# AMANDA PUBLIC PORTAL PROJECT

Planning and Development Committee
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Building Division
Planning Building and Growth Management
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OVERVIEW

Brampton Building and Business Portal is a gateway for our customers to perform online activities via a web-based solution that interacts with the Building Division's AMANDA database application in real-time.
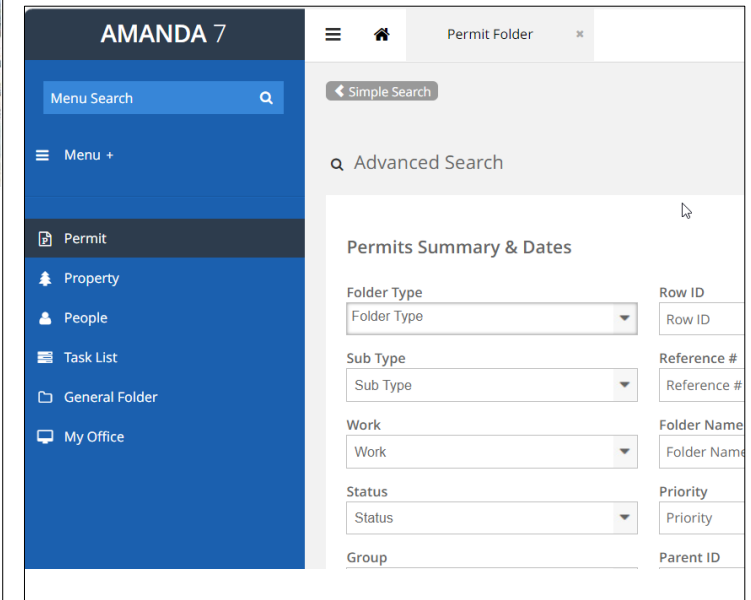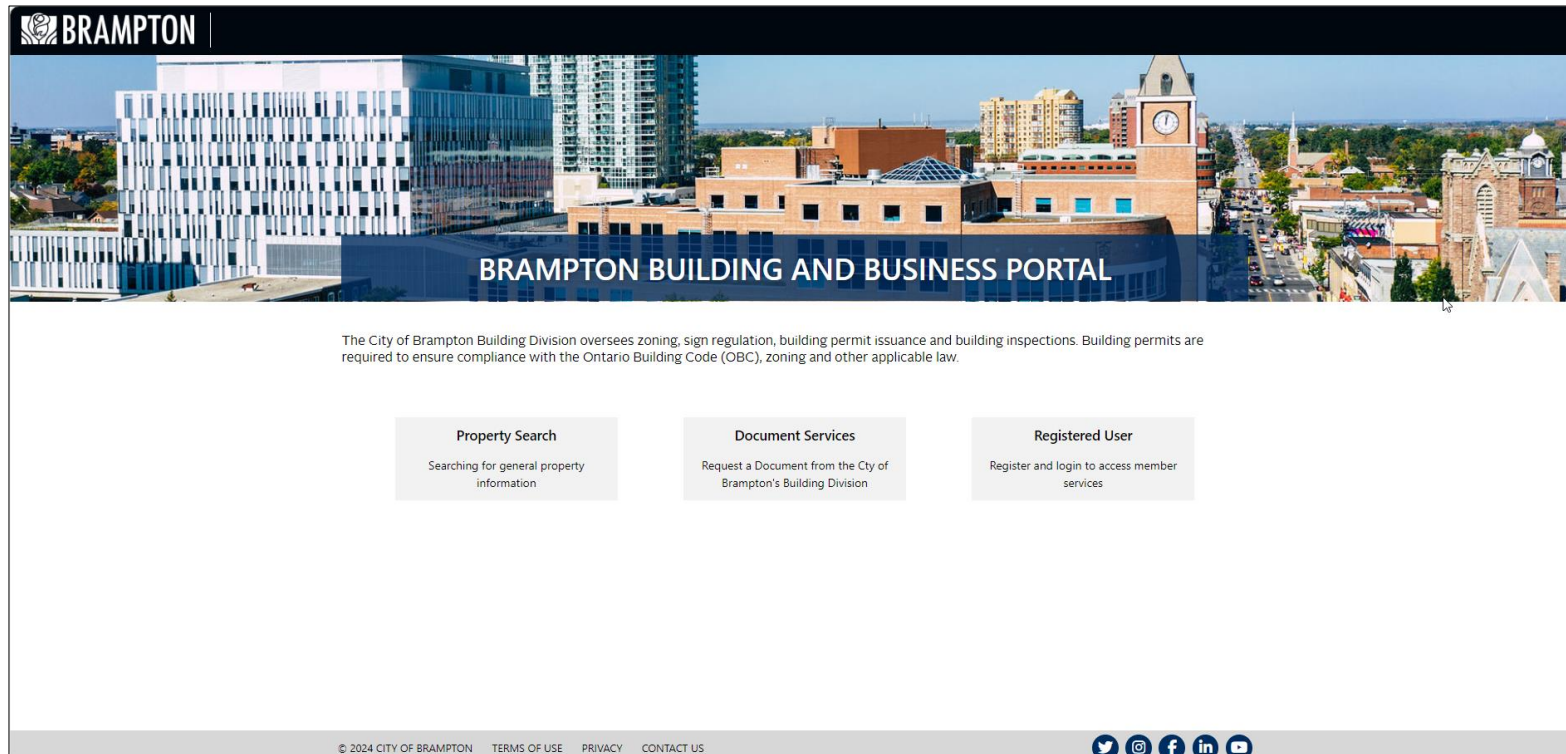
CONTEXT

