


Report

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| Date | January 19, 2015 | File: SPP00018 |
| To | Council | |
| From | Brian Green, Manager of Planning and Sustainability | Endorsed:  |
| Subject | Planning & Sustainability Division 2014 Report Card and 2015 Work Plan | |

Purpose

The purpose of this report is to provide Council with the 2014 Annual Performance Report for Development Applications.

Background

On March 19, 2014 Council received and approved a Development Applications Annual Performance Report for 2013 and directed the Development Services Department to prepare and present an Annual Performance Report (Planning & Sustainability and Building & Compliance Divisions) for Council. Council also approved performance targets for the determination of development applications.

On February 4, 2015 Council received the Planning & Sustainability Division 2014 Report Card and 2015 Work Plan which provided Council with an update on work and initiatives undertaken by the Planning and Sustainability Division in 2014 and provided an update on anticipated work and projects in 2015. The report also stated that the 2014 annual performance report for development applications would be brought forward to Council in Q1 of 2015.

The Annual Performance Report is presented to Council in Q1 of each year to demonstrate annual performance in relation to numbers of applications received and showing the average processing time compared to the performance targets approved by Council for the various types of applications. It was also determined in 2014 that the Annual Performance Report would provide performance targets and performance reporting for the Building & Compliance Division as well, therefore producing comprehensive performance targets and reporting for the entire Development Services Department. Unfortunately, with the retirement of the Chief Building Inspector in August, 2014, this was an initiative that we were unable to complete, however, one of the first tasks of the new Manager of Building and Compliance (currently recruiting) will be to develop performance targets and reporting for 2015.

Discussion

The following tables provide a summary of the number of development applications processed in 2011, 2012, 2013 and the 2014 as well as statistics relating to average processing times for the determination of the various types of development applications. The tables also compare the 2014 statistics with the performance targets which were approved by Council in November, 2013.

Planning Division Performance Targets

In order to ensure that the trend of reduced processing times is maintained, staff have implemented a consistent target-based performance system.

The system aims to ensure that the determination of the various types of development applications can be met, acknowledging that there will always be situations where more time is needed to review unique or unusual applications, or where additional time is required on the part of the applicant to submit additional information and revised drawings.

The internal performance targets adopted by Council in 2013 are as follows:

- 80% of Development Permits will be determined within 6 weeks (42 days)
- 80% of Rezoning Applications will be determined within 6 months (186)
- 80% of Development Permits with Variances will be determined within 12 weeks (84 days)
- 80% of Development Variance Permits will be determined within 12 weeks (84 days)
- 80% of Subdivision PLA applications will be determined within 12 weeks (84 days)
- 80% of Subdivision Final applications will be determined with 2 weeks (14 days)

Table 1 - Number of Development Applications Processed 2011-2014

| Application Type | 2011 | 2012 | 2013 | 2014 | Average |
|-------------------------------------|----------------|----------------|----------------|-----------|-----------|
| Development Permit | 21 | 24 | 22 | 22 | 23 |
| Development Permit w/ Variances | Included in DP | Included in DP | Included in DP | 3 | 3 |
| Development Variance Permit | 8 | 4 | 7 | 6 | 6 |
| Subdivision (PLA) | 38 | 22 | 22 | 19 | 25 |
| Subdivision (Final Approval) | | | | 5 | |
| Rezoning (incl. ZB text amendments) | 11 | 6 | 11 | 8 | 9 |
| OCP Amendment | 2 | 1 | 0 | 4 | 2 |
| Agricultural Land Reserve | 2 | 5 | 3 | 2 | 3 |
| Temporary Trailer Permit | 2 | 5 | 4 | 4 | 5 |
| Temporary Use Permit | 0 | 1 | 0 | 0 | 1 |
| TOTAL | 84 | 68 | 72 | 69 | 73 |

Table 1 shows the number of applications submitted by year. The table also shows that the number of development applications has remained relatively constant over the last four years, with the exception of applications for PLA (subdivision) which have decreased from 38 in 2011 to 19 in 2014.




