☆ Not following

Site access

+ New

Promote


Page details

Analytics


Published 5/6/2024

Share


Edit




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 dashboard, titled "My Enterprise Permitting & Licensing Home", provides a comprehensive overview of a user's permit-related activities. It features a sidebar with navigation links and a main content area with several key components:

- My Code Cases:** 0 cases.
- My Inspections:** 0 inspections.
- My Plans:** 0 plans.
- My Permits:** 1 permit.
- My Review Coordinator Tasks:** 0 tasks.
- My Business Licenses:** 0 licenses.
- My Tasks:** 0 tasks.
- My Links:** TylerTech.com.

The **View Data - My Permits** table displays the following data:

Permit Number	Permit Type	Permit Work Class	Permit Assigned To	Address	Project Name	Permit Application Date	Permit Status
70836	Conservation Authority Act ...	Private Residential Project	Mark McKnight			2024-09-15	Under Review

The **Manage Permit** section for permit PER-DPP-2024-00389 provides a detailed view of the permit process:

- Summary:** Details, Location, Additional Info, Workflow, Linked Records, Holds, Contacts (2), Fees, Bonds, Activities, Files (1), Print Documents, Conditions (2), Tables (7).
- Recent Workflow Activity:** Last Completed Action: Today. Review Submission and Upload Documents (Generic Action).
- Workflow Completion Summary:** A donut chart showing the progress of the workflow: 90% Completed, 10% In Progress, and 0% Not Started.
- Permit Description:** NO PERMIT DESCRIPTION.
- Payment:** \$0.00.
- User Profile:** Moxley, Nicole, ID: 00000166, Mobile Phone: (416) 788-8917, Email: nmoxley@tylertech.com.
- Tasks:** Complete Application Determination (In Progress - Due 04/17/2024), Planner to review communication information (Not Started - Due 05/16/2024).

# Tracking Progress

The screenshot displays the 'Manage Permit' application interface for permit PER-DPP-2024-00389. The interface is divided into a left sidebar, a central workflow panel, and a right-hand details panel.

**Left Sidebar:** Contains navigation links for Summary, Details, Location, Additional Info, Workflow (highlighted), Linked Records, Holds, Contacts (2), Fees, Bonds, Activities, Files (1), Print Documents, Conditions (20), Tasks (1), and Internal Notes.

**Central Workflow Panel:** Lists the steps of the permit process:

- 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. This step is currently selected.
- 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.

**Right-Hand Details Panel:** Provides a detailed view of the 'Approval of Report' step, showing a list of actions:

- Approval of Report:** Priority Order 20, Sort Order 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

The screenshot displays the 'Manage Permit' application interface. The top navigation bar is dark blue with a hamburger menu, the title 'Manage Permit', a search bar, and utility icons. Below the bar, the permit ID 'PER-DPP-2024-00389' is shown. A left sidebar contains a list of navigation options: Summary, Details, Location, Additional Info, Workflow, Linked Records, Holds, **Contacts (2)**, Fees, Bonds, Activities, Files (1), Print Documents, Conditions (20), Tasks (1), and Internal Notes. The 'NEW PERMIT' button is at the top of the sidebar. The main content area shows two contact cards. The first card is for 'Moxley, Nicole' (ID-000000166), marked as the 'Owner'. It lists her mobile phone as (416) 788-8917, email as nmoxley@hotmail.com, and main address as 7 BELLCastle GATE Unit: 234 Town of Whitchurch-St... The second card is for 'Bubas, Sonya' (ID-000000225), marked as the 'Agent'. It lists her business phone as (111) 222-3333 x4444, email as sonya.bubas@abcd.com, and title as Project Manager. Both cards have a 'Billing Contact' toggle at the bottom, which is currently turned on. An 'All Contacts' link is in the top right of the main area, and a floating orange '+' button is in the bottom right corner.

