

Canadian Cities Rely on ProjectDox®

Technology Trailblazers | *Mississauga, Ontario*

ProjectDox and OAS have recently been brought online in the City of Mississauga, Ontario. Mississauga is the sixth largest and most populous city in Canada, residing in the center of the Greater Toronto Area.

Over 60 of the Fortune 500 companies base their Global or Canadian Head Offices in Mississauga and economic growth has thrived in recent decades. The city has attracted a multicultural population which is projected to reach over 800,000 by 2031. According to the city's Economic Growth Strategy, investment in the physical and social infrastructure becomes essential to accommodate the increased pressures this growth will place on the city's physical and built environment.

Electronic plan review (ePlans) reflects the City of Mississauga's commitment to more efficient and convenient service delivery. The city has implemented ProjectDox to provide an e-processing system for submission and review of plans and documents for building permits, site plan approvals and pre-application meetings for planning applications. ProjectDox allows customers to submit building permits, sign permits, zoning certificates, preliminary development application meeting requests, and site plan applications electronically. Customers can submit and monitor their applications 24/7, anywhere, anytime.

Further, ProjectDox streamlines the review of complete building and land development applications. It will also improve the processing capacity and will drastically lessen the space required for paper storage. The new system allows for many city staff to review files at the same time. This lessens the amount of time each file spends in transit between staff that need to review and approve each application.



Mississauga will be the first municipality in Canada to offer a full end-to-end online ePlans service channel for residents, businesses and the development community. The process positions the City for future technology.

Driving Growth and Development | *Richmond, British Columbia*

Richmond is a coastal city incorporated in the Canadian province of British Columbia. Part of the Metro Vancouver area, it is the fourth-most populous city in the province. The city is the location of Vancouver International Airport and was the site of the long track speed skating events during the 2010 Winter Olympics. Richmond supports about 100,000 jobs in various areas including services, retailing, tourism, light manufacturing, airport services and aviation, agriculture, fishing, and government. Richmond also is a leading center in the region for high-technology companies.

Richmond's future growth is managed through its Planning and Development Department, including Building Approvals, along with programs offered through the Economic Development Office. Through proactive policies, the city has a reduced ecological footprint, is more energy efficient and is responding to the challenges of climate change in partnership with other levels of government, its citizens and its businesses. The City of Richmond has taken the first step to enabling paperless development applications by implementing ePlan, a web-based system to submit, review and approve development-related drawings and documents.

Initially beginning with Servicing Agreement drawings and documents, the city is considering expanding ePlan to receive Building Permit, Rezoning and Development Permit applications. The system allows submissions to be digitally circulated to all relevant city departments for concurrent review and comment. Once all staff comments are coordinated, consultants are notified to download the review comments, modify the submission as required and upload the revised submission for further review or final approval.



The ePlan system will improve customer service levels by reducing review times; improving tracking, reporting and accountability; and reducing resource costs and waste.

Avolve Software is also working with cities such as Edmonton, Vancouver, Markham and Hamilton to advance their plan review technologies and improve citizen services.

