

Development Application Process Review

2022/2023 Report Card

The Development Application Process Review (DAPR) program was created in 2018 to find ways to make the development application process in Coquitlam more efficient and easier to navigate.

There are 3 objectives of the Review:

1

Achieving Operational Efficiencies



- ✓ Introduced the enquiry meetings to provide early and quick feedback to improve the quality of applicant submissions
- ✓ Focused pre-application review on critical aspects of early project design i.e. siting, massing and grading
- ✓ Reduced pre-application review time from 16 weeks to 6 weeks
- ✓ The portal launch allows applicants to see a complete list of application submission requirements to reduce the incomplete applications

2

Increasing Use of Automation



- ✓ Launched the development application portal building on previous AMANDA 7 to improve the application process
- ✓ Automated the population of application details in AMANDA via the portal
- ✓ Automated the sending of inspection reports to applicant and/or contractors, saving 15 – 20 minutes per inspection

3

Enhancing Customer Service



- ✓ Introduced online credit card payments for all development applications
- ✓ Allow applicants fill out application forms digitally
- ✓ Show key project milestones, project status and key point of contact on the portal. Enabling application tracking and better communication with applicants
- ✓ Enabled easier submission and resubmission of documents via the application portal

Future Initiatives

- ✓ Building Permit Process Review and Improvement
- ✓ Building Permit Application Portal Expansion
- ✓ Digital Plan Review
- ✓ Automated Transmission of documents