



BUILDING SERVICES MEMORANDUM

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TO: MAYOR A. NUTTALL AND MEMBERS OF COUNCIL

FROM: P. EVANS, CHIEF BUILDING OFFICIAL

WARD: ALL

NOTED: B. ARANIYASUNDARAN, GENERAL MANAGER OF INFRASTRUCTURE AND GROWTH MANAGEMENT

R. JAMES-REID, EXECUTIVE DIRECTOR OF ACCESS BARRIE

M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: 5TH ANNIVERSARY OF APPLICATIONS, PERMITS, LICENCES AND INSPECTIONS PORTAL (APLI)

DATE: MARCH 22, 2023

The purpose of this Memorandum is to notify Council that the Building Services/Applications, Permits, Licences, Inspections (APLI) /Information Technology (IT) team will be celebrating the 5-year anniversary of Barrie's APLI (applications, permits, licenses, inspections) portal in April. The anniversary will be marked with a campaign to promote the newly redesigned APLI portal and educate residents on its benefits.

APLI is the City's online tool to create, pay, and check the status of Barrie's most popular permits, licences and inspection requests online, 24/7, from the comfort of residents' homes or businesses. APLI is available online at eservices.barrie.ca.

APLI launched publicly in April 2018, replacing the City's 15-year-old existing software application with a more modern, versatile platform. It provides enhanced online options, better tools, and increased transparency for both customers and staff. Better tools help staff with task tracking, electronic document review, and mobile inspections/enforcement. This results in reduced duplication, re-work and manual circulation of supporting documents, as well as enhanced systems integration. Since APLI launched, the City has seen an increase in the quality of applications submitted, has saved residents' time and travel, saved staff time, and has helped the environment by reducing paper use.

The campaign, happening this spring, supports Council's priority of Responsible Governance - financial stewardship and finding efficiencies and innovation. During the month of April, the anniversary campaign will promote:

- The newly redesigned APLI portal. Earlier this year, APLI was redesigned to have a refreshed look and feel, easier navigation, and helpful resources available at the click of a button.
- Education for residents on all the services available through APLI (a *Did You Know?* Campaign shared via a media release, radio ads, and *This Week in Barrie* in the Barrie Advance).
- The benefits of using APLI—saves time, money, and paper—for both residents and the municipality.

APLI provides enhanced online options, better tools, and increased transparency for residents and staff. In 2023, the following services will be added to APLI: tree removal permits, business licences, development services field inspections, liquor licences, marriage licences, pet licences, parking ticket payments, lottery licences, sewer use requests, and possibly community garden requests.