



# The Digital Revolution of Permitting



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# Agenda

- 1** Common ePermitting Drivers
- 2** Assessing the Need for ePermitting
- 3** Software Features to Consider





# **Common ePermitting Drivers**

# Time for Change

Citizens and developers are becoming increasingly frustrated with permitting processing times using traditional offline methods.



Traditional offline processes also has a greater chance for errors to occur, such as legibility concerns, missing information, personnel error, etc.



# Population Migration & Remote Work



## **BABY BOOMERS**

- In 2021, the baby boomer generation comprised of over 9 million people, continuing to be the largest generation in Canada.
- Retiring Baby Boomers are moving out of the large urban areas and into more rural areas or smaller cities.

# Population Migration & Remote Work



## REMOTE WORKERS

- In 2021, around 30% of all Canadians worked from home. A significant increase from just 4% in 2016.
- Remote workers are choosing more affordable areas outside of the more expensive large metro areas.

# Digitization and The COVID-19 Pandemic



- Consumer and business digital adoption vaulted roughly five years forward during height of the pandemic.
- 75% of people using digital channels for the first time had a desire to keep using them post-pandemic.
- Expectations from citizens and developers for online and fast service are higher than ever.

# Provincial and Federal Support



- Funding programs for ePermitting solutions on the rise.
- In British Columbia, the Province is promoting Digital Permitting as a solution to the Canadian housing crisis as it encourages faster housing construction and reduces development costs.
- Unlocking permit backlogs has become politicized as citizens and developers become frustrated with slower non-digitized processes.



# Who Benefits Most From ePermitting?

## Communities of all sizes can and should leverage ePermitting.

- To navigate the growing influx of permit applications and waves of seasonal construction projects.
- Particularly communities with fewer than 100,000 residents where a municipal building department typically consists of a few employees.
- Smaller municipalities where the growing trend of baby boomer and work from home migration will add even more demand.





# **Assessing the Need for ePermitting**

# Current vs. Future Request Volumes

- ? What is your community's current permit application demand?
- ? What trending growth data or economic headwinds could impact your current situation?
- ? Can you realistically keep up with demand without a digital solution?



# Human Capital & Staffing Shortages

- Do you have an aging workforce reaching retirement?
- Is your community facing a labour shortage?
- Do you have resident knowledge you need to have captured into a proper process?

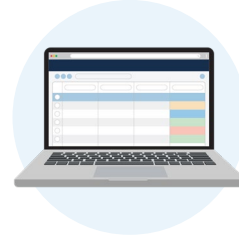


# Applicant & Employee Experience



## Pen and Paper

- Inefficient
- Inconvenient
- Demotivated applicant and administration
- Longer work times
- Poor experience for both applicant and employee



## Digital Solution

- Increase productivity
- Reduce stress
- Improved employee & applicant experience
- More efficient
- Greater transparency

**Highly engaged employees resulted in a 41% reduction in absenteeism and a 17% increase in productivity.**



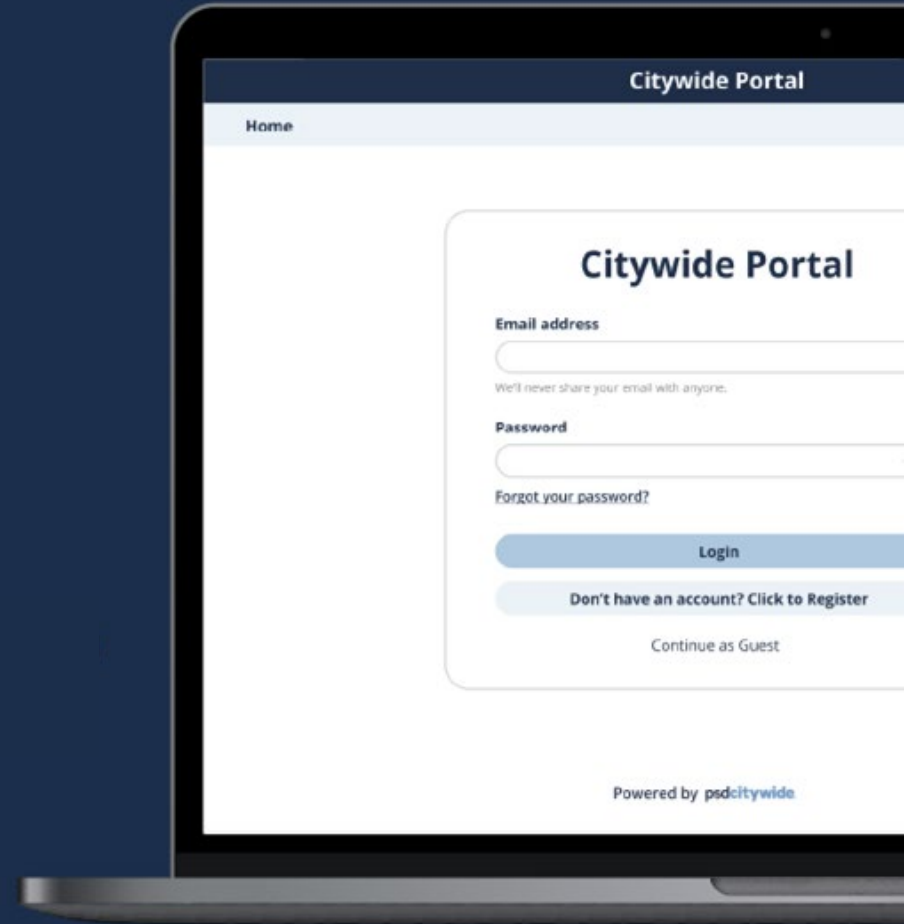


# **Software Features to Consider**

# Citizen Portal

Allow your community to quickly submit permit, planning and licensing applications online.

