

# Development Services Committee

March 25, 2008

Part A

Make it Happen Task force  
Update

# Background

- Task Force created January, 2007
- Mandate; to review development approval processes, related conditions and agreements, and building permits
- To report back to Council (Fall, 2007) on opportunities and action items for service level improvements
- Consensus around 6 key focus areas
- 6 Working Groups formed which included a Council member, staff and industry representative
- Reports and recommendations approved by Development Services Committee and Council, November, 2007
- Staff to develop Action Plans and provide up dates to DSC and Developers Round Table

# Highlighted Improvements

- Pre-consultation and complete application approvals and process completed by end of April
- York Region issues are being resolved
- Team Building, Training and Accountability
- Amanda Enhancements have begun implementation
- Agreement process improved
- Delegated for pre-servicing agreement approved and agreement implemented by end of April

# Legend for Status for the Following Tables

- C - Complete as of end of quarter noted
- U - Underway and targeted completion date as of end of quarter noted
- I - Initiated as of end of quarter noted
- Ongoing - An issue being addressed on an ongoing basis

# Working Group #1

## Timelines for Approvals, Reporting of KPI's and External Agency Improvements

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>
Process Improvements with Region for Site Plans	<ul style="list-style-type: none"> <li>■ Documents required through pre-consultation process and complete application after Council adoption</li> <li>■ Agreement conditions clarified</li> <li>■ Reduced application submissions</li> </ul>			U				
Process Improvements with TRCA	Include TRCA in pre-consultation, complete application process			U				
Other Agencies	Meet with reps from other agencies			U				
Inform residents of Process	Development Brochures			U				
Inform Developers of Development process with time lines	<ul style="list-style-type: none"> <li>■ Develop a Developer Guideline Manual</li> <li>■ Pre-consultation/complete application</li> <li>■ Site plan process</li> <li>■ Subdivision Process</li> <li>■ Other applications</li> </ul>			U				
Set Timelines	<ul style="list-style-type: none"> <li>■ Set pre-consultation/complete application timelines</li> <li>■ Set site plan agreement timelines</li> <li>■ Set subdivision agreement timelines</li> </ul>			U				
Measuring of how well we are doing	Develop KPI's	Ongoing						

# Working Group #2

## Communications & Support to Clients & Team Building Committee

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2 >
Resurgence of the District Team Structure and Orientation	<ul style="list-style-type: none"> <li>■ Core competencies for development managers and team members outlining clear expectations in performance plan</li> <li>■ Team Building Session</li> <li>■ Team Training (personality profiles and conflict resolution)</li> </ul>	C	C					
Project Celebrations and Acknowledgements	<ul style="list-style-type: none"> <li>■ Commission wide meeting</li> <li>■ Team tours</li> <li>■ Staff meetings</li> </ul>	C	C					
Amanda Use	<ul style="list-style-type: none"> <li>■ Develop and document processes and procedures</li> <li>■ Signing off in real time</li> </ul>	Ongoing						
Project Management	Project Management training for District Managers in Performance plans			I		U		
Seeking Staff feedback	Conduct a detailed staff satisfaction survey after results of town wide survey		I		U			
Urban Design Standards	Complete a comprehensive set of Urban Design Guidelines. Included in 08 budget		I			U		

# Working Group #3

## Streamlining Legal Agreements (Subdivisions)

Issue/Opportunity	Action	Status							
		07	2008				2009		
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>	
Developers unaware of agreement process	Develop a Developer Guideline Manual <input type="checkbox"/> Site plan agreement process <input type="checkbox"/> Subdivision agreement Process			I	U				
Subdivision agreement initiation is unclear	<input type="checkbox"/> Automate application form as a PDF <input type="checkbox"/> Revise checklist <input type="checkbox"/> Automate application status after implementation of Amanda 5 <input type="checkbox"/> Facilitate pre-consultation meeting with applicant, Legal and other affected departments	C C		U		I			U
Facilitate early pre-servicing	<input type="checkbox"/> Review process for pre-servicing approval and composite utility plans <input type="checkbox"/> Council authorization of a pre-servicing agreement <input type="checkbox"/> Approve pre-servicing agreement template	C		U					
Improve subdivision agreement preparation for commenting departments	Revise agreement and revamp draft plan conditions with automation from Amanda		I		U				

