

# One Window Municipal Permitting

Kathy Wood & Ben de Haan  
(EOLC) (SDG)

Becoming a Truly Smart and Connected Community  
2022 Ontario Good Roads Conference



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



# 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



# About Us...

## Ben de Haan, Project Lead OWP



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

# 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)



# About Us...

## SDG

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



# 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*



# 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

# 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



# 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...

<p>1. Document Control</p> <table border="1"> <tr><td>TITLE</td><td colspan="2">OWP – Oversize/Overweight T</td></tr> <tr><td>STATUS</td><td colspan="2">Evaluation version</td></tr> <tr><td>DATE</td><td colspan="2">2022-03-09</td></tr> <tr><td>VERSION</td><td colspan="2">0.4</td></tr> <tr><td>REPLACES</td><td colspan="2">N/A</td></tr> <tr><td>DESCRIPTION</td><td colspan="2">O/O Trip best practice docume</td></tr> <tr><td>REFERENCES</td><td colspan="2">1. OWP Common Form – Com 2. OWP Document Change M</td></tr> <tr><td>AUDIENCE</td><td colspan="2">1. OWP Project Team</td></tr> <tr><td>APPROVERS</td><td colspan="2">1. OWP Project Team (curren 2. GR Permit Governance Cor</td></tr> </table> <p>2. 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Common Pricing Model.....</li> <li>11. Payment Options.....</li> <li>12. Approval process .....</li> <li>13. Permit Certificate .....</li> <li>14. Post Approval .....</li> <li>14.1. Amendments, e.g., change ro</li> <li>14.2. Amendment form fields (note</li> <li>15. Multi-jurisdiction permit difference</li> <li>16. Appendix.....</li> <li>17. References that support discussion</li> </ol> <p>One Window Permit (OWP) – OO Trip Perr</p>	<p>8.2. Carrier Details *</p> <p>Same as Applicant Contact Information.</p> <p>Additional form fields:</p> <ol style="list-style-type: none"> <li>1. "Same as above" (check box)</li> <li>2. "This contact is to receive a copy of correspondence" (check box)             <ol style="list-style-type: none"> <li>a. To be added</li> </ol> </li> </ol> <p>8.3. Trip Details</p> <ol style="list-style-type: none"> <li>1. "Start Date*" (pick date)</li> <li>2. "End Date*" (pick date)</li> <li>3. "Applicant reference (e.g., manifest number)"             <ul style="list-style-type: none"> <li>• Help text: This field supports the addition of your internal reference for this application.</li> </ul> </li> <li>4. "# of vehicles/loads permit applies to*"             <ul style="list-style-type: none"> <li>• Help text: Enter the number of vehicles or loads (whichever is higher) this permit is applicable to.</li> </ul> </li> <li>5. "Load details overview (e.g., cargo, vehicle type, origin, destination)" (text)             <ul style="list-style-type: none"> <li>• Help text: Provide sufficient detail for authorities to identify load on the road, and where it came from and is going so that we might identify an alternate route if needed.</li> </ul> </li> <li>6. "Is the load considered hazardous waste?*" (check box)</li> <li>7. "Is this trip subject to Ministry of Transportation (MTO) permits?*" (check box)</li> <li>8. "MTO Permit Numbers (note that some road authorities also require MTO certificates be attached below)" (text)</li> <li>9. "Insurance Expiry Date (certificate to be uploaded below)*" (pick date)</li> <li>10. "Additional information (e.g., as required in road authority conditions)" (text)</li> <li>11. "Oversize/overweight measurements that exceed HTA"             <ul style="list-style-type: none"> <li>• Help text: "Only enter the measurements that exceed the Highway Traffic Act (HTA). If your permit request is for multiple loads, use the schedule below to submit oversize dimensions and weights for each oversize load a permit is required for. The item in the schedule is to align with the numbered certificate when approved."</li> <li>• Height (HTA max. is 4.15 m)</li> <li>• Length (HTA max. is 12.5 m)</li> <li>• Combination Length (HTA max. is 23 m)</li> <li>• Overall Length (HTA max. is 12.5, or 23 m for combination)</li> <li>• Width (HTA max. is 2.6 m)</li> <li>• Gross Weight (in kg if axle exceeds HTA, and attach axle table below)</li> <li>• Rear Overhang (HTA max. 4.65 m)</li> </ul> </li> <li>12. "Route" (draw route)</li> </ol> <p>One Window Permit (OWP) – OO Trip Permit Best Practice</p> <p>4</p>
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# One Window Permitting: How It Works