- Pre-calculated fees for quick processing.
- Use reference numbers for easy tracking for you and your applicants.
- Email notifications to always stay up-to-date.



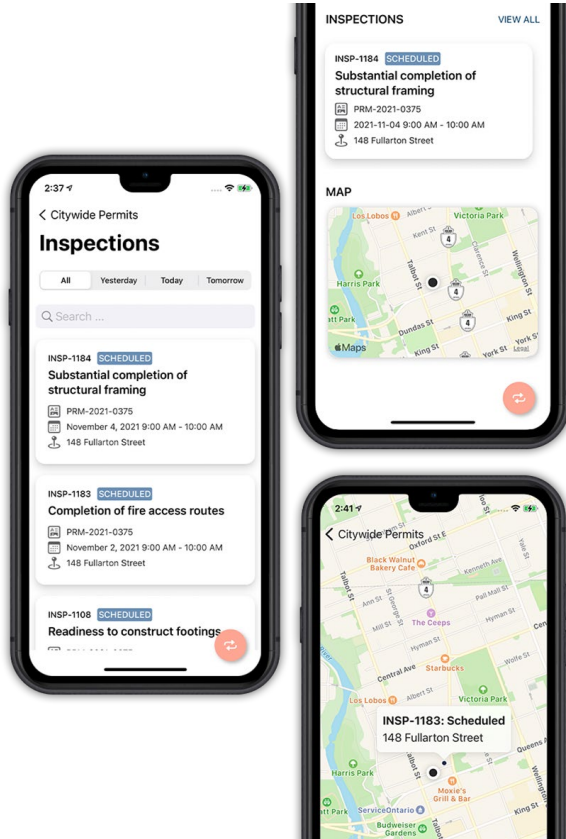
# Seamless Payment Processing

- Collect fees online throughout the application processing journey.
- Auto-notify citizens and developers about upcoming payments.
- Instantly issue receipts and view payment history.
- Clarity around outstanding payments for administrators.
- Real-time knowledge if required fees have been paid in full.





# On-the-go Mobile Access



- Critical for Inspectors.
- Infield access to all relevant and required information.
- Allow inspectors to easily attach notes and photos on-site.
- Real-time sync of information from the field to the office.
- Improved communication.



# Automation & Customization

- Be able to populate custom print and email templates and auto-generate letters and notices.
- Be able to customize permit documents such as task lists, payments reports, and compliance order forms, among others.
- It should support various departments as well as ensure compliance with regional requirements.
- **Be customizable to your unique requirements.**



# Agile & Scalable



- Should be a solution that you can expand upon over time.
- Start with core features.
- Expand as your needs evolve.
- Be a single platform vs. collection of different solutions which can be VERY expensive long-term.



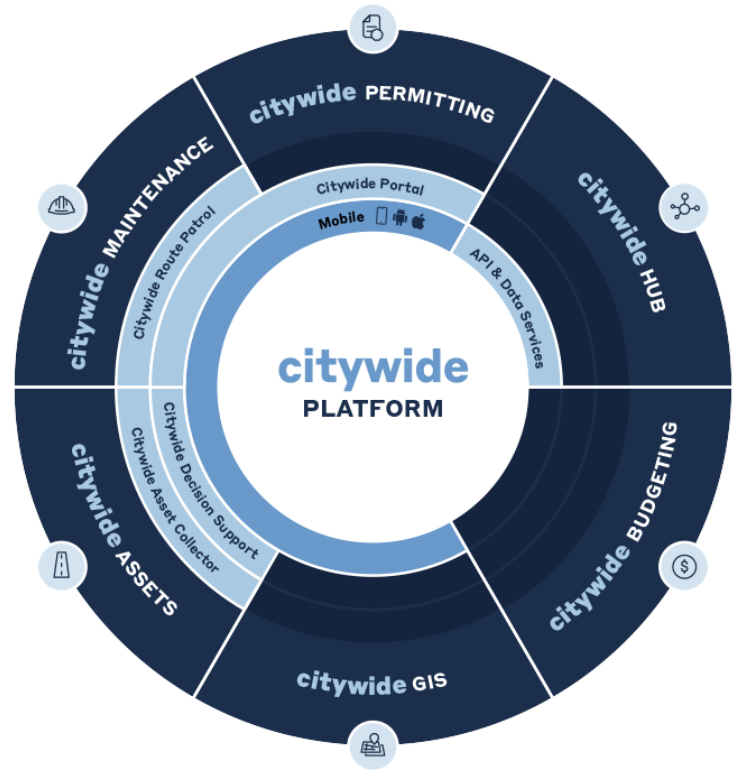


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