One Window Municipal Permitting

Kathy Wood & Ben de Haan

(EOLC)   (SDG)

Becoming a Truly Smart and Connected Community

2022 Ontario Good Roads Conference

About Us…
Kathy Wood, EOLC Project Coordinator

What is the Eastern Ontario Leadership Council?

- Collaboration of five regionally-minded economic development organizations
  - Guidance, advocacy and coordination of foundational activities
  - Put resources in place: research, analysis and collaborative projects (overall business environment)
  - Opportunities with partners (prov/fed gov't; education and innovation sectors)

What Does A Project Coordinator Do?

- Develops and manages projects consistent with the EOLC mandate and regional strategy
- OWP is one of four ongoing projects
- Supports three Working Groups:
  - Workforce Development and Deployment
  - Integrated, Intelligent Transportation Systems
  - Technology Integration and Innovation

Eastern Ontario's **Leadership Council** Economic Development

theCounties SDG STORMONT · DUNDAS · GLENGARRY

About Us…
Ben de Haan, Project Lead OWP

- County Engineer for the United Counties of Stormont, Dundas and Glengarry
  - Only the 4th County Engineer in 104 years
  - One of the largest County Road networks in Ontario (~980 km)
  - Largely 'rural' roads

Eastern Ontario's
Leadership Council Economic Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

3

About Us...
SDG

- In 2021 SDG issued 644 moving permits
  - Widest move in 2021: 10.06m (House)
  - Longest move in 2021: 75m (246') (Blade)
  - Heaviest move in 2021: 114,450 kg (Transformer)

Eastern Ontario's
Leadership
Council Economic
Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

About Us...
SDG

- Annually Issue > 300 Other Permits
  - Entrance Permits (~60)
  - Road 'Cut' (~20)
  - Municipal Consent (~150)
  - Special Events (~10)
  - Signs (~25)
  - Setbacks (~40)

Eastern Ontario's
Leadership
Council Economic Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

The Challenges with Municipal Permits

Want to make it easier for…

- Municipal staff to review and issue permits
- Transport companies to get the right permits to legally move their loads
- Developers and utility companies to apply for permits in the right municipality
- Residents to work with their municipalities

Solution: a web-based digital platform based on the location(s) where the permit is needed

Eastern Ontario's
**Leadership
Council** Economic
Development

the Counties
SDG
STORMONT · DUNDAS · GLENGARRY

One Window Permitting: Not a New Idea

- 2020: EOLC One Window Freight (O/O Loads)
- Idea was good, needed to expand it to make it viable (volume of permits; go beyond one region)
- Permits NOW being considered (all "public works")
    - Oversize/overweight loads (multiple types; single plus multiple jurisdictions)
    - Road entrance, cut and occupancy (single jurisdiction)
    - Municipal consent (single jurisdiction or adjoining asset)
    - Special event, filming (single or multi-jurisdiction)
    - Signs (single or multi-jurisdiction)
- Hearing from everyone that login minimization would be welcomed!

One Window Permitting: Current Project

- Funded under MMAH Municipal Modernization Fund – Intake 3… THANK YOU MMAH AND MINISTER CLARK

- Five phase project running through 2022

    - SDG is the project host and lead

    - EOLC is the "business" lead; with Good Roads, both making a cash contribution

    - Transnomis Solutions is "developer"; integrating OWP with existing M511

    - Pan-provincial Project Stakeholders (12 "pilot communities")

    - Good Roads will take on governance role --- including financial/fee administration --- as platform rolls out commercially

One Window Permitting:
The Ultimate Goal

- An online *public works* permitting system that:
  - Accelerates permitting processes for municipalities, freight carriers, utilities, event organizers and other municipal permit customers
  - Increases efficiency and inter-jurisdictional collaboration (across boundaries, county-township and township-township)
  - Provides near-term information on factors influencing use of roadway and related infrastructure (ex. conflicts, construction, events)
  - Integrates with M511 for route planning and pushes data to GPS-based navigation companies for in-transit notifications
  - Is available province-wide not just in Eastern Ontario

Eastern Ontario's
Leadership Council Economic Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

One Window Permitting:
How We're Developing This…

- Phased Project

- Small group of "pilot" municipalities to work through dozens of choices/decisions and to identify user expectations for the platform --- > Evaluation Version

- Leverage existing investments in Ontario Road Network (ORN) to track ownership of/responsibility for specific road segments and related infrastructure

- Long-term governance organization (Good Roads) is engaged from the beginning

Eastern Ontario's
Leadership
Council Economic
Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

One Window Permitting: How We're Developing This...

