

# PLANNING APPROVALS TASK FORCE UPDATE

July 5, 2017



# Overview

- Background
- Trends in Building Stats
- Trends in Planning Stats
- Customer Service
- Security Deposits and Application Guidelines
- Communications
- KRCA Process Improvements

# BACKGROUND

- The City of Kawartha Lakes is targeting a population of 107,000 by 2041
- The City has been preparing for this forecasted growth through various infrastructure projects and Planning Initiatives such as:
  - Northwest Trunk Sanitary Sewer line and Colborne Street Sanitary Pumping Station in Lindsay
  - Watermains and pumping stations in Bobcaygeon, Fenelon Falls and Omemee
  - Secondary Plans
  - Development Process (Task Force)
- **The Intent of the Planning Approvals Task Force was to**
  - Improve customer service
  - Streamline the Planning and and Development approval process
  - Implement strategies to accelerate growth
- **Planning Approvals Task Force Public Process**
  - 16 meetings of the Task Force
  - 4 open houses with the public
  - Survey

# Council Motion

January 24, 2017 Council meeting:

**RESOLVED THAT** Report DEV2017-001, **Planning Approvals Task Force Recommendations**, be received;

**THAT** staff be directed to implement the recommendations outlined in Report DEV2017-001 **Planning Approvals Task Force Recommendations**; and

**THAT the Director of Development Services report to the Planning Committee and Council semi-annually, starting in June 2017**, outlining the implementation status of the recommendations listed in Report DEV2017-001 **Planning Approvals Task Force Recommendations**.

**CARRIED**

# City of Kawartha Lakes Growth Trends

## Building Permits for New Residential – By Type

Type of unit	2015	2016	2017 – YTD May 31 <sup>st</sup>
Total	210	298	150
singles	177	260	107
semis	2	0	2
towns	30	0	0
apartments	1	38	41
mobile homes	0	0	0



# Trends in Planning Department Statistics

Application	2017 to May	2016	2015	2014
Official Plan Amendment (D01)	8	3	4	4
Zoning By-Law Amendment (D06)	20	23	24	29
Minor Variance (D20)	28	60	63	50
Consent (D03)	14	16	34	54
Site Plan (D19)	8	12	8	24
Subdivisions and Redline Revision (D05)	2	1	2	2
Condominiums (D04)	0	1	0	0
Compliance Letters	242	625	512	547
Consent Inquiries	21	21	19	35
Pre-Consultation Applications (D38)	35	68	63	73

# Task Force Recommendations

- Customer Service/Checklists;
- Security Deposits and Application Guidelines
- Communications
- KRCA Process Improvements



# Customer Service/Checklists

- Engineering
  - Revised Pre-servicing Template (July PAC)
  - Engineering Department drafting a Subdivision Application Process Guide (August PAC)
  - Standardized approach to serviceability inquiries



# Financial Securities and Application Costs

- Planning application fees include “Minor” and “Major” applications
- Development Charge Deferral Policy Sept 20, 2016



# Communications

- **External**
  - City introducing new website in July with better tools for public
  - City Works – faster, clearer and more accurate info
  - City Staff to advocate for applicants with outside agencies
- **Internal**
  - City Works will coordinate information between departments
  - Planning and Engineering Departments host Wednesday morning coordinating meetings for applications and issues
- **Alignment with Economic Development**
  - Including Ec Dev staff in pre-consultation meetings and including input in staff reports
  - New Economic Development Strategy emphasizes need for better collaboration between Planning and Ec Dev



# KRCA Process Improvements



**KAWARTHA  
CONSERVATION**

Discover • Protect • Restore



- New Staff for more timely response
- New Floodplain mapping provide more precise information
- Permit processing timing has improved over the last 8 months
- Increased pre-consultation meetings from bi-weekly to weekly
- Expanded “Streamlined Application” process
- Instituted a customer service call back to assess customer service and acting on feedback
- Used internet technologies to simplify permit submissions, payment and sign-off processes

# Questions

# Items Not Achieved

- Haven't been able to achieve Customer Service standard due to shortage in staff and huge increase in volume
- Building Department fully staffed but Planning still needs to replace staff
- Minor applications doing pre-consultation by phone
- Delegation of Authority to execute the subdivision agreement once conditions of Draft of Approval have been completed
- Application Tracking mechanism (December 2017)
- Haven't completed Planning Application guides but students are working on them
- Review of Security Deposits (September 2017)