

## Attachment 2

# *Development Application Process Review Proposed Changes*

## Proposed Improvements to Development Application Review

Through the overall Development Review Process, a number of key recommendations and action items were identified which would result in a more efficient process, shorten review times and improve customer service. A number of these actions were implemented.

This table provides a description of the item, and whether each was implemented immediately, is in progress, or is proposed to be implemented going forward.

### Actions Already Completed

Action	Description
<b><i>Eliminate waiting period for rezoning applications</i></b>	Coming out of the pandemic, the planning division faced significant staff shortages and vacancies. It was necessary to hold some applications for a period of eight weeks prior to intake and assignment to staff. <b>NEW:</b> This waiting period has been eliminated
<b><i>Focus Use of Preliminary Application Review</i></b>	The Preliminary Application Review (PAR) was implemented to enable early identification of key issues and opportunities for an application. Although PARs are informative for some types of applications, the majority could proceed without this step in the process, which would result in a shorter timeline to final approval. <b>NEW:</b> Staff now generally encourage applicants to proceed directly to a full application unless: <ul style="list-style-type: none"> <li>a. The applicant requests a detailed interdepartmental review of their development proposal prior to advancing; or,</li> <li>b. The applicant proposes to diverge from City policy in some way and requires Council direction prior to making a formal application</li> </ul>
<b><i>Develop Works and Services Bylaw</i></b>	<b>NEW:</b> Developed a comprehensive Works and Services Bylaw which provides transparency for applicants regarding servicing requirements for new developments
<b><i>Improved use of Digital Tools</i></b>	<b>NEW:</b> All planning and building staff directly involved in development review have now been equipped with Bluebeam software which simplifies review and provides clearer communication to applicants
<b><i>Update of Internal Development Application Review Team (DART)</i></b>	<b>NEW:</b> The interdepartmental staff team that provides key early direction for staff review across all departments has been refreshed and re-implemented

<b>Secondary Suite Program Streamlining</b>	<b>NEW:</b> As the Secondary Suite program is quite mature, revisions were made to streamline the requirements for secondary suites and to align with Building Code updates
<b>Laneway House Streamlining</b>	<b>NEW:</b> Pilot Streamlined Guidelines for laneway and carriage houses have been implemented to bring focus to guidelines most important to achieving the intent of the program, and removing some of the detail that was resulting in longer review timelines. The intent of piloting these guidelines is to allow for rapid implementation of improvements to the program, and to allow revised guidelines to be tested and evaluated in advance of the Infill Housing Program
<b>Zoning Bylaw Revisions</b>	<b>NEW:</b> Amendments we made to areas of the Zoning Bylaw where there were frequent requests for variances to reduce number of applications required
<b>E-apply Phase 1</b>	<b>NEW:</b> The digital permitting E-Apply portal, which includes simple stand-alone permit types such as plumbing, trees, and signs, is currently operational. Applicants can conveniently submit their applications online and track their progress through the portal. This implementation has already brought about notable improvements in the efficiency and transparency of the permitting process. The integration with existing systems, such as Tempest, GIS mapping, and payment processing platforms, has been established, enabling seamless data exchange and online payment capabilities

**Actions in Progress**

<b>Action</b>	<b>Description</b>
<b>Transition to Fixed-rate Amenity System</b>	The transition towards a fixed rate amenity system that involves a combination of Density Bonus, DCC and ACC is currently underway which will virtually eliminate amenity negotiations, and will align the City's practice with new provincial legislation
<b>Policy Updates</b>	Updates are currently underway to key development related policies to provide clear expectations for staff and developers. This includes the Inclusionary Housing, Family Friendly housing policy and Tennant Relocation Strategy
<b>Infill Housing Program</b>	The infill housing program is anticipated to entirely eliminate rezoning applications for many small scale projects

<p><b><i>Expansion of E-Apply</i></b></p>	<p>The e-Apply Portal is being expanded to include additional permit types, such as Building Permits and Planning Permits, including Building Permits, Demolition Permits, Pre Application Review, Development Permit, Minor Development Permit, Development Permit Amendment, Development Variance Permit, and Heritage Alteration Permit</p> <p>A one-stop-shop permitting model will be used to centralize the application process. This process will identify and consolidate multiple permits and departmental requirements into a single application, based on the project scope. It will save time, encourage collaboration across departments, and enhance transparency and applicant satisfaction</p>
<p><b><i>Enhanced Training and Resources</i></b></p>	<p>Initiatives are being developed to provide enhanced training and resources for both City staff and applicants. This ensures that staff members are equipped with the necessary skills and knowledge to process permits efficiently, while applicants have access to clear guidelines and support throughout the application process.</p>

**Actions That Could Be Implemented Quickly**

Action	Description
<p><b><i>Elimination of Preliminary Reports</i></b></p>	<p>Rather than sending a preliminary report for every application, staff are proposing that simplified quarterly report would inform Council of all OCP compliant applications that have been received</p>
<p><b><i>Further Delegation of Development Variance Permits</i></b></p>	<p>While almost all permits that could be delegated to staff already have been, some Development Variance Permits(DVP) remain undelegated:</p> <ul style="list-style-type: none"> <li>• Residential Parking variances for projects with over 5 units</li> <li>• Reductions to frontage requirements</li> </ul> <p>Delegating these permits to staff would improve review timelines for these types of applications</p>
<p><b><i>Create More Flexible Deposit Options</i></b></p>	<p>Payment of some deposits could be further streamlined by allowing public agencies, including CMHC and BC Housing, to provide Letters of Indemnity (instead of a Letter or Credit). Currently this is processed through a Development Variance Permit (i.e. at 68 Sixth Street). Making changes to the Subdivision Control Bylaw would increase flexibility, better leverage funding capacity, streamline the process, and provide cost savings to projects funded by public</p>

	agencies. This work could be further supported through a Policy and Procedure Manual and a Template Indemnity Agreement.
<b><i>Simplify Fee Structure</i></b>	A simplified fee structure could remove the need for direct staff involvement and would be needed prior to launching e-apply for all permit streams. Staff intend to review the fee bylaw prior to 2025

**Future Work**

<b>Action</b>	<b>Description</b>
<b><i>Complete further guides, checklists and communication materials</i></b>	Through implementation of the DAPR program, more detailed communication materials would be created to assist both staff and applicants to create further efficiencies in the process
<b><i>Guaranteed Timelines</i></b>	Staff anticipate that upon the completion of the final phase of the DAPR, timelines for staff review times at each step in the review process can be guaranteed for certain types of standard projects. This will create transparency, accountability and mitigate development risk
<b><i>Further implementation of Digital Technology</i></b>	Completion of the DAPR implementation is intended to open up more possibilities for use of digital technology including further automation and potential limited use of Artificial Intelligence
<b><i>Official Community Plan Update</i></b>	The City is required to update the OCP as a result of recent provincial legislation, which will include expansion of the Affordable Housing Acceleration Program, allowing affordable housing to develop at OCP permitted densities without requiring rezoning
<b><i>Zoning Bylaw Update</i></b>	A comprehensive update to the Zoning bylaw is planned to reduce the number of variances. This will likely be completed in conjunction with the Infill Housing Program and OCP updates
<b><i>Digital Reporting</i></b>	With implementation of digital permitting, application timelines will be able to be more closely monitored and resources allocated to advance longstanding applications. Digital permitting would also allow for information to more efficiently publicized including, housing data and projects-on-the go