**Manage Permit** Search

PER-DPP-2024-00389

**NEW PERMIT**

**Contacts (2)**

**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

☒ Billing Contact

**Bubas, Sonya** ID-000000225

**Agent**

Business Phone (111) 222-3333 x4444

Email sonya.bubas@abcd.com

Main address

Title Project Manager

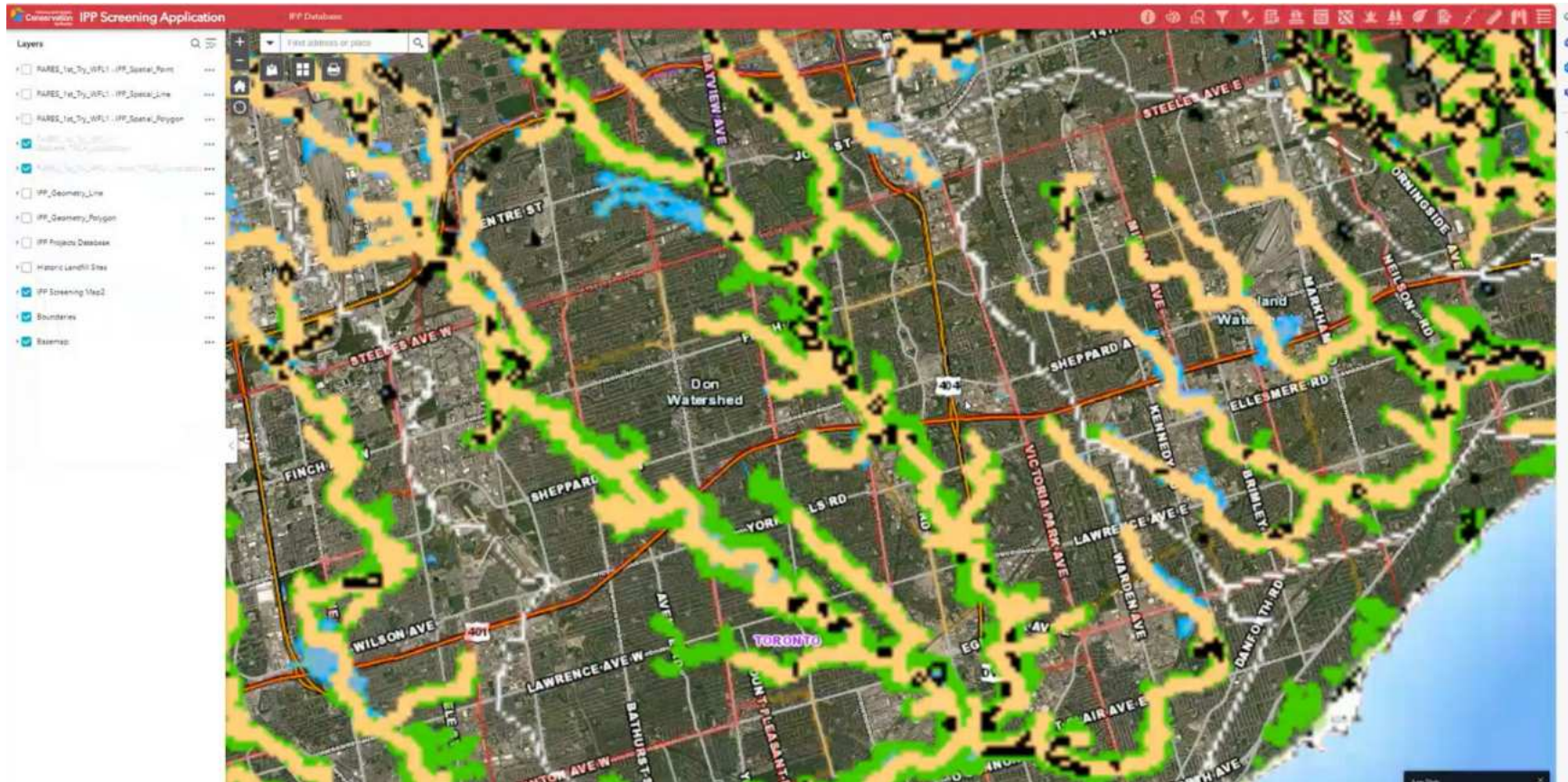
☐ Billing Contact

All Contacts

+

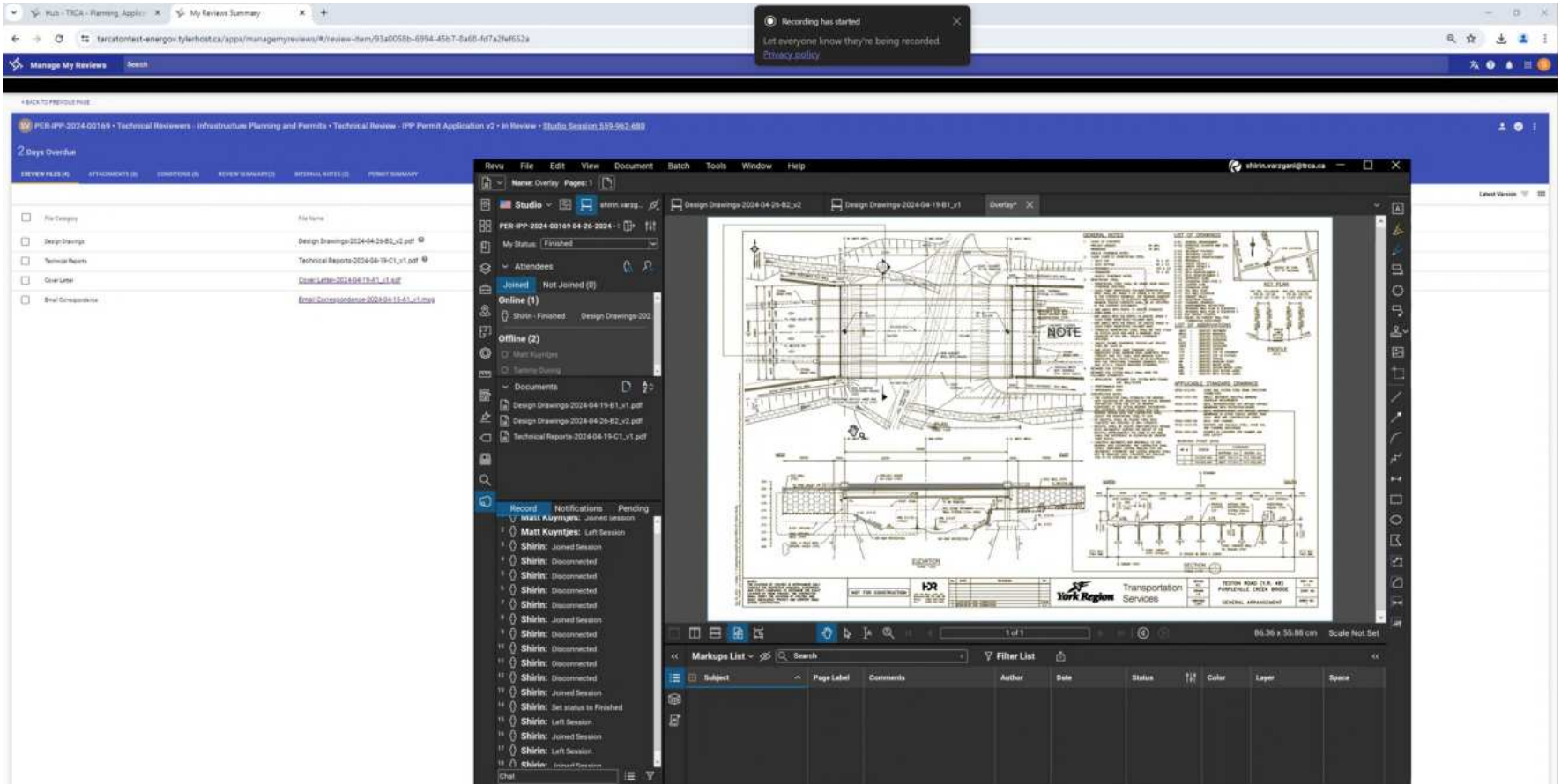


# Integrated Screening Process





# 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

**RECORD DETAILS**

Address

