

Planning & Development Redesign Update

Feb 2026

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Content



Work Plan Highlights

Planning Application Process

Comparing Past and Future State

Questions

Feb 2026

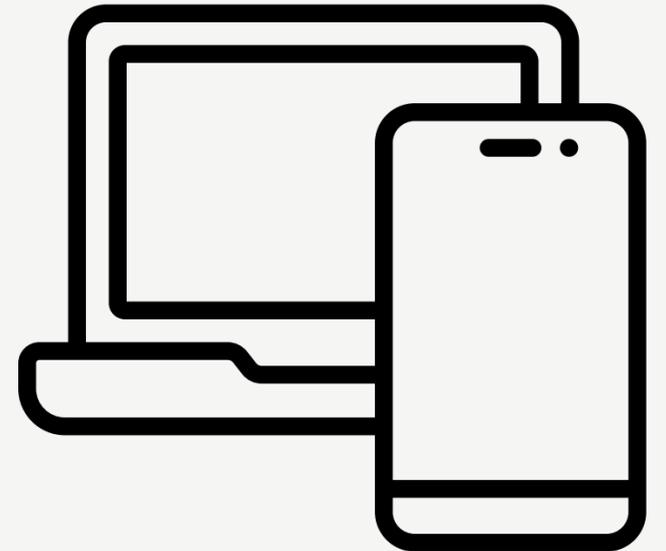
Work Plan Summary - Software/Technology

Internal Actions

13

External Actions

5



Work Plan Summary - Administration/Organization

Internal Actions

9

External Actions

3



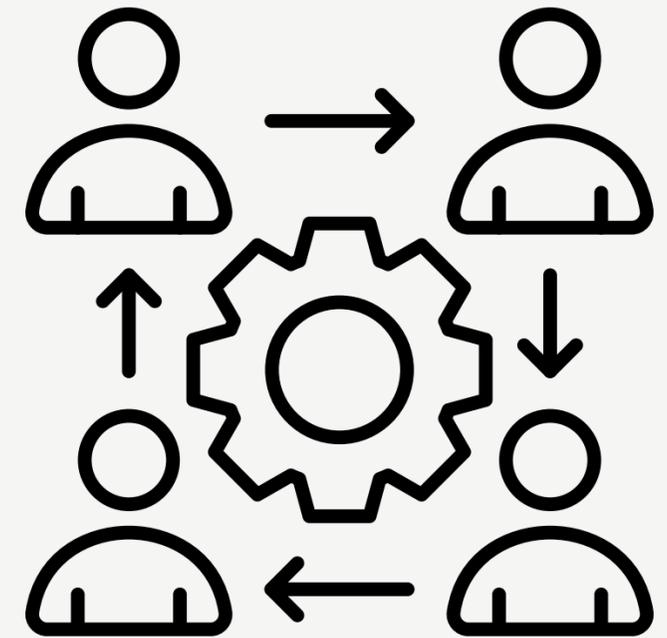
Work Plan Summary - Culture/Education

Internal Actions

7

External Actions

6



Overall Work Plan Summary

8  **Completed**

25  **Planned for implementation**

10  **Planned for the future**

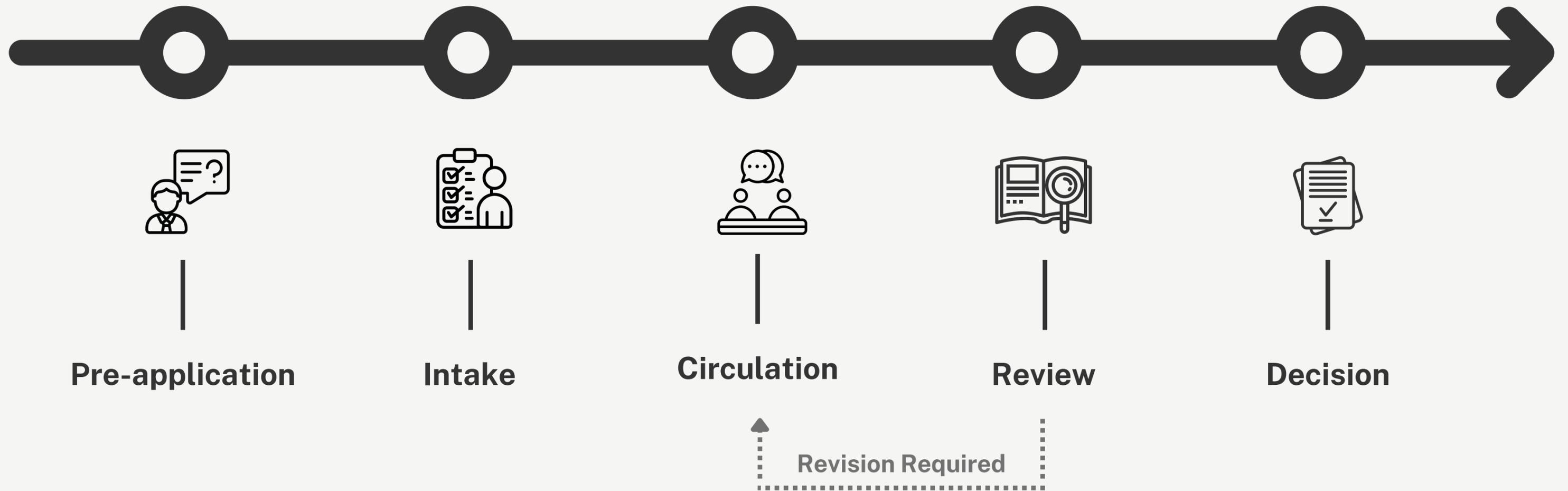
Past Example

- Prior to any PDR changes (early 2025)
- Hypothetical residential development with a possible minor subdivision. This development would have some land constraints and technical considerations
- The applicant is new to the County and unfamiliar with the processes and available information for their applications

Future Example

- Post PDR changes (late 2026)
- Anticipate faster and more reliable planning application processes and outcomes
 - Clear and transparent information provided upfront for applicants
 - Improved communication and timelines
 - New workflows to provide administrative efficiencies

Planning Application Process



Pre-application



Past

Future

<p>Description</p>	<ul style="list-style-type: none"> • Pre-application resourcing and organization not meeting customer needs • Applicant did not book a meeting with staff for high-level advice or detailed review of proposal and submission requirements 	<ul style="list-style-type: none"> • Applicant was able to walk in and speak with a Planning Advisor immediately as well as book a Chat with a Planner session to discuss more details of their initial development idea • Subsequent Pre-Application Meeting booked with Development staff. Detailed technical reviews are provided and submission requirements clarified
