

2016 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



Short-Term Actions: October 2016 to September 2017

ACTIONS	MILESTONES	LEADS	ESTIMATED TIME SAVINGS FOR ELIGIBLE APPLICATIONS
External Improvements			
1. Following completion of the CALUC review, develop a "Planning 101" series for Community Association Land Used Committees and residents to provide a better understanding of Victoria's policies, land use procedures and development application processes. Implement additional ways to support and build capacity of Community Association Land Use Committees as identified by the review.	2017	CESP, SPCD	Variable. May save time for community review of some applications, particularly for complex projects
2. Expand Development Tracker to include building, plumbing and electrical permit tracking, and heritage alteration permits.	2017	SPCD, IT	★ Status updates available at-a-glance; saves phone calls/ emails to City Hall
3. Develop on-line applications for plumbing, electrical and building permit applications, including electronic submission of revised plans during the processes.	2017	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).	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.	Update to Schedule C is in process, will consider this based on parking demand generation (2017)	SPCD	Variable; May reduce the need for parking variances when business tenants change.
6. Complete new local area plans to provide more certainty for the community and development industry: Burnside-Gorge, Victoria West, Fairfield, and Gonzales plans.	2016-2017	SPCD, CESP, PRC, EPW	To be determined

ACTIONS	MILESTONES	LEADS	ESTIMATED TIME SAVINGS FOR ELIGIBLE APPLICATIONS
Internal Process Improvements			
7. Conduct a second round of process-specific staff workshops and focus groups with applicants to further explore the process regarding referrals to various departments and the up-front communication of submission requirements. Formalize intake procedures, targets and communication materials based on the complexity of the application. Implement identified solutions immediately where possible.	2017	SPCD, EPW, PRC	Additional actions to determined
8. Develop a system for staff reports for Council to be reviewed and submitted electronically.	2017	LS, IT	★ ★ Opportunity for concurrent review
9. Update the Land Use Procedures Bylaw to reflect any administrative streamlining, as needed.	Ongoing – some changes already made		To be determined

Mid-Term Actions: October 2017 to September 2019



ACTIONS	MILESTONES	LEADS	POTENTIAL TIME SAVINGS FOR APPLICANTS
External Improvements			
10. Expand 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
11. Develop on-line applications for planning applications, including online submission of revised plans during the processes.	2018	IT, CESP, SPCD	★ ★ May save trips to City Hall, need for making and circulating copies
12. 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
13. 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
14. 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
15. Examine City bylaws regarding signage on construction hoardings and explore changes through a public process.	2018	SPCD, EPW	
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