

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 st
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

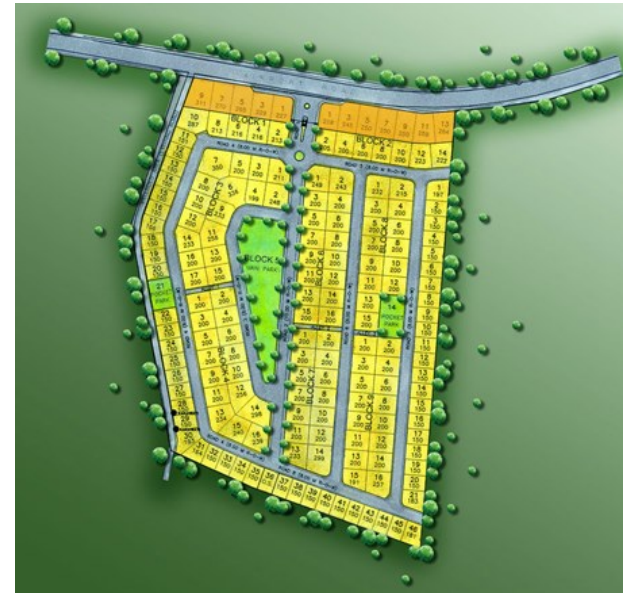
Customer Service/Checklists

- Customer Services Training
- Corporate wide customer service standard
- Two new staff
 - Building and Zoning Clerk (April 10, 2017)
 - Large Development Planner
- Building Staff processing permits well above Provincial mandate for timeframes
- Policy to return phone calls and emails within 48 hours
- Pre-Consultation
 - Incorporated outline of costs and time frames
 - Basic checklist of required reports
 - Full Day Pre-Consultation meetings to handle backlog
- Planning application guides
- City Works for Tracking Applications
- Delegation of Authority to execute subdivision agreement



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



- 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)