<p>Outcome</p>	<ul style="list-style-type: none"> • Applicant gathers an incomplete set of documents and will be required to find a surveyor and engineer later in the process 	<ul style="list-style-type: none"> • Application is able to effectively work with their consultants to gather the information for a complete application
<p>Potential Timeline Impact</p>	<ul style="list-style-type: none"> • Future post-application timeline will be impacted negatively 	<ul style="list-style-type: none"> • No additional time required

Intake



Past

Future

<p>Description</p>	<ul style="list-style-type: none"> • Staff resources to review completeness constrained during peak times • Due to lack of pre-application advice, an incomplete application is submitted • Lack of publicly accessible information and education materials 	<ul style="list-style-type: none"> • Intake process completed expediently • Applicant received detailed pre-application meeting notes • Changes to the County Website and Plan-It Portal have provided improved Checklists, Fee Schedules and Application Guides
<p>Outcome</p>	<ul style="list-style-type: none"> • Advisory staff send email noting application deficiencies • Applicant must work with their consultants and gather the correct information • Additional staff time required to process next submission 	<ul style="list-style-type: none"> • Applicant is able to use their pre-application meeting notes and additional information on the County website to provide a complete application with accurate fees prepared • Internal stakeholders provide a pre-screen of submitted documents
<p>Potential Timeline Impact</p>	<ul style="list-style-type: none"> • Applicant spends additional time gathering missing information and studies • Application is required to go through several intake reviews which adds to the overall timeline 	<ul style="list-style-type: none"> • Application deemed complete (with fees paid) and assigned to a Planner in a time-efficient manner