# Working Group #3

## Streamlining Legal Agreements (Site Plans)

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>
Streamline Routine uncomplicated applications	<ul style="list-style-type: none"> <li>■ Revise site plan control by-law</li> <li>■ Develop guidelines for agreement requirements</li> <li>■ Setup pre-consultation/complete application requirements and process</li> </ul>			I	U			
Reduce regional involvement	Work with Regional staff to establish agreement requirements			U				
Expedite commencement of agreement process	Refresh procedure with planners to circulate to Legal agreement comments after endorsement	C						

# Working Group #4

## Letter of Credit

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>
Reduced security amounts during Acceptance for Maintenance period	Revise Subdivision Agreement to reflect sliding scale security amounts based on original value of Public Works				U			
Create Master Maintenance Letter of Credit	Prepare Master Maintenance Letter of Credit Agreement and review with Developers Round Table				U			
Backdating and Partial Acceptance for Maintenance	To be considered on a case by case basis at time of Acceptance for Maintenance	Ongoing						
Reduce Letter of Credit processing time	Revise Expenditure Control Policy to increase sign off authority				U			
Applicant access to Letter of Credit Status in AMANDA	Make processes available on-line						I	
Review snowplowing and streetlight/energy costs charged to developers	Meet with Operation Department and Developers to review current practices and proposed new ones				U			
Review Waterworks charges for inspections, flushing, testing, etc.	New waterworks fee by-law to be considered by Council				U			

# Working Group #4

## Letter of Credit

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>
Cross utilization of site plan securities between departments	Meet with internal departments to discuss cross utilization of Site Plan Securities				U			
Completion of works with site plans	Review with internal departments, options available to enforce completion of site plan conditions					U		
Securities requirements for large and multi phased site plan developments	Securities amounts reviewed by Town and Developer at time of agreement preparation	Ongoing						

# Working Group #5

## Development Application Processing Software/Automating User Interface

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>
Amanda upgrades	Integrated project plan to enable implementation of a suite of AMANDA features to meet developer expectations. <span style="color: red;">■</span> Condition module underway. <span style="color: red;">■</span> Time and Activity module			I	U	U		
Access to application approval status	Web access using Amanda 5						U	
Zoning by-laws on-line	GIS Adapter to be installed			U				
Document Management/Retrieval	Scan_2_AMANDA pilot underway. Available for Town-wide use 2008 Q2.			U				
Digital Submissions	Web interface of AMANDA 5 required. Target 2009 Q4							->
Integration with other agencies	Amanda 5 will be capable of providing this service, Target 2009 Q\$							->
Provide opportunities for on-line payments	Amanda 5+ payment processing service required, Target 2009 Q4							->
Create efficiencies with processing L/C's	Consultant services approved in 2008 capital budget, project will begin in Q2 and end in Q4			I		U		

# Working Group #6

## Complete Application Submission and Pre-consultation Requirements

Issue/Opportunity	Action	Status						
		07	2008				2009	
		Q4	Q1	Q2	Q3	Q4	Q1	Q2>
Adoption of Official Plan Amendment to identify Complete Application requirements	Adopt OPA by Council			U				
Adoption of by-law to require pre-consultation meetings	Adopt a by-law by Council			U				
Application forms	<ul style="list-style-type: none"> <li>■ Revise application forms to include pre-consultation and complete application requirements</li> <li>■ Provide application forms on-line</li> <li>■ Create interactive application forms</li> </ul>			U				U
Create pre-consultation and complete application processes and procedures	Build processes and procedures into DAP and Amanda and include external agency requirements			U				
Are peer reviews of engineering studies necessary?	Explore options for peer review of certain engineering studies				U			
MESP updates	MESP shall be deemed time sensitive and will be updated upon discretion of Senior Staff	Ongoing						

# Next Steps

- Update Developers Round Table meeting on April 2, 2008
- Celebrate successes (e.g. team building, pre-consultation/complete application process, Amanda, Pep Level II, etc.)
- Complete application items/process improvements
- Improved interface with Region/TRCA
- More emphasis on streamlining agreements
- Report back to DSC June, 2007