## One Window Permit Service (PROJECT EVALUATION VERSION)

### Oversize/Overweight Annual Permit (OO Annual)

An Oversize/Overweight Annual Permit (O/O Annual) relates to multiple oversize/overweight loads, using one or more hauling units, during a one-year period. Each load is subject maximum weights and dimensions, as well as seasonal and specific load restrictions (e.g., bridge). The maximum load weight is 63,500 kg, and axle loads must not exceed +10% of Highway Traffic Act maximums. The maximum width is 3.7 meters, maximum length is 25 metres, and maximum height is 4.26 metres.

-- Select a specific road authority below. --

Apply

Highway Traffic Act

### Oversize/Overweight Trip Permit (OO Trip)

An Oversize/Overweight Load - Trip Permit is required for the transportation of loads that exceed the limits prescribed in the Highway Traffic Act, on a specified route, on a given day(s), that may include more than one vehicle (each of which is subject to a permit certificate).

Oversize/Overweight Trip Permit (OO Trip) - All - Multiple Jurisdictions

Apply

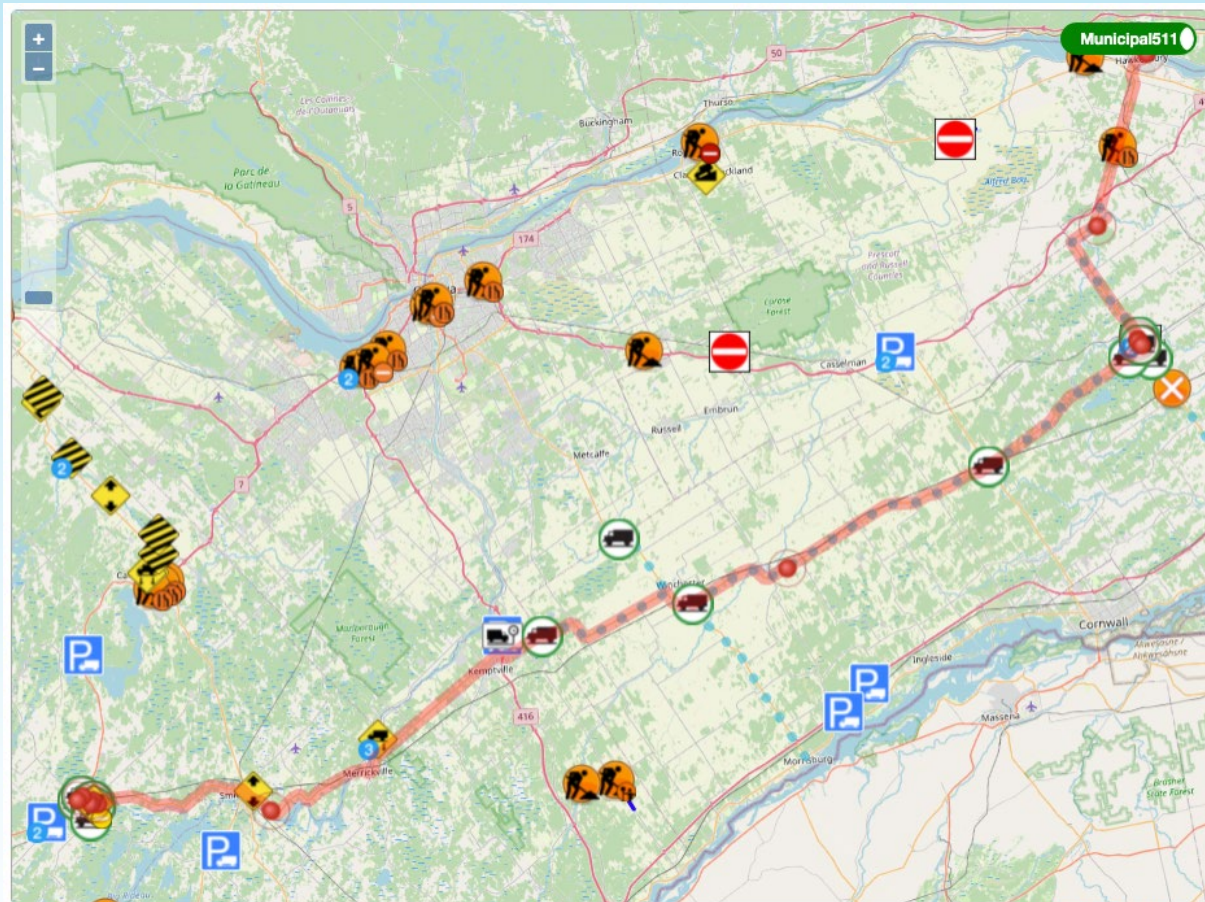
Highway Traffic Act

# 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)



# One Window Permitting: Application Process (Carrier)



The road information displayed is also available at [www.Municipal511.ca](http://www.Municipal511.ca)



