



INNOVATE BARRIE MEMORANDUM

TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: O. EGHAGHA, BUSINESS PROCESS LEAD

**NOTED: R. FORWARD, MBA, M.Sc., P. ENG.
GENERAL MANAGER OF INFRASTRUCTURE AND GROWTH MANAGEMENT**

A. BOURRIE, DIRECTOR OF PLANNING AND BUILDING SERVICES

R. BUNN, EXECUTIVE DIRECTOR OF INNOVATE BARRIE

A. SEGUIN, SR. MANAGER OF THE CENTRE FOR CONTINUOUS IMPROVEMENT

M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: APLI CITIZEN PORTAL LAUNCH

DATE: FEBRUARY 26, 2018

The purpose of this Memorandum is to provide members of Council with information related to the launch of APLI Citizen Portal; an important step in the City's quest to automate land management operations, increase efficiency and expand citizen engagement.

APLI stands for Applications, Permits, Licenses and Inspections, and at its full implementation, will provide a digital and automated platform for all Building Permits, Planning Applications, Inspections and Licensing applications within the City. APLI is a significant process and technology investment for the City. The Citizen Portal is a self-service platform; initially offering on-line access to small residential building permits (decks, pool fences, sewage system and sheds). Other building permits and planning applications will be available through the portal at a later date.

The APLI Citizen Portal enables the public to apply for permits, process payments online, schedule inspections and check the status of their applications from the comfort of their homes.

The site requires a registered and verified account to access services. Registration is free and open to the public. The Portal is designed for easy functionality; mandatory information and documentation is highlighted during the input process in an effort to minimize processing delays and improve the quality of the overall on-line experience. FAQ and information boxes are also provided to assist users with the on-line process and while APLI is available 24/7, record processing takes place during regular business hours.

The Portal is live as of February 16, 2018, and staff are encouraged to click the www.barrie.ca/apli to experience the APLI Citizen Portal.

Benefits of the Portal

This solution provides:

- Online 24x7 submissions of permit applications away from the City Hall;
- Ability to commence and conclude some permits types without coming to the City Hall;
- Online Document submissions and payment during the permitting process;
- Inspection scheduling and status tracking through the process.



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Next Steps

- Monitor early implementation and address any problems;
- Formal communication blitz including website and paper notices and a video promoting on-line permit application to correspond with the start of spring building season (April/May);
- Add additional permits and applications to the Portal service offering.

About APLI

APLI will provide enhanced online options and better tools for both customers and staff for processing Applications, Permits, Licences and Inspections. This program will:

- Automate the City's growth management processes;
- Improve processing efficiency and collaboration across the City;
- Support the City's open for business strategy.

Work to complete this program will take place over the next several years.

APPENDIX

Appendix "A" – Simplified Portal Interface

Appendix "B" – Annotated form fields

Appendix "C" – Online Payments





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Appendix "A" Simplified Portal Interface

APLI Portal – Simple and easy to navigate.

The screenshot displays the APLI Portal interface. At the top, there is a dark blue header with the "Barrie" logo on the left and a circular "apli" logo on the right. Below the header, a navigation bar contains links for "Announcements", "Accessibility Support", "Register for an Account", and "Log In". A search bar is located to the right of these links. Below the navigation bar, there are tabs for "Home" and "Permits". Under the "Permits" tab, there is an "Advanced Search" dropdown menu. The main content area is divided into two columns. The left column contains a "Welcome to the APLI" message, a brief description of the portal's services, and instructions on how to get started. It also includes two buttons: "Apply for a Permit" (with an icon of a lightbulb and the word "approved") and "Search Permit Records" (with a magnifying glass icon). The right column contains a "Log In" section with fields for "User Name or E-mail" and "Password", a "Login »" button, and a "Remember me on this computer" checkbox. Below the login section, there is a link for "New Users: Register for an Account".

Barrie

apli

Announcements ☐ Accessibility Support Register for an Account Log In

Search...

Home Permits

Advanced Search ▼

Welcome to the APLI
APLI is the City of Barrie's online portal for applications, permits, licenses and inspections. This portal provides 24/7 access to apply and pay for building permits, schedule inspections and track application status from the comfort of your home.

To get started, either register for an account or log in. This site requires a registered and verified account to access its services. Registration is free and open to everyone.

For more information on this portal please visit [FAQ](#)

Apply for a Permit

Search Permit Records

You must create an account and/or log in in order to apply for permit, schedule an inspection.

Please Note:
While APLI is available 24/7, record processing takes place during regular business hours.

Log In

* User Name or E-mail:

* Password:

Login »

☐ Remember me on this computer
[I've forgotten my password](#)

New Users: Register for an Account



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Appendix "B" Annotated form fields

APLI Forms – The fields are annotated to aid quality of information requested.

Residential Accessory Building

1 Location & People
2 Project & Scope
3 Review
4 Pay Fees
5 Record Issuance

Step 2: Project & Scope > Permit Information

* indicates a required field.

Project Value Estimation

* Project Value Est.: 15000

Residential Accessory Building Detail

Please select the type of drawings being submitted. Red Asteriks identifies required documents.

* Exterior Cladding: Non Combustible

* Building Height Max. (m): 3

* Water Service: Private

* Sanitary Service: Private

Continue Application »

Save and resume later



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Appendix "C" Online Payments

Online Payments – Small payments may now be made online.

Residential Deck

1 Location & People	2 Project & Scope	3 Review	4 Pay Fees	5 Payment Acknowledgement
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Step 4: Pay Fees

Listed below are minimum fees based upon the information you have entered in your application including permit type. Please note that more fees maybe applicable following a review.

For information on the fees please visit [By-Law](#). Kindly refer to the [FAQ](#) or Building [By-Law](#) for more information on this Building Services policy.

Application Fees

Fees	Qty.	Amount
1.11.19 Deck, Deck extensions - Deposit	1	\$297.90
Residential Building Permit (New, Additions) – First 10 Unit - Zoning Fee	1	\$70.00

TOTAL FEES

Note: Payment are allowed up to a maximum of \$5,000 online, visit Service Barrie at the City Hall to complete payments using either Cash, Cheque or Debit for payments above this threshold. You would be directed to a payment gateway hosted by www.Bambora.ca/en/ca to complete the transaction. A copy of your receipt shall be available following payments. Payment required to complete application process. For questions visit [FAQ](#) page, email service.barrie@barrie.ca or call [705-726-4242](tel:705-726-4242) ext 0 for assistance during working hours (8am to 4:40pm, Mon - Fri).

\$367.90

[Continue Payment »](#)