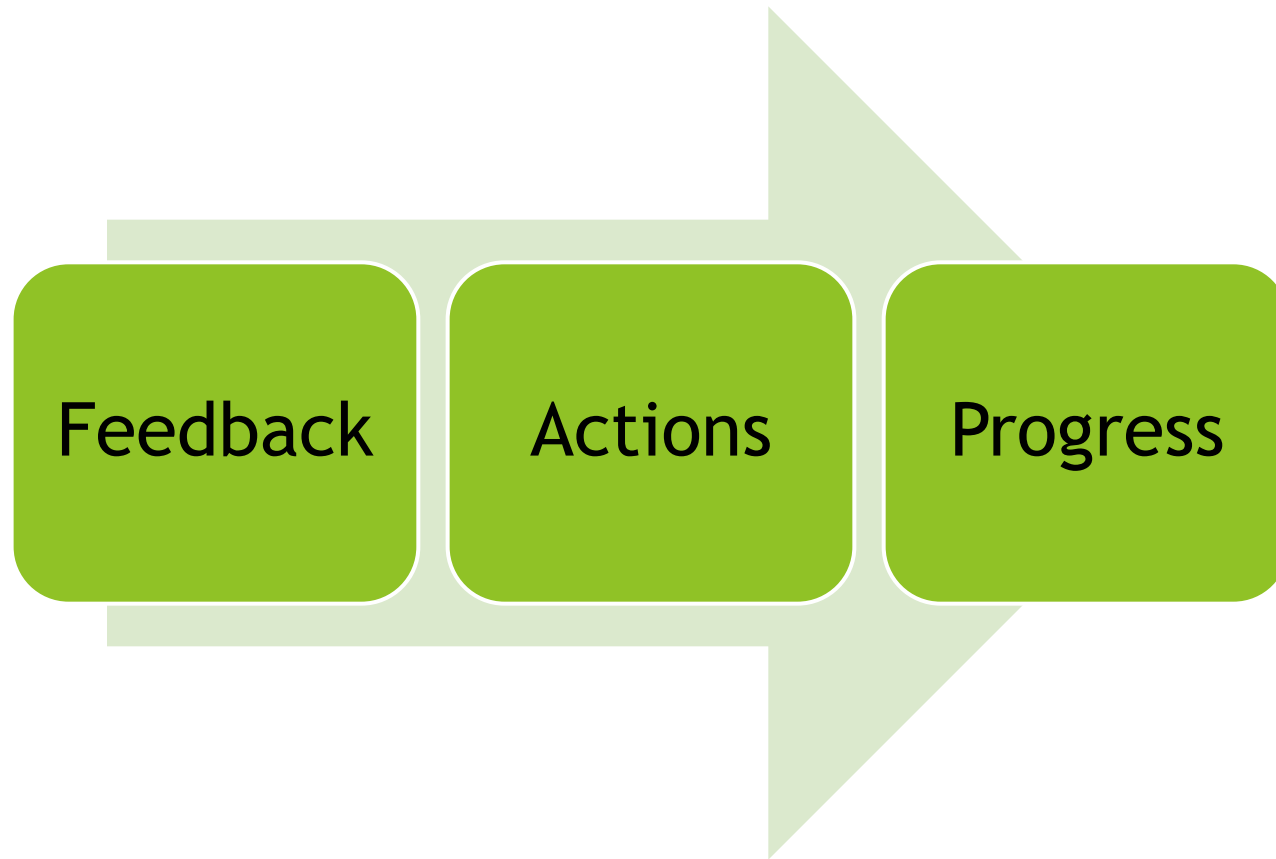


# Strengthening Development Approval Services

Economic Development | Planning | Building



# Continuous improvement:



# Most recent engagement:

- ELT members engaged stakeholders in 1 on 1 discussions
- Stakeholders included landowners, developers and small business owners
- Interviews included range of general, experiential and specific questions

# What we heard:

## Processes:

- ▶ Discretionary Judgment
- ▶ Process Design
- ▶ Role of Consultants/Third Parties

## Policies:

- ▶ Development Charges
- ▶ Letters of Credit
- ▶ Lot Grading
- ▶ Provincial Regulation Framework
- ▶ Fire Flow Requirement
- ▶ Delegated Authority

Our response:		
Established:	In Process:	Next Steps:
Development Ambassador Role	LMIS	Exit interview planning/ building permit applications
Customer Service Strategy	Provincial Government Policy Changes	Citizen Guides to Planning and Building Service Process
Stormwater Management		Expanding Scope of SPART
Strengthen DLAC Role and Network		Prioritized Approval Stream Net Economic Value Projects
SPART Composition		Review Letters of Credit and Designated Authority
311 - Planning and Building Services		Third Party Perspectives
Economic Development - Applications		Northern Municipalities Regulatory
Performance Dashboards		Issues Resolution Process
Peer-to-Peer Learning		Additional Customer Service Training