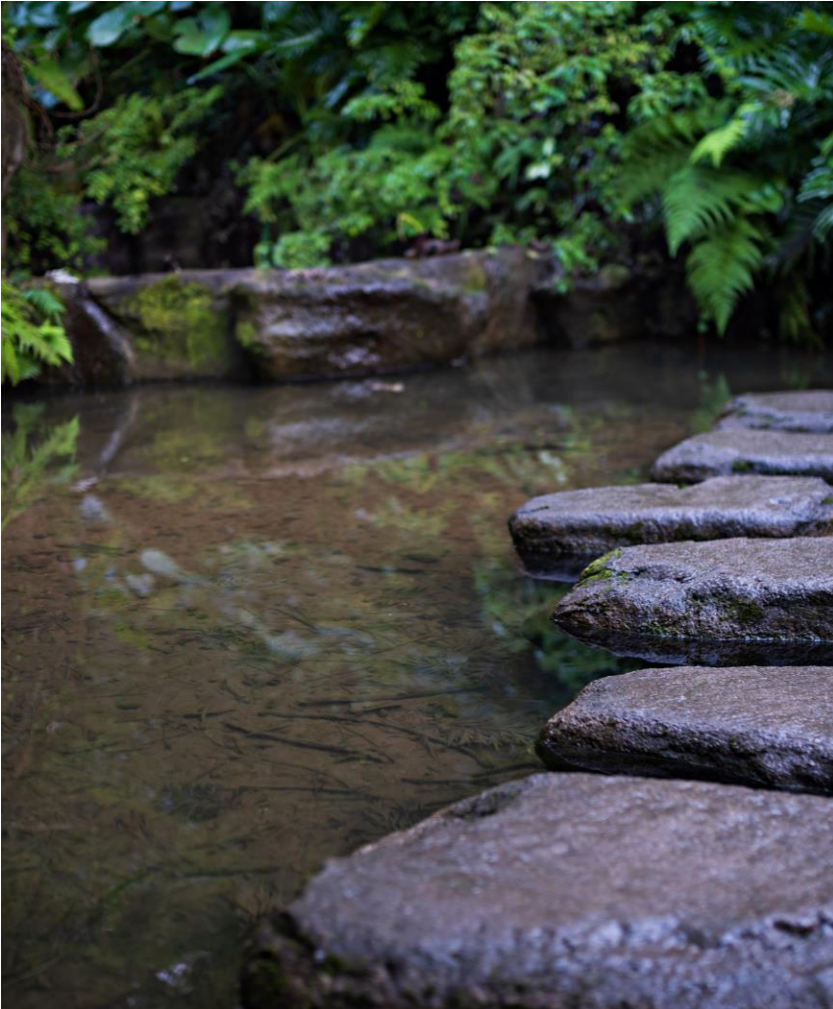




PLANNING & DEVELOPMENT SERVICES

OPERATIONAL PROCESS REVIEW UPDATE

SUMMARY OF PRESENTATION



Background

- Purpose of the project

Past

- The journey to today

Operational Process Review

- Findings

Present

- Current areas of focus

Future

- Next steps and beyond

Questions

BACKGROUND



Customer Service Focus



Clear Information



Shorter Timelines for Application Decisions



Consistency and Predictability



Efficient Use of Resources

PAST – THE JOURNEY TO TODAY

Fall 2022

PLANit Parkland

- Online application system
- Ability to apply from anywhere, anytime
- Transparency of application status

Increased Council Awareness

- Closed session updates
- Email on emergent items
- SDAB membership

Spring 2023

Records Digitization

- Paper files transitioned to digital format
- Elimination of paper related tasks

Spring 2024

Simplifying Regulations

- New Municipal Development Plan
- Land Use Bylaw Optimization

Improved Engagement

- Yourparkland.ca project information website
- Chat with a Planner
- Open Houses

Summer 2024

Operational Process Review completed

- Customer, staff and Council input
- Several recommendations made
- Areas of strategy, process, technology and people

Winter 2025

Implementation and Action Plan

- Implementation of recommendations
- Next steps

OPERATIONAL PROCESS REVIEW FINDINGS

Strategy

- Risk management approach
- Implementation of performance metrics

Process

- Process efficiencies
- Pre-application meetings
- Client liaison services

Technology

- Enhanced website content
- Application resources
- Regular improvements to PLANit

People and Culture

- Regular analysis of staff capacity
- Positive working culture

PRESENT – CURRENT AREAS OF FOCUS

Organizational Alignment

Creation of Planning and Development Advisors unit

Single point of contact for customers

Customer Service Focus

Reopening of Planning and Development service counter

Staffed from 8:30 to 4:30, including lunch hours

FUTURE – NEXT STEPS AND BEYOND



Customer Resources

Enhanced website content and useability
Application guides, manuals, and checklists
Instructional Videos and Drawings



PLANit Improvements

Permit automation
Process efficiencies
Address customer concerns



Performance Measures

Establish target timelines
Transparent reporting of timelines



Client Liaison Services

Establish separate process for high priority projects
Focus on building relationships with businesses

IMPLEMENTATION PLAN

Task	Q1 2025	Q2 2025	Q3 2025	Q4 2025	2026
Creation of P&D Advisors unit					
Reopening P&D Service Counters					
Website					
Application Guides					
Instructional Videos					
Permit Automation					
Continuous Improvements to PLANit					
Target Timelines					
Transparent Reporting of Timelines					
Process for High Priority Projects					

NEXT STEPS



- Transition to new organizational structure
- Focus on front counter and communication to our residents
- Next updates to GPC in Q2