



SUBDIVISION PROCESS IMPROVEMENT

The four process improvement activities on this page outline work that will be completed in 2019. Measurement of the performance targets will begin in Q1 of 2020 and performance will be assessed in Q4 of 2020.

Improve Subdivision Application Submissions

Goals

- Establish a pre-application meeting process;
- Review our current application types (Major, Minor, Rephasing, Relotting, Lot Splitting) and determine if these categories are adequate for determining consistent timeline expectations for each; and
- Create subdivision application checklists for each application type that make it clear to industry what is required for an effective application

Why is this work important?

City staff consistently state that incomplete applications slow them down. Industry feels submission requirements are not clear and they're hesitant to prepare expensive information that may not be needed. The reality is that the applications we receive are diverse and some need more information than others, but there is no place for industry to see what they need to submit and when. The solution is to work with industry to establish criteria for application submissions based on complexity. Then, develop a process to consistently apply the submission standards and identify issues early in the process.

2020 Performance Target: Reduce the time to make decisions on complete major greenfield subdivision applications from an average of 220 calendar days to an average of 100 calendar days.

Project Team

Luciano Salvador, *Rohit*
Yolanda Lew, *Stantec*
Shane Gerein, *Qualico*

Kyle Witiw, *CoE*
Stephanie Mah, *CoE*
Tammy Niina, *CoE*

Subject Matter Experts

Chris Nicholas, *MLC Group*
Trent Portigal, *CoE Parks*
Transportation, *CoE*
EPCOR Water
EPCOR Power
EPCOR Drainage

Fire, *CoE*
Drainage, *CoE*
Ecology, *CoE*
Addressing, *CoE*
Geotech, *CoE*

Improve the Major / Minor Circulation Process

Goals

- Improve the transparency of the circulation process for major and minor applications; staff and industry know who needs to see an application and why; they also know who needs to comment and who needs to be informed;
- Improve how we circulate so that everyone receives the circulation and provides comments consistently;
- Improve predictability and set realistic expectations on the time to respond to circulations; and
- Develop Service Level Agreements for the business areas to operationalize in 2020

Why is this work important?

Both the subdivision team and industry acknowledged that there is not a lot of accountability in the circulation process. The current three week response timeline is not well adhered to and often difficult to meet due to missing information and incomplete applications. Staff are sometimes unsure who to circulate to and they don't have the tools to collaborate effectively. Industry feels that issues are brought to them too late in the process and there is no process for conflict resolution when review agencies disagree; this leads to stalled applications.

2020 Performance Target: Have a maximum of 2 circulations per application where reviewing agencies respond to the planner within 3 weeks for the first circulation and within 2 weeks on the second circulation. The planner will then consolidate feedback and respond to the applicant within 1 week of receiving all responses.

Project Team

Luciano Salvador, *Rohit*
Yolanda Lew, *Stantec*
Shane Gerein, *Qualico*

Kyle Witiw, *CoE*
Stephanie Mah, *CoE*
Tammy Niina, *CoE*

Subject Matter Experts

Chris Nicholas, *MLC Group*
Trent Portigal, *CoE Parks*
Transportation, *CoE*
EPCOR Water
EPCOR Power
EPCOR Drainage

Fire, *CoE*
Drainage, *CoE*
Ecology, *CoE*
Addressing, *CoE*
Geotech, *CoE*

Endorsement Submissions & Signing Authority

Goals

- Establish an endorsement package checklist; and
- Establish thresholds where signing authority will be delegated for simple subdivisions to allow the subdivision authority to complete more complex endorsements

Why is this work important?

The endorsement process is the last step before the land developer can legally transfer ownership of land to builders and homeowners. Industry feels that there is a lack of consistency in the final push to get their applications ready for land titles. Staff find that the lack of automation make this simple process cumbersome. With a few fixes the endorsement process can be a simple final review before the plans are off to land titles.

2020 Performance Target: Upon receipt of a complete endorsement package, the plan of survey will be signed to go to Land Titles within 18 calendar days.

Endorsement Core Team

Blair McDowell, *CoE*
Kristen Rutherford, *CoE*

John Byrne, *IBI Group*
Joel Corcoran, *Stantec*

Greenfield Permit Process Improvement

Feasibility Study

Goals

- To explore the feasibility of allowing overlap between the subdivision and development permit processes in greenfield neighbourhoods; and
- Meet with local industry to assess value of undertaking the work and provide operational recommendations if clear benefits exist

Why is this work important?

The development permit and building permits are out of scope of the Subdivision Process Project, but since we have industry in the room why not ask them the question? If there are opportunities for improvement we can pass the recommendation to Development and Zoning Services at the end of 2019.

Project Team: Paul Belzile Crystel Magus, SME (TBD)