



City of Maple Ridge News Release

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Maple Ridge Plans Enhancements to Online Tools For Development and Permit Tracking & Building Inspections

Maple Ridge, BC: On Tuesday, April 16, Maple Ridge Council received an update on work in progress to enhance online tools to support the City's development and permitting processes.

"These are long term investments to enhance service delivery to citizens wanting to make improvements to their home, and to professional builders for whom time savings help control costs and speed up schedules. This work is strongly aligned with Council's Strategic priorities to ensure that the City of Maple Ridge is a leader in the deployment of online tools that streamline business processes for our citizens," said Mayor Mike Morden.

During the update, the City's Chief Information Officer Christina Crabtree outlined three service enhancements, the first of which included a demonstration of the City's Land Development Application Viewer (LDAV). The LDAV can be accessed on the City website, Open Government Portal and through mobile devices using QR codes on development application signs throughout the community to check the status of applications. "The goal with this service enhancement is to provide greater detail of where an application is at in the process as it moves through each stage of development," said Ms. Crabtree. "For instance, citizens and builders can find out if the City is waiting for a report from the builder or an internal review by staff."

The second service enhancement, rolling out later this year, builds on feedback received by residents and the development community during the 'Detached Garden Suite' project. The City is working to create a 'Hand Holder' application that allows a citizen to follow a step-by-step online process to initiate a project or simply get answers to common questions without having to stop by City Hall.

The final enhancement builds on the new **Building Department Check Daily Inspection Schedule** that was launched earlier this year. Currently, builders and contractors can access key inspection

information including the inspection time, type and the name of the inspector through the **eServices** section of **mapleridge.ca**, eliminating the need for builders or contractors to call in to verify whether their inspection is scheduled. The City is now working to implement an ‘Online Inspection Booking’ application that will leverage existing online tools to provide better communications with the builders on the timing of inspections using text or email alerts. “The plan is to roll out this service enhancement within the next couple of months,” said Ms. Crabtree.

“I want to acknowledge the involvement of the citizens’ advisory group that was part of the Open Government Portal development during the last term. It’s very exciting to build on this strong foundation and continue driving the efficiency of our business. The development of performance metrics will help us make decisions on where we can make continual improvements to service delivery. We look forward to the roll out of these enhancements in the coming months,” said Mayor Morden.

BACKGROUND INFORMATION:

The direct link to the **Building Department Check Daily Inspection Schedule** can be found at <http://mapleridge.ca/2232/Check-Daily-Inspection-Schedule>.

The direct link to the **Land Development Application Viewer** can be found at <https://gis.mapleridge.ca/LandDevelopmentViewer/LandDevelopmentViewer.html>