Easter  
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Address Search

15

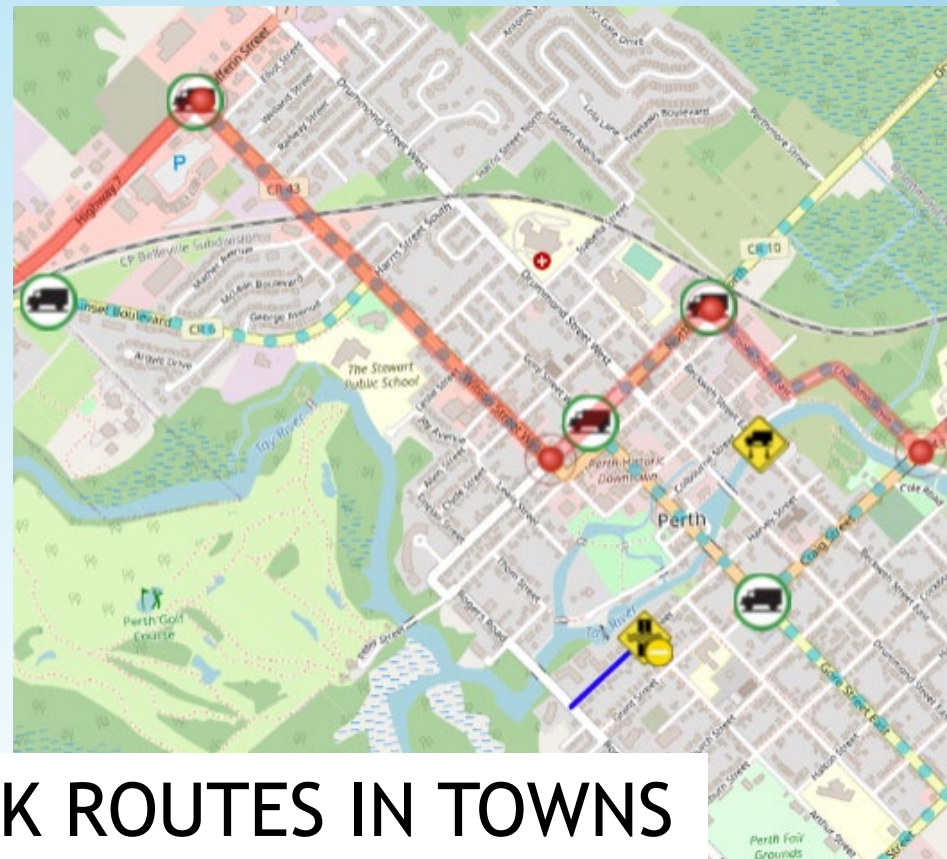


# One Window Permitting: Application Process (Carrier)

Affected Municipalities	Main Roads	Estimated Price	Conditions
County of Lanark	Highway 43	50	<a href="#">Conditions</a>
United Counties of Leeds and Grenville	County Road 43, Main Street East, Mill Street, Broadway Street West, Highway 43	81.87	<a href="#">Conditions</a>