Investing in technology has been a trend for the Building Division in the past few years.

- In 2018, we upgraded the AMANDA database system from the desktop version to the online version. (Budget - $500,000)
- In 2020, we moved permit application online using the Agile Point system and Access 2 Government (A2G) payment system (Budget $)
- In 2018 to 2021, we scanned our paper copy files to electronic files (Budget - $2,250,000)
- In 2020, we went online with MobiInspect to assist the Building Inspectors with booking inspections. (Budget $180,000)
- Along with these preparations, the upcoming **Brampton Building and Business Portal** (Budget $1,1050,000 approved in 2020) will improve customer service and streamline work for staff.

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CURRENT SITUATION

Disadvantages

- Uses Multiple Platforms
  - Agile Point for application intake, which was quickly developed during COVID19 for an online solution
  - SharePoint inspection request intake and used for storing documents
  - Access 2 Government (A2G) Payment links which often fails

- Manual Intervention and Effort for Staff
  - Take all online submissions currently and enter them into AMANDA
  - Staff manually schedule all permit inspections (approximately 1,000 per day) – 7 clerks booking inspections all afternoon
  - Emailing customers multiple times during plans review
  - Staff having to look in multiple places for information

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MOVING FORWARD

The Portal will provide self-service capability for customers to access Building services online anytime from anywhere in real-time.

Customers will use the portal to:

- Submit applications for Certified Models, Repeat Residential, Industrial, Commercial and Institutional, Miscellaneous Residential and revisions
- Request copies of property records and property surveys
- Schedule inspections
- Check status of their application and inspections results
- Make payments
- Request Property Compliance Checks
- Download drawings/permit/certificates, etc.
- Save permit submissions and come back to it later
- Homeowners will have visibility for the status of their permit applications

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BENEFITS

- Simplify how applicants apply for, pay and receive permits which will result in higher level of customer satisfaction

- Reduce the number of walk-ins and calls to the Building Division

- Eliminate the need to manually enter the information into the AMANDA database which will reduce the number of contract staff required (estimated reduction of 31.5 hours of work per day), as well as reduce entry errors.

- Facilitate a collaborative workspace between the applicant/owner and the Building Division staff

- Streamline business processes which will enhance operational efficiencies and improve service levels

- After launch, other City Departments will also begin to use the Brampton Business Portal

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BUDGET AND KEY MILESTONES

- Approved Budget: $1,110,500

- Spent to date: $560,795

- Portal design configuration and testing: Jan 2023 - Jan 2024

- User Acceptance Testing: Feb 2024 - March 2024

- Go live readiness: April - May 2024

- Launch Expected: June 2024

BUILDING DIVISION VOLUMES

A reminder of our Building Division volumes is important to understand how this will impact customers and staff.

Permits Issued per Month
- Up to 400 permits per month were issued in 2023

Inspections Completed Daily
- 37 Building Inspectors complete approximately 1,000 inspections per day
- In total, we currently have 30 vacancies. This tool will help build efficiencies to assist staff

Permit Revenue per Month
- Over $1.1 million per month in permit revenue was generated in 2023

Construction Value Annually
- Over $2 Billion in 2023

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INSPECTION BOOKING PROCESS

Current state: Customer completes Inspection Request Form and the staff schedules the inspection in the AMANDA database.

Future state: Customers will schedule inspections online using the portal.

- Inspections can be scheduled up to 5 days in advance.
- Until 3:00 p.m., inspections can be scheduled for following business day.
- If a discipline (Building, Plumbing or HVAC) inspection capacity has been reached based on the availability of Inspection staff, a message will show on the portal.
- Since inspections can be scheduled by applicants, owners and contractors, inspection capping will have to be implemented. Inspection Capping will consider inspection staff availability due to vacation, staff training/meetings, travel time to sites, the time it takes to conduct an inspection and allotted daily available time for each inspector.

GO LIVE READINESS PLAN

- Email communications to the public and staff

- Staff training

- Updates to www.brampton.ca/building and Service

  Brampton Articles

- Demos for regular customers

- Handouts at the front counter

- Help Button with PDF instructions available from the Portal

- Social media campaign – Twitter, Facebook, Instagram

KEY CONTACTS

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Thank you!

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