- Challenge: Lack of commonality & consistency

- How do we overcome this challenge?
  - Common Forms
  - Best Practices

- Need municipalities to be open to adopting the common forms and best practices
  - Municipalities will still have an opportunity for 'custom' permits
  - Terms and conditions, fees still the purview of each municipality

One Window Permitting:
How We're Developing This...

One Window Permit (OWP) – OO Trip Permit Best Practice

12

One Window Permitting: How It Works

One Window Permitting: Application Process (Carrier)

- Carrier creates a 'log-in'
  - Information is stored in the system

- Carriers provide 'trip' information
  - Start/End date of move
  - Load details:
    - What it is
    - Dimensions that exceed HTA
    - Vehicle/Trailer information
    - Proof of insurance (uploaded and saved)

Eastern Ontario's
Leadership Council Economic Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

One Window Permitting: Application Process (Carrier)
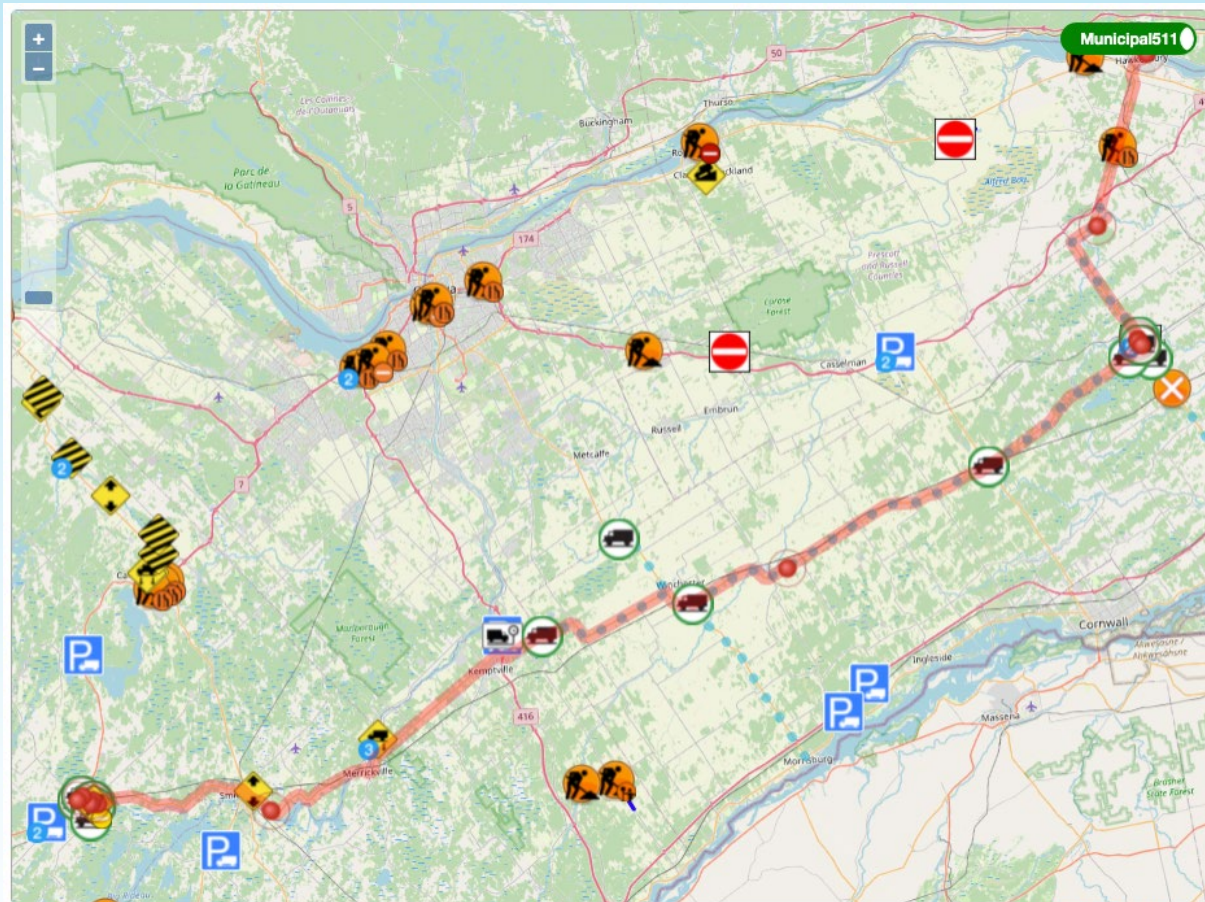
The road information displayed is also available at www.Municipal511.ca