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	<a href="#">Conditions</a>
Town of Smiths Falls	Queen Street, Elmsley Street South, Elmsley Street North, Cornelia Street West	25	<a href="#">Conditions</a>
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)

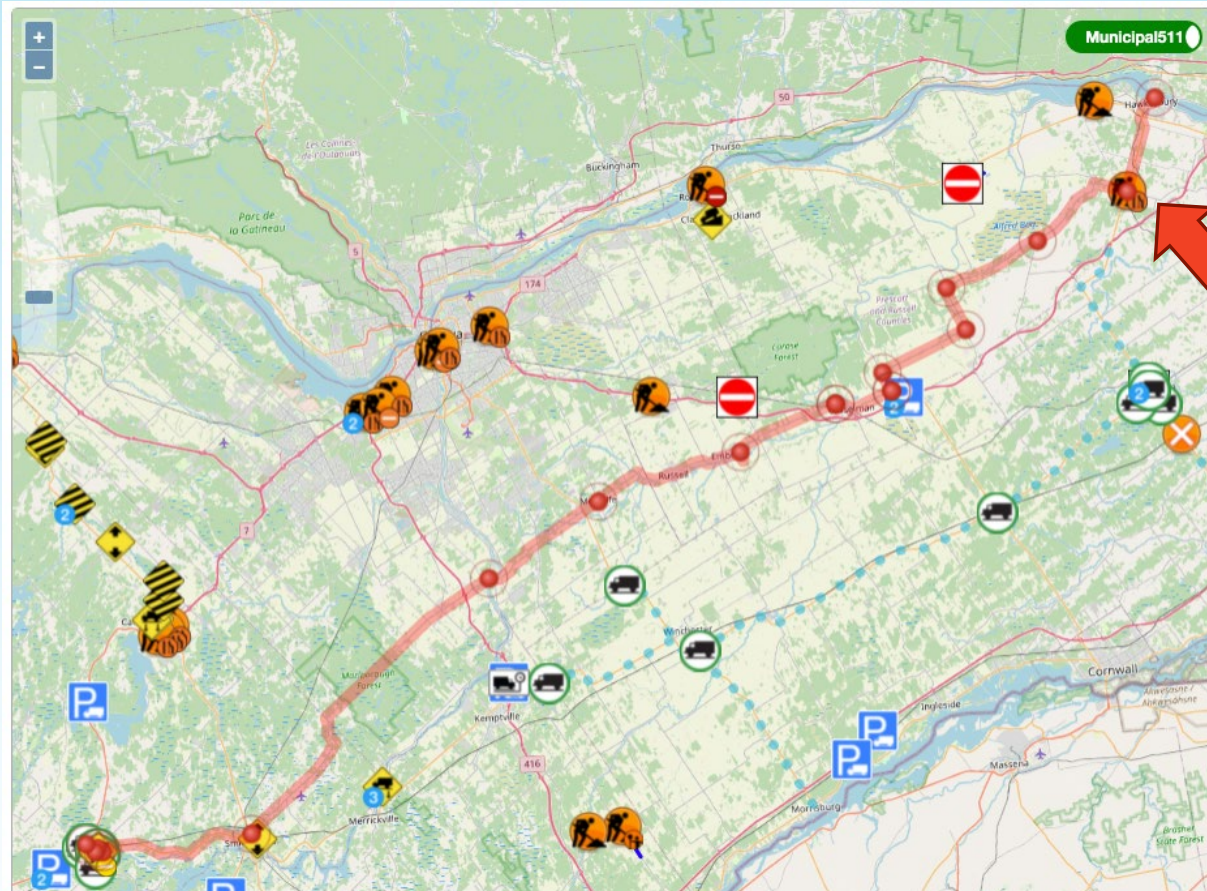


DESIGNATED TRUCK ROUTES IN TOWNS



Eastern Ontario's  
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Council** Economic  
Development

