

Planning & Development Redesign

FEB 3, GOVERNANCE
AND PRIORITIES
COMMITTEE MEETING

PRESENTED BY
BRANDON LANGILLE

Overview



**OPERATIONAL
PROCESS REVIEW**

**PLANNING AND
DEVELOPMENT REDESIGN**

PROJECT MISSION

PROJECT STATUS

**PROJECT
DELIVERABLES**

PROJECT TIMELINE

OPR

- The OPR project was initiated in early 2024
- MNP was hired to conduct a review and produce a report (submitted Oct, 2024)
- Some implementation has occurred to date, including structural changes to the department
 - Long-range planning to Planning Coordination
 - Current Planning to Subdivision Planning
 - Introduction of Liaison Services



OPR

- 31 total recommendations by MNP
- Several completed and currently underway
- 18 to be carried forward to the Department's new work plan



Strategy Transition

03

PAST

OPERATIONAL
PROCESS
REVIEW

PRESENT

PLANNING AND
DEVELOPMENT
REDESIGN

FUTURE

CONTINUOUS
IMPROVEMENT



Project Vision

To redesign the current processes of the Planning & Development Services department to better align with efficient best practices and to be responsive to the needs of the public



Project Status

ENGAGEMENT

IMPLEMENTATION

REFINEMENT



Project Deliverables

06

**PLANNING EDUCATION AND
APPLICATION GUIDES**

PERFORMANCE MEASURES

**STANDARD OPERATING
PROCEDURES**

COUNTY OUTREACH

SOFTWARE CHANGES

Project Deliverables

07

PLANNING EDUCATION AND APPLICATION GUIDES

CREATE CROSS-PLATFORM SET OF MATERIALS DESIGNED TO PROVIDE TRANSPARENT AND ACCURATE INFORMATION TO THE PUBLIC WHILE ALSO INCREASING THE QUALITY OF APPLICATIONS SUBMITTED

PERFORMANCE MEASURES

STANDARD OPERATING PROCEDURES

COUNTY OUTREACH

SOFTWARE CHANGES

Project Deliverables

08

PLANNING EDUCATION AND
APPLICATION GUIDES

PERFORMANCE MEASURES

ESTABLISH A HOLISTIC SET OF MEASURES THAT WILL AID THE DEPARTMENT IN BENCHMARKING AND ADJUSTING SERVICE LEVELS AND PRACTICES

STANDARD OPERATING
PROCEDURES

COUNTY OUTREACH

SOFTWARE CHANGES

Project Deliverables

09

PLANNING EDUCATION AND
APPLICATION GUIDES

PERFORMANCE MEASURES

**STANDARD OPERATING
PROCEDURES**

WORK WITH INTERNAL TEAMS TO DEFINE AND REFINE OUR STANDARD OPERATING PROCEDURES FOCUSED ON CUSTOMER-SERVICE AND EFFICIENCY

COUNTY OUTREACH

SOFTWARE CHANGES

Project Deliverables

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PLANNING EDUCATION AND
APPLICATION GUIDES

PERFORMANCE MEASURES

STANDARD OPERATING
PROCEDURES

COUNTY OUTREACH

CREATE MATERIALS AND A STANDARD SCHEDULE FOR STAFF TO CONNECT WITH CITIZENS IN-PERSON TO PROVIDE SUPPORT, EDUCATION AND GUIDANCE ON COUNTY SERVICES

SOFTWARE CHANGES

Project Deliverables

PLANNING EDUCATION AND APPLICATION GUIDES

PERFORMANCE MEASURES

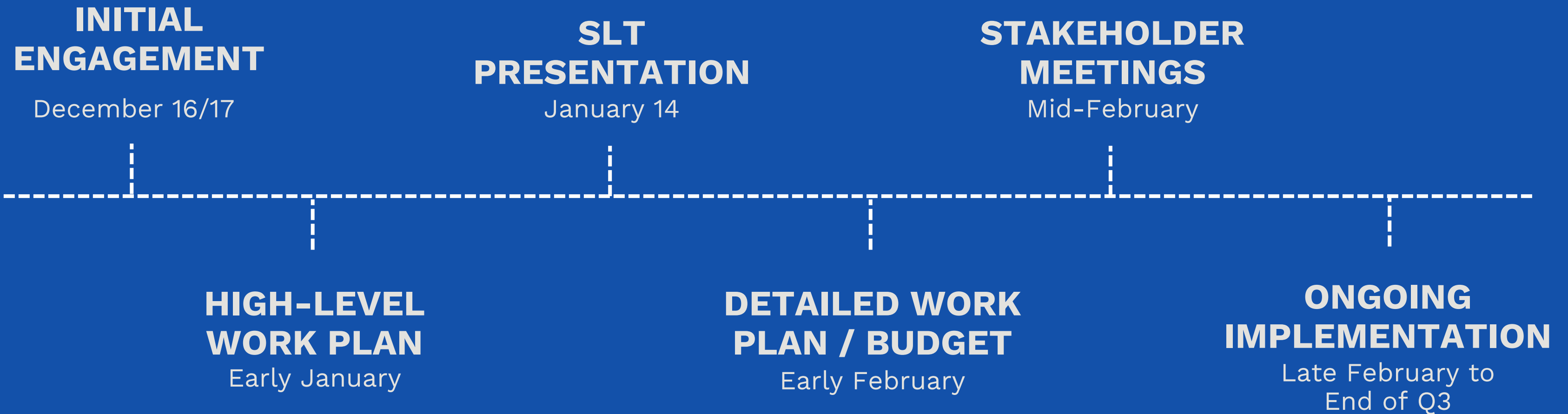
STANDARD OPERATING PROCEDURES

COUNTY-WIDE OUTREACH

SOFTWARE CHANGES

IMPLEMENT A PACKAGE OF CHANGES TO BOTH CITY VIEW AND THE PLAN-IT INTERFACE TO ENABLE A POSITIVE IMPACT ON HOW OUR PLANNING APPLICATIONS ARE SUBMITTED AND REVIEWED

Project Timeline



Questions