



## Committee Report

**To:** Warden Janice Jackson  
Members of the Planning and Development Committee

**From:** Mark Paoli  
Land Use Planning Manager

**Date:** December 17, 2020

**Re:** Cityworks PLL Modernization Grant Final Report

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### Staff Recommendation:

The Cityworks PLL Modernization Grant Final Report is for information.

### Background:

Funded by the Ontario Government's Municipal Modernization Program, ESRI Canada was retained to examine how technology can be used to enhance value to the public, local municipalities and the County through enhanced data integration from different jurisdictions and data sources into one system. This system will support the effective processing of development applications (planning applications and building permits) and longer-term planning objectives for both the County and local municipalities. This project advances tactical elements of the Land Use Planning transformation by fostering change through innovation and service to the public.

The Cityworks Permits, Licensing and Land (PLL) platform has been in use by the Planning and Development department since January 1, 2020 for the managing of planning applications and inquiries. As part of the Municipal Modernization Program, ESRI Canada was engaged to:

1. Review current Cityworks PLL software implementation;
2. Improve public access to land use planning information; and
3. Improve data sharing between the County and local municipalities.

This work was conducted, in part, through a series of workshops and meetings with staff from the County and local municipalities, and with input from the Municipal Innovation Council.

ESRI Canada has completed the Modernization Grant Report on the Cityworks PLL project.

The key recommendation of the report in the area of data exchange is to take advantage of existing geographic information systems (GIS) and use a data sharing program bi-directionally to communicate and increase the collaboration of application data between the County and the local municipalities through:

1. An easy to use map that can combine a variety of data sources in one place;
2. Exposure of data from all municipalities to provide better visibility and collaboration between all levels of municipal government; and
3. Standardized terminology and methods for sharing information to avoid manual work or to avoid re-keying data into various systems.

The final Modernization Grant Report (attached) also outlines recommendations to improve public access to land use planning information and to enhance the existing Cityworks PLL database and digital workflows.

Implementation of the report recommendations will start in 2021 based on the preparation of a Project Management Plan. The first priorities will be activation of the public access portal and data sharing initiatives. Among the first steps is an anticipated pilot project in the first quarter of 2021 between the County and one of the local municipalities to integrate assessment roll information. Roll out of additional data integration between the Cityworks PLL and the local municipal systems (e.g., Cloudpermit) is expected in the second quarter of 2021.

#### **Financial/Staffing/Legal/IT Considerations:**

There are no staffing, legal or IT considerations associated with this report. Implementation will be addressed, in part, through funds that were previously allocated. Additional funding will also be sought through Provincial grants or other sources.

#### **Interdepartmental Consultation:**

The Office of the CAO, Corporate Services and Information Technology Services departments were consulted on this project as it relates to local municipal engagement, current data sharing processes and the desired data sharing state. Local municipalities were also consulted through targeted interviews as well as through the Municipal Innovation Council.

#### **Link to Strategic Goals and Elements:**

Goal 3 - Find creative new ways to engage our public.

Element A - Expand departmental forums with each municipality to discuss items of shared interest.

Element C - Make the County fully accessible to the people through access to information.

Goal 5 - Eliminate our own red tape.

Element C - Eliminate all duplications of services and data.

Element E - Focus on the internal and the external customer/client needs first.

Goal 7 - Stimulate and reward innovation and economic development.

Element A - Streamline and simplify our Planning Processes.

**Report Author:**

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**Departmental Approval:**

Mark Paoli  
Land Use Planning Manager

**Approved for Submission:**

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Chief Administrative Officer