**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

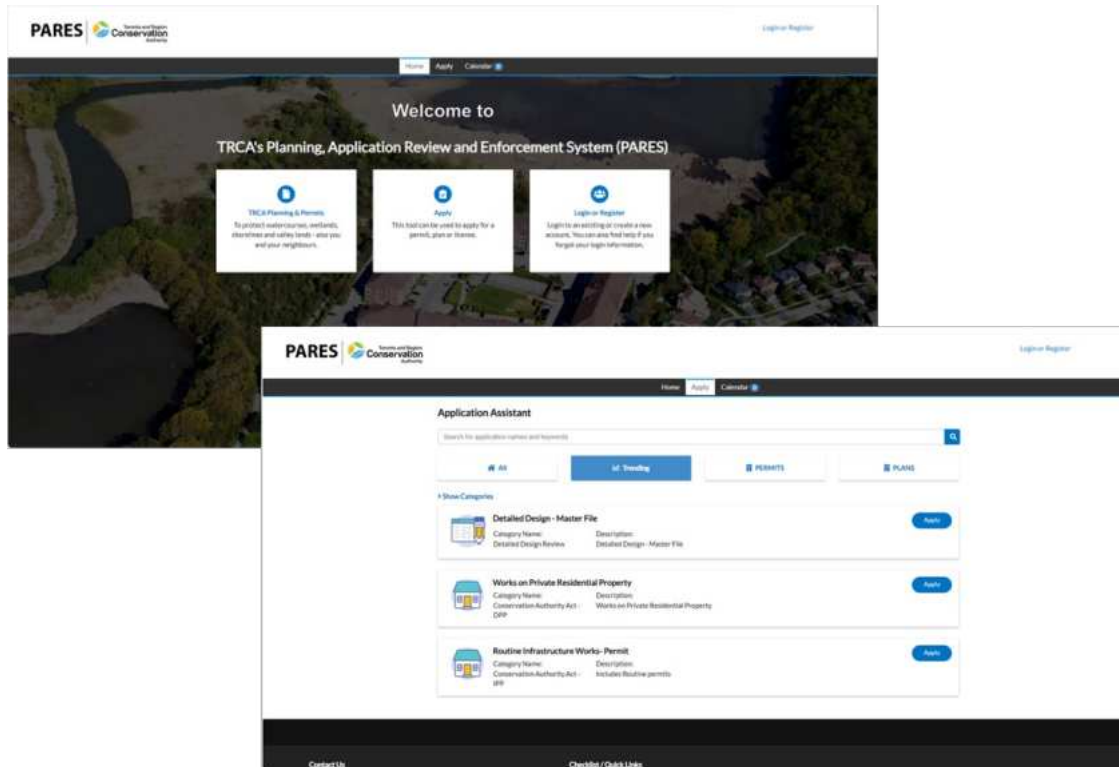
Permit Description  
undertake works within the TRCA Regulated Area of the Humber River Watershed in order to facilitate the construction of a new 131.98 sq.m. loggia, a new 3.84 sq.m. porch, a new 25.8 sq.m. seasonal amenity room, and associated interlocking patio located at the rear of the existing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

