

# 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

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

[illegible]

# 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>							
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 ■ Site plan agreement process ■ Subdivision agreement Process			I	U I	U		
Subdivision agreement initiation is unclear	■ Automate application form as a PDF ■ Revise checklist ■ Automate application status after implementation of Amanda 5 ■ Facilitate pre-consultation meeting with applicant, Legal and other affected departments	C C		U		I		U
Facilitate early pre-servicing	■ Review process for pre-servicing approval and composite utility plans ■ Council authorization of a pre-servicing agreement ■ 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 I U	U 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

[illegible]

# 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. ■ Condition module underway. ■ 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

[illegible]

# 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