Circulation



Past

Future

<p>Description</p>	<ul style="list-style-type: none"> • PDS circulates application to internal departments for feedback (Fire, Engineering, Agriculture and Environment) and technical review • Internal service level agreements not specifically delineated and amount of review time may vary 	<ul style="list-style-type: none"> • PDS circulates application to internal departments for feedback (Fire, Engineering, Agriculture and Environment) and technical review • CityView Training allows for efficient organization of circulations and comments received • Internal Service Level Agreements are in place and endorsed by senior leadership
<p>Outcome</p>	<ul style="list-style-type: none"> • Without pre-screen of application materials several plans or studies may be insufficient or lacking information • Without internal service level agreements, applicants receive inconsistent feedback and review timelines 	<ul style="list-style-type: none"> • Pre-screen during intake review identified key pieces of missing information require for by internal departments prior to circulation • Internal service level agreement ensured prompt review of applicant materials
<p>Potential Timeline Impact</p>	<ul style="list-style-type: none"> • Additional time spent by the applicant to coordinate with consultants and reproduce materials • Re-submission must now be recirculated to internal departments 	<ul style="list-style-type: none"> • The minimum of 1 circulation was performed and feedback was captured efficiently

Review 

Past

Future

<p>Description</p>	<ul style="list-style-type: none"> • Resource constraints and organization extend time needed for application reviews • Due to a lack of pre-application advice, the applicant has proposed a variance and is not meeting County design standards 	<ul style="list-style-type: none"> • The Planner is able to review the complete application against the LUB and receives all circulation responses in a timely manner • Standard Operating Procedures and changes to CityView such as better Development Agreement Processes improve the overall process
<p>Outcome</p>	<ul style="list-style-type: none"> • The applicant must redesign their project • The applicant’s budget may be impacted by additional time spent with consultants • Reaching an approval from the County is uncertain 	<ul style="list-style-type: none"> • The Planner is able to confirm that all LUB requirements are met and that circulation agencies are satisfied with the final proposal
<p>Potential Timeline Impact</p>	<ul style="list-style-type: none"> • Redesigning the project will take additional time • Application must be re-circulated to County technical teams 	<ul style="list-style-type: none"> • Review of the LUB and Circulation comments is completed on-time

Decision



Past

Future

<p>Description</p>	<ul style="list-style-type: none"> • Lack of early intervention results in an application that may not meet relevant regulations and standards • A high-level of discretion is required for the decision 	<ul style="list-style-type: none"> • The Development Planner has resolved all comments and concerns and is able to render an approval for the application • Enhanced CityView Workflow and Updated Conditions result in a improved regulatory decision with clear direction to the applicant
<p>Outcome</p>	<ul style="list-style-type: none"> • The lack of early due-diligence by the applicant and available materials provided by the County have negatively impacted the projects timeline • A refusal or appeal to a discretionary approval may be required • The project funding may be at risk without an approved DP 	<ul style="list-style-type: none"> • The applicant has certainty for their project moving forward and is able to move onto a Building Permit application and planning their construction
<p>Potential Timeline Impact</p>	<ul style="list-style-type: none"> • A refusal or appeal to an approval will create incompatibility or uncertainty for the project timeline 	<ul style="list-style-type: none"> • The planned timeline established at the pre-app meeting is able to be successfully met

Key Takeaways



PDS is engaging in a process improvement workplan for 2026 involving 43 total action items



Several actions are complete with many others in progress



Planning Applications require a unified Parkland County approach and are a key priority



Improvements are being prioritized for Development Permits and minor Subdivisions



Continuous improvement through yearly engagement and workplanning

Questions