

2017 Development Summit Action Plan

Focus Areas

Take an applicant-centered approach to everything we do:

- Reduce application turnaround times
- Continue to improve customer service
- Build collaborative relationships among the development industry and the community associations

Potential Time Savings

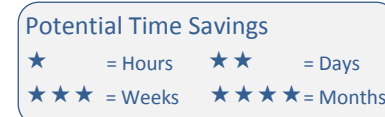
★ = Hours ★★ = Days
 ★★★ = Weeks ★★★★★ = Months

Short-Term Actions: October 2017 to September 2018

ACTIONS	MILESTONES	LEADS	ESTIMATED TIME SAVINGS FOR ELIGIBLE APPLICATIONS
External Improvements			
1. Sewage attenuation requirements review	2017	EPW	
2. Continue to expand Development Tracker to include building and plumbing permit tracking, and heritage alteration permits.	2018	SPCD, IT	★ Status updates available at-a-glance; saves phone calls/ emails to City Hall
3. Develop on-line applications for plumbing, and building permit applications, including electronic submission of revised plans during the processes.	2018	IT, CESP, SPCD	★★ May save trips to City Hall, need for making and circulating copies
4. Evaluate fees for rental of city space (e.g. sidewalk, parking) during construction, considering: a) evaluation of fee structure; b) better up-front communication of fee structure (e.g. on application forms).	Revised to 2018 (was originally 2017)	EPW	★ Alert applicants early to the amount of these costs. Potentially reduce financial impact.
5. As part of the update of Schedule C (Off-Street Parking Requirements), evaluate and consider the reduction or elimination of the need for parking variances where business tenants change. Work was underway in 2017 and is scheduled for completion in 2018.	2018	SPCD	Variable; May reduce the need for parking variances when business tenants change.
6. Continue work on new local area plans to provide more certainty for the community and development industry: Burnside-Gorge, Victoria West, Fairfield, and Gonzales plans.	2018	SPCD, CESP, PRC, EPW	To be determined
7. Examine City bylaws regarding development specific, marketing signage on construction hoarding and explore changes..	2018	SPCD, EPW	

ACTIONS	MILESTONES	LEADS	ESTIMATED TIME SAVINGS FOR ELIGIBLE APPLICATIONS
8. Explore options for Noise Bylaw to accommodate extended construction hours for things such as lengthy concrete pours for larger projects	2018	SPCD	To be determined
9. Complete new local area plans to provide more certainty for the community and development industry: Fernwood, Jubilee, North Park and Rockland Plans (as well as the Fort Street corridor and Oak Bay Village)	2017-2018	SPCD, CESP, Parks, EPW	To be determined
Internal Process Improvements			
10. Improve application forms associated documents as necessary to support the following outcomes - Application requirements should be clear, comprehensive and under continual improvement to increase rates of permit issuance after a single review cycle. - Applicants should be able to determine fees and deposits in advance of an application. - Targeted review times and review process for any application type should be transparent	2018	SPCD, EPW, PRC	Additional actions to determined
11. Develop a system for staff reports for Council to be reviewed and submitted electronically.	2017 – Q1 2018	LS, IT	★★ Opportunity for concurrent review

Mid-Term Actions: October 2017 to September 2019



ACTIONS	MILESTONES	LEADS	POTENTIAL TIME SAVINGS FOR APPLICANTS
External Improvements			
12. Continue expansion of the Development Tracker to include all other types of applications in addition to rezonings and development permits with variances.	2018	SPCD, IT	★ Status updates available at-a-glance; saves phone calls/ emails to City Hall
13. Develop on-line applications for planning applications, including online submission of revised plans during the processes.	2019	IT, CESP, SPCD	★★ May save trips to City Hall, need for making and circulating copies
14. Complete new local area plans to provide more certainty for the community and development industry: Hillside Quadra, Oaklands, James Bay.	2018-2019	SPCD, CESP, Parks, EPW	To be determined
15. Update the zoning regulations and related regulations as appropriate (e.g. development permit area guidelines) directly following local area plan approval to eliminate conflicts and provide more clarity.	2017-2019	SPCD, EPW, CESP	To be determined
16. Implement push function on Development Tracker, to send email updates to interested parties.	2017	IT	
Internal Process Improvements			
17. Examine current file processes and management, supporting a single point of contact at different phases of the application process, coupled with a formal file transfer protocol amongst staff to ensure continuity and applicant support.	To be implemented if further improvements are needed	SPCD	To be determined

On-Going Actions

Potential Time Savings

★ = Hours ★★ = Days
★★★ = Weeks ★★★★★ = Months

ACTIONS	MILESTONES	LEADS	POTENTIAL TIME SAVINGS FOR APPLICANTS
18. Offer exit interviews and surveys to applicants to receive feedback and monitor progress as part of continuous improvement.	Underway	SPCD, CESP, EPW	
19. Promote the Development Tracker tool, particularly as it expands to include some types of development permits.	Ongoing	CESP	
20. Use social media to communicate key Council decisions.	Ongoing	CESP	
21. Hold quarterly meetings with the UDI Liaison Committee. Initiate regular meetings and/or events with construction and design sectors.	Ongoing	SPCD	
22. Hold an annual or bi-annual Development Summit with the development industry, design professionals, community representatives and City staff.	Ongoing	SPCD, CESP	
23. Promote and strongly encourage pre-application appointments for planning and permit applications, particularly for complex applications and applicants new to City processes. Include interdepartmental team attendance as appropriate.	Ongoing	SPCD	★★ May lead to more complete applications, resolving of issues, less need for revisions.
24. Pilot post-submission meetings between applicants and the interdepartmental staff team to review Technical Review Group feedback and collaboratively resolve issues.	Nov 2015: Implement		Variable. Facilitates proactive problem solving; less need for revisions later.
25. Continue to update the Sustainable Planning and Community Development website with information on projects as they occur and new policies as they are implemented.	Ongoing; Revised website launched 2016	CESP; SPCD	★ Information available at-a-glance; saves phone calls/ emails to City Hall
26. Update the Land Use Procedures Bylaw to reflect any administrative streamlining, as needed.	Ongoing – many changes have already been made. As new opportunities for streamlining are identified additional changes will be brought forward.		