

## New Surrey Erosion and Sediment Control (ESC) Supervisor Portal

### Permit Details

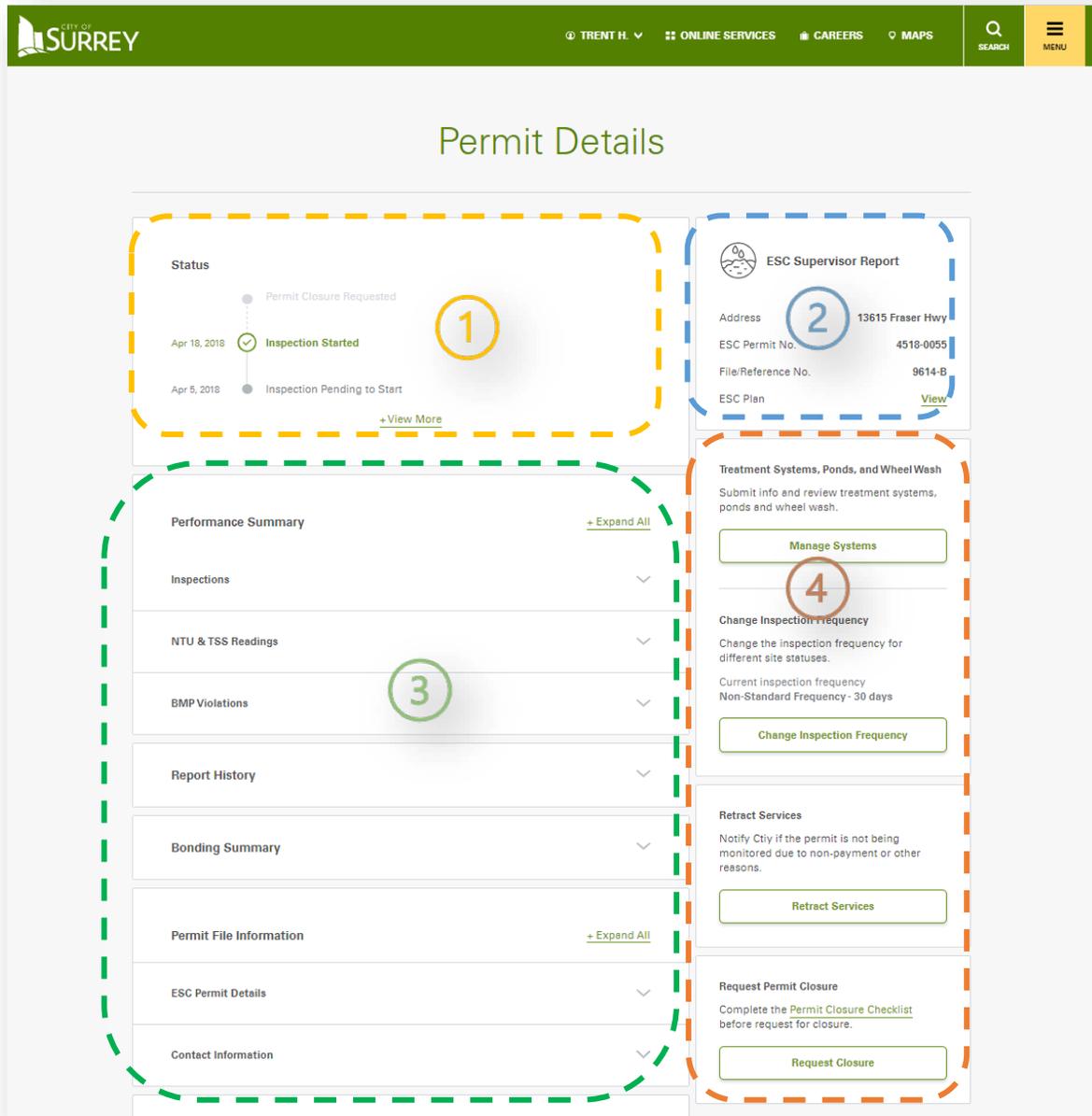
The new ESC Supervisor Portal will incorporate greater functionality to help users track and manage their ESC Permits via the Permit Details page. This page will be accessed by clicking on the relevant ESC Permit number from the user dashboard.

The below excerpt from the larger site map released in the second newsletter provides an overview of the information and functionality built into the enhanced Permit Details page.

Permit Details	
View	Download
Permit information	ESC Permit
Permit contact information	ESC Plan
Process updates	<b>Submit requests for</b>
Held Bonding	Permit Closure
ESC Plan	Inspection Frequency Change
Submitted reports	Retraction of service
City Inspections	Regulated BMP management
<b>Permit performance metrics</b>	

The new Permit Details page has been geared to both enhance the user’s workflow and streamline interactions with the City, providing easy access to commonly requested information and status updates, reducing back and forth email communication, reducing errors, clarifying requirements, increasing the speed of service delivery, and ensuring all service requests are tracked efficiently.

View of the Permit Details page showing layout and page elements



The page is composed of 4 elements as depicted in the above screen shot.

- 1) Status window showing procedural steps, timelines, and status updates
- 2) ESC Permit identifiers and the ability to download copies of both the ESC Plan & issued Permit document
- 3) Detailed information about the ESC Permit
- 4) Permit-related service requests

Much of the information portrayed in sections 1 to 3 in the above screenshot are carried over from the existing portal, with the addition of new features allowing users to:

- ❖ View/download the ESC Plan registered against the Permit
- ❖ View/download copies of the issued ESC Permit
- ❖ View the bonding value secured/held against the Permit
- ❖ Review permit performance metrics based on the submitted inspection data
- ❖ Track/view City performed site inspections - dates/times, comments, concern/violation flags, results, corrective actions
- ❖ View a timeline showing status/workflow updates clarifying where things are at and anticipated turnaround times. In addition to this new visual feature, the Portal will also notify all parties via email when submissions/requests have been made, the next steps, and timelines; to add clarity and inform all clients to reduce inquiries and streamline response times.

A major new workflow element that will significantly enhance how ESC Supervisors and the City communicate is featured in Section 4 of the new Permit Details page. Four common functional requests will no longer be handled via email, now being managed via the portal:

- ❖ Coordination/management of “Regulated BMP’s” (Flocculent treatment Systems, Wheel Washes, Sediment Control Ponds)
- ❖ Requests for changes to the site inspection frequency
- ❖ Retraction of services, and
- ❖ Permit closure requests.

With several hundred-plus issued ESC Permits, these workflow areas represent a significant amount of back-and-forth correspondence and administration on both sides of the equation. By adding these to the new Portal’s workflow, these workflow functions will streamline and clarify the related information requirements, allowing for faster response times, more transparency, less uncertainty, and a smoother regulatory process over the permit’s lifecycle.

Further information about these new functional elements and the procedural steps will be covered in a separate update attached to this newsletter release.