Address Search

15

One Window Permitting: Application Process (Carrier)

Affected Municipalities	Main Roads	Estimated Price	Conditions
County of Lanark	Highway 43	50	**Conditions**
United Counties of Leeds and Grenville	County Road 43,Main Street East,Mill Street,Broadway Street West,Highway 43	81.87	**Conditions**
Town of Perth	Craig Street,Chetwynd Street,Sherbrooke Street East,Sherbrooke Street West,North Street,Wilson Street West	50	
United Counties of Stormont, Dundas and Glengarry	County Road 34,Alexandria Main Street North,Mcdougald Street West,Macdonald Boulevard,Kenyon Street West,County Road 43,Front Street,Bank Street	100	**Conditions**
Town of Smiths Falls	Queen Street,Elmsley Street South,Elmsley Street North,Cornelia Street West	25	**Conditions**
United Counties of Prescott and Russell	John Street,Main Street East,Highway 34,High Street	50	
Ministry of Transportation	Mcgill Street,Highway 34,County Road 34,County Road 43,Highway 7	This organization is not a participant of Permit Central and the permit needs to be applied separately through its website.	

One Window Permitting: Application Process (Carrier)

DESIGNATED TRUCK ROUTES IN TOWNS

One Window Permitting: Application Process (Carrier)
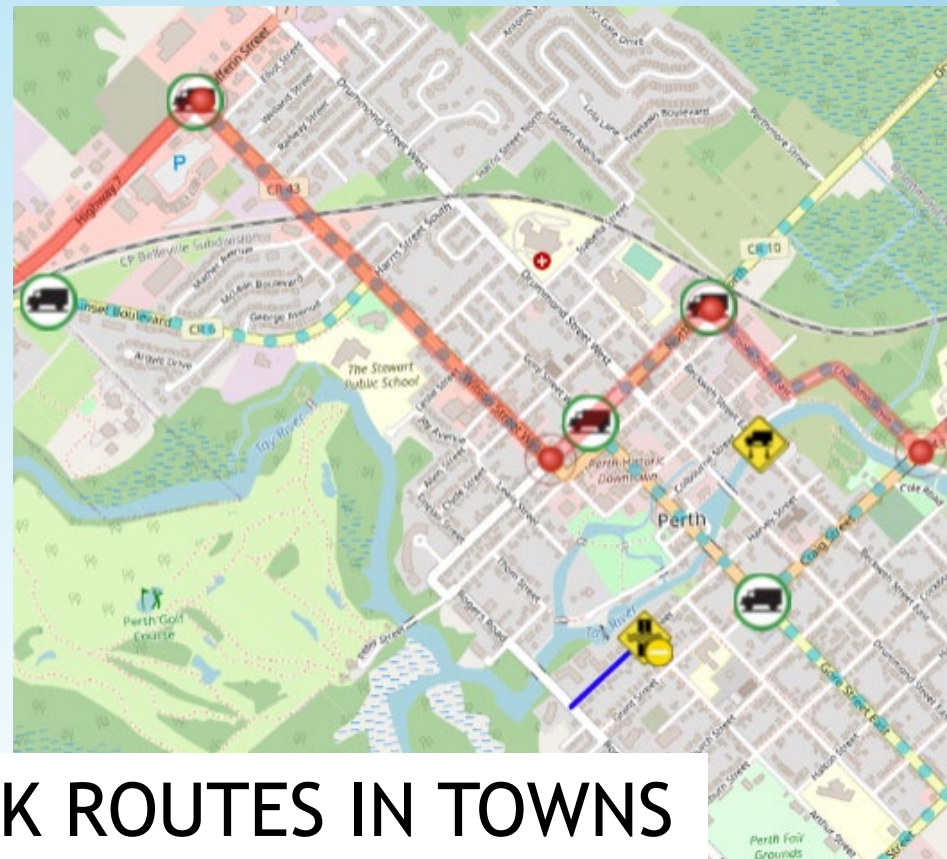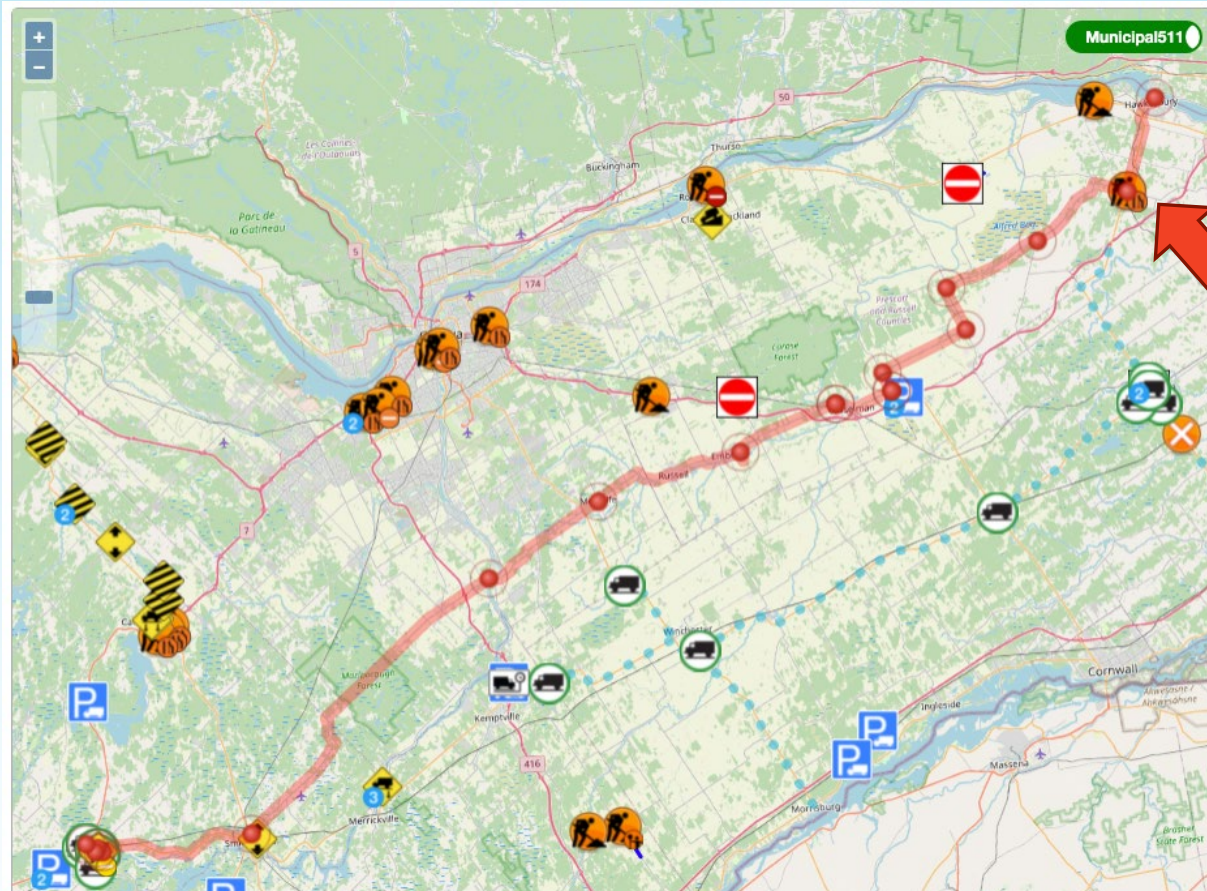
One Window Permitting: Application Process (Carrier)

Affected Municipalities	Main Roads	Estimated Price	Conditions
County of Lanark	Roger Stevens Drive,Highway 43	50	**Conditions**
Town of Perth	Craig Street,Chetwynd Street,Sherbrooke Street East,Sherbrooke Street West,North Street,Wilson Street West	50	
Town of Smiths Falls	Cornelia Street East,Mccann Street,Cornelia Street West	25	**Conditions**
United Counties of Prescott and Russell	John Street,Main Street East,Highway 34,Main Street West,County Road 10,County Road 22,County Road 9,St Isidore Road,County Road 3,County Road 8,Route 600 East,St Isidore Street,Principale Street,Route 500 West,Notre Dame Street,St Guillaume Road,Castor Street,Concession Street,Craig Street,St Joseph Road	50	
OWP Demo	Victoria Street,Snake Island Road,Nixon Drive,Roger Stevens Drive	50	**Conditions**
Ministry of Transportation	Mcgill Street,Highway 34,Roger Stevens Drive	This organization is not a participant of Permit Central and the permit needs to be applied separately through its website.	