Table 2 - Average Processing Times in Days for all Development Applications

| Application Type | 2011 Average Processing Times (Days) for all applications | 2012 Average Processing Times (Days) for all applications | 2013 Average Processing Times (Days) for all applications | 2014 Average Processing Times (Days) for all applications |
|--------------------------------|---|---|---|---|
| Development Permit | 346 | 136 | 36 | 76 <i>(2 outstanding applications as of 30 January 2015)</i> |
| Development Permit w Variances | Included in DP stats | Included in DP stats | Included in DP stats | 97 |

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|------------------------------------|--------------------------|--------------------------|--------------------------|--|
| Development Variance Permit | 190 | 119 | 58 | 70 |
| Subdivision (PLA) | 366 | 290 | 76 | 75 <i>(9 outstanding applications as of 30 January, 2015)</i> |
| Subdivision (Final) | No information available | No information available | No information available | 31 |
| Rezoning (includes ZB amendments). | 346 | 373 | 100 | 118 <i>(2 outstanding applications as of 30 January, 2015.)</i> |
| OCP Amendment | 351 | 98 | N/A | <i>All 4 are outstanding applications as of 30 January, 2015.</i> |
| Agricultural Land Reserve | 281 | 140 | 27 | 146 |
| Temporary Trailer Permit | 451 | 125 | 335 | 122 |
| Temporary Use Permit | N/A | 214 | N/A | N/A |

Table 2 shows the total average processing times in days for all types of development applications for each given year, and clearly shows an improvement in processing times for all types of applications in 2013 and a similar report card for 2014.

Table 3 - 2014 Actual Performance - Compared to Council Performance Targets and 2013 Stats

| Development Application Type | Council Performance Target | 2013 Actual Performance (%) | 2014 Actual Performance (%) | 2014 Actual Performance in numbers | 2014 Overall Performance |
|-----------------------------------|--|---|--|--|---|
| Development Permit | 80% of Development Permits will be determined within 6 weeks (42 days) | 80% of all DP's approved within 26 days. | 80% of all DP's approved within 30 days | 10 out of 23 applications approved within target timescale. 1 application refused. |  |
| Development Permit with Variances | 80% of Development Variance Permits will be determined within 12 weeks (84 days) | No data for 2013 included within DP | 80% of all DVP's approved within 94 days | All 3 applications took longer than the 84 day target |  |
| Development Variance Permit | 80% of Development Variance Permits will be determined within 12 weeks (84 days) | 80% of all DVP's approved within 48 days. | 80% of all DVP's approved within 66 days | All 6 applications approved within the target timescales |  |





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| Subdivision - PLA | 80% of Subdivision PLA applications will be determined within 12 weeks (84 days) | 80% of all Subdivision PLA applications approved within 76 days. | 80% of all Subdivision PLA applications approved within 61 days | 7 out of 19 applications approved within the target timescale. |  |
| Rezoning (includes ZB amendments). | 80% of Rezoning Applications will be determined within 6 months (186 days) | 80% of all Rezoning applications approved within 82 days. | 80% of all Rezoning applications approved within 93 days | 6 out of 8 applications approved within the target timescale. |  |
| Subdivision - Final | 80% of Subdivision Final applications will be determined with 2 weeks (14 days) | No information for 2013. This will be monitored in 2014. | 80% of all Subdivision Final applications approved within 31 days | All 5 applications did not meet the target timescale. |  |
| OCP Amendment | 80% of Rezoning Applications will be determined within 6 months (186 days) | No OCP amendment applications received in 2013. | All 4 applications are still in the process of determination. Data will be compiled for 2015 report. | All 4 applications are still in the process of determination. |  |
| Agricultural Land Reserve | No targets set. | | | | |
| Temporary Trailer Permit | No targets set | | | | |
| Temporary Use Permit | No targets Set | | | | |

Table 3 shows 2014 development applications compared with Council's approved performance targets for the various types of applications.

A summary of the main reasons for not meeting the performance targets in 2014 in respect of certain types of development applications are as follows:

- Staffing issues - the Planning & Sustainability Division was without a Planner from April until the end of August, 2014 as a result of the departure of Audrey Rogers;
- A number of applications, while deemed complete and opened contained insufficient details or were inadequate in respect of meeting Council's approved DP guidelines and OCP Policies;

- Referral deadlines to provide comments on applications (15 days) from internal departments were missed on a number of applications;
- Referrals with external agencies resulting in delays to the application process;
- 2014 Municipal Council election resulting in applications which require Council review not being able to be moved forward for Council review and decision;
- Some rezoning applications required the registration of a covenant after third reading of the bylaw resulting in delays in final adoption of the bylaw;
- More time needed to adjust to a new way of doing business. While significant progress has been made, moving to a performance target system takes time in adjusting staff to change and moving away from the 'old way of doing things'.

Implications

Staff believe that significant improvements have been made (and will continue to be implemented) in support of improving the development approvals process over the past 24 months, and particularly in 2013 and 2014 both in terms of processing times as well as clarity/certainty related to application expectations and requirements. There is still significant room for improvement in reducing performance times for all types of applications and staff will continue to explore ways of reducing processing times and exploring further efficiencies in 2015.

These improvements contribute both to continued positive implementation of the OCP as well as better positioning ourselves to respond to and support private sector economic and land development initiatives in our Municipality.

Recommendation

That Council receive this report for information.