



MAKE IT HAPPEN TASK FORCE

PROJECT TERMS OF REFERENCE

Working Group I: Timelines for Approvals and Reporting of KPI's

Project Name:	Timelines for Approvals and Reporting of KPI's		
Sponsor:	Make it Happen Task Force		
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Project Purpose:			
This project is to identify appropriate timelines of defined processes within site plan and subdivision applications and building permits and determine how to measure these timelines (KPI's). This project also includes seeking confirmation from external agencies (York Region, TRCA, MTO, etc.) for their timelines for these processes.			
Project Scope/Deliverable:			
The final deliverable will be timelines identified for each process within the site plan and subdivision applications and building permits associated with these applications. These timelines will be documented and communicated to staff and development industry (e.g. DAP, Brochures, web site, Developers Roundtable) and will include, where possible, commitments from external agencies for their timelines. This may include delegating approval authority to municipalities for specific applications. In addition appropriate tools and procedures will be put in place to measure whether timelines were met and reporting of these results.			
Overall Timeline / Milestones:			
Project Terms of Reference approval:		End of May	
Analyze issues and opportunities:		Month of June/July	
Generate solutions:		Month of August	
Report to Task Force:		Early September	
Implement solutions		September – December	
Measurable Success Indicators:			
<ul style="list-style-type: none">• Improved understanding of process by Council, staff, development community, and external agencies• Reports on a quarterly basis of whether timelines were met or not• Use of KPI's for future business planning			

Additional Resources Required:

Additional resources may be needed to assist in this project from the following Departments/Agencies for specific requests:

- Internal Departments such as; Planning, Urban Design, Fire, Waste Management, Legal, Clerks, Finance, etc. that provide comments or approvals for applications
- External Agencies such as: Region of York, TRCA, MTO, etc. that comment and approve specific application types
- IT department for assisting in capabilities of Amanda tools to provide proper tracking mechanisms

Constraints/Assumptions:

- The Town has limited opportunities to manage external agencies
- Project will only focus on site plan and subdivision applications and building permits associated with these types of applications