Map View: Zoom to DON, WSHED, DON. Legend, Scale (0 km, 2 mi).

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

# What We're Working On Now

# Customer Portal Access

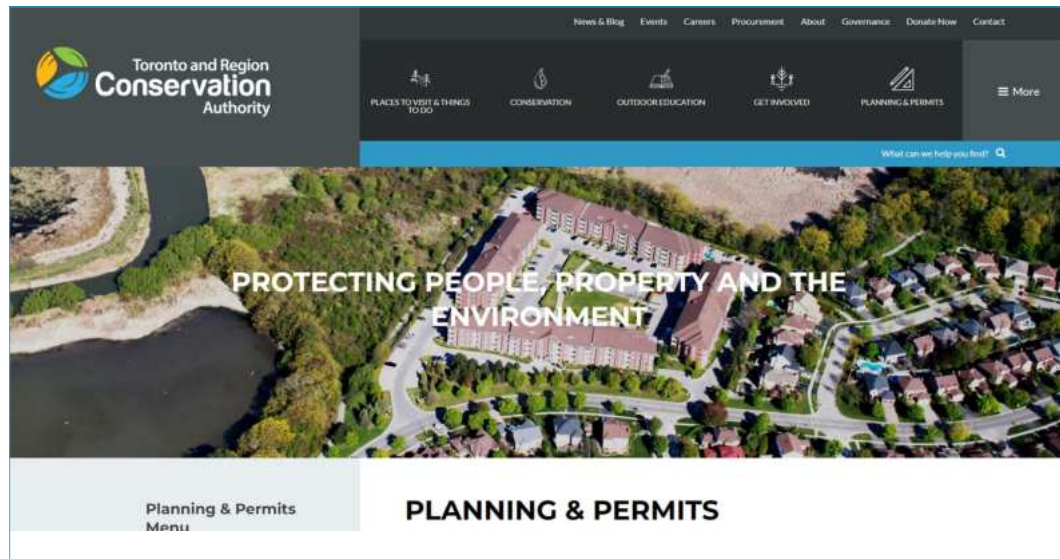


- Centralized Customer Portal to register and initiate applications
- Self-guided applications to navigate the process
- Online Invoicing and Payments
- Collaboration on files with push-updates on file progress
- Updated website

❖ 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

Screening Information		YES	NO
Map 1 – Regulation Limits			
Regulated		✓	
Area of Interference			✓
Crest of Slope			✓
Meander Belt		✓	
Wetland			✓
Watercourses		✓	
Engineered Flood Line (flood hazard, engineered)		✓	
Estimated Flood Line (flood hazard, estimated)			✓
Shoreline Hazard			✓
Map 2 – Floodplain Mapping			
Hydraulic Mapping (flood line TRCA)		✓	
Flood Vulnerable Areas			✓
Lidar Contours		✓	
Map 3 – TRCA Interests			
TRCA Property			✓
Rouge Park/Park			✓
TRCA Trails Strat		✓	
Stream Crossing			
Historic Landfill			
Map 4 – Major P			



# 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 enquires, incident reporting) for clients and the public