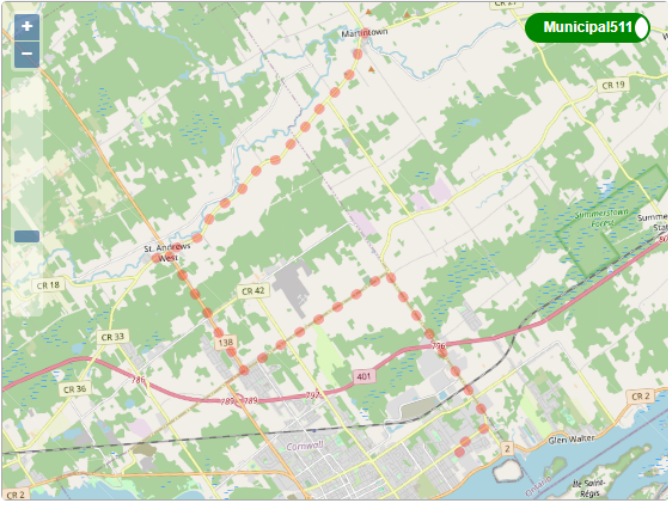# One Window Permitting: Approval Process (Municipality)

One Window Permitting: Approval Process (Municipality)

Applicant reference (e.g., manifest number)	
# of loads permit applies to	1
Load details overview, e.g., cargo, vehicle type, origin, destination	Giant hot tub
Is this load considered hazardous waste?	Yes
Is this trip subject to Ministry of Transportation (MTO) permits?	No
List associated MTO permit numbers (note that some road authorities require MTO certificates uploaded below)	
Insurance expiry date	2022-04-01
Additional information (as required in road authority conditions)	
Provide the oversize/overweight measurements that exceed HTA.	
Height (HTA max. is 4.3 m)	5.5
Length (HTA max. is 12.5 m)	32
Combination Length (HTA max. is 23 m)	32
Width (HTA max is 2.6 m)	3.5
Rear Overhang (HTA max. 4.65 m)	0
Gross Weight (in kg if axle loads exceed HTA, and attach axle table below)	100000
Insurance Certificate(s) (some road authorities require they be named in certificate)	Permit Type Summary for One Window.pdf	👁	⬇

100,000KG

Eastern Ontario's
Leadership Council Economic Development

the Counties **SDG** STORMONT · DUNDAS · GLENGARRY

21

One Window Permit: Approval Process (Municipality)

One Window Permits: Get Excited Folks!

- Permitting takes significant time to sort out… for everyone! (Saves your staff's time)

- Collaborative permitting (between customer and municipality) supports improved customer service

- Multi-jurisdiction permitting enables upper-lower tier collaboration (including Group coordination) AND coordinated movement across multiple municipalities

- Expedited permitting can contribute to on-time, on-budget project delivery

- Close attention to "best route" could reduce damage to transportation infrastructure

- Municipalities retain role of fee-setting and determining the role of permit revenues

One Window Permitting: Lessons Learned So Far

- Great diversity of permit types and names across municipalities

- Public works teams learning from one another (processes, strategies, customers)

- Attention required to municipal data in ORN ("jurisdiction" determines where the fees go!)

- In-depth conversations suggest better solutions

- Live demos bring user experience issues to the surface

- Integration of multiple functions in same app is helpful (ex. route planning, application, approval, payment, issuance of certificate…)

Eastern Ontario's
Leadership Council Economic Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

One Window Permitting: Next Steps

- Get in touch if you want to participate later this year
    - Expanded user testing as evaluation phase is complete
    - "Soft launch" targeted for late summer
    - Full launch targeted for January 2023
- Governance
    - In test mode now
    - Good Roads will take on in fall of 2022

Eastern Ontario's
Leadership Council Economic Development

theCounties
SDG
STORMONT · DUNDAS · GLENGARRY

One Window Permitting: Acknowledgements

- Ministry of Municipal Affairs and Housing
- Ontario Good Roads Association
- Eastern Ontario Leadership Council
- Project Team:
  - Transnomis Solutions Inc.
  - Eastern Ontario Leadership Council
  - United Counties of Stormont, Dundas and Glengarry
  - United Counties of Prescott Russell
  - United Counties of Leeds and Grenville
  - Lanark County
  - Northumberland County
  - Town of Perth
  - Town of Smiths Falls
  - Dufferin County
  - Huron County
  - Lambton County

Want to see a Live Demo?

Visit Doug at the Transnomis Booth

(Booth 45 – Concert Hall)