# 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	<a href="#">Conditions</a>
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	<a href="#">Conditions</a>
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	<a href="#">Conditions</a>
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)

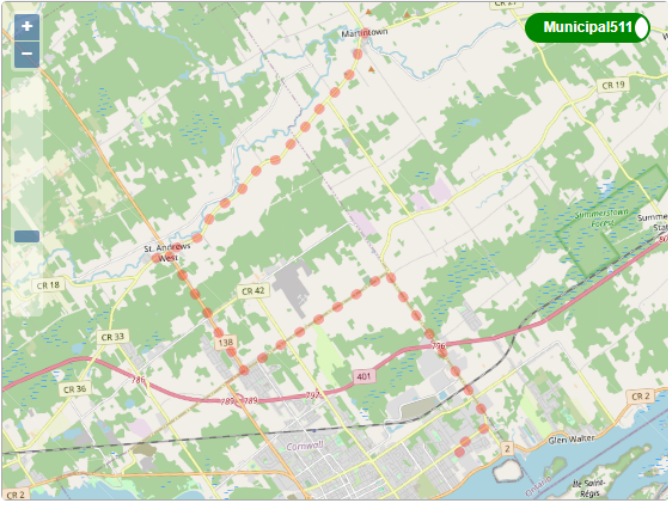
**Application Under Review**

Create Recurring Permit Get Permit Merge Certificate with Pdfs

## OO Trip - County - Stormont, Dundas, & Glengarry Details ^

Edit Application View Change Log

Last edited by Ben de Haan at 2022-03-01 02:57:00 PM



<b>Location</b>	Dundas Street(2) 31m Northeast of County Road 20 to County Road 18 1104m Southwest of Cemetery Road to Dundas Street(2) 70m West of Highway 138 to Highway 138 88m East of Virginia Street to County Road 19A 3070m Northeast of South Branch Road to Belvedere Crescent 263m Northeast of Billington Drive
<b>Main Road</b>	Dundas Street(2) County Road 18 Highway 138 Cornwall Centre Road(138) South Branch Road County Road 19A County Road 19 Boundary Road Second Street East Billington Drive Belvedere Crescent
<b>From</b>	County Road 20
<b>To</b>	Billington Drive



# 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   📄   🔗



# One Window Permit: Approval Process (Municipality)

## Decision

Status

Approved Pending Payment ▼ Status last changed by Ben de Haan at 2022-03-01 02:43:26 PM

Fee(CAD)	Quantity	Sub-Total	HST	Total
\$ 50.00	1	\$50.00	\$0.00	\$50.00

Send Notification

## Notification

Customize the message below.

Notify Applicant  
 Notify Carrier

Additional Email Recipients (Separated by semicolon(;), excluding applicant)

Recipients

Cc: (Separated by semicolon(;))

CC email-address

Email Subject

OO Trip - County - Stormont, Dundas, & Glengarry with ID sdg-ootr2022-04 requires payment

Email Message

# 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...)



# 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

# 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?

**TRANSNOMIS** ROAD INFORMATION MANAGEMENT AND COMMUNICATIONS  
IN PARTNERSHIP WITH GOOD ROADS ASSOCIATION

**Municipal 511**

**Ontario Road Information Exchange**

Road Authorities    Navigation apps  
Emergency responders

**One Window Permit**

[WWW.TRANSNOMIS.COM](http://WWW.TRANSNOMIS.COM)

Visit Doug at the Transnomis Booth  
(Booth 45 - Concert Hall)