

NOV 23 2016

ITEM: Distribution
4.1 C2016-0863
CITY CLERK'S DEPARTMENT

Calgary



Planning & Development Department



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Calgary Growth Strategies

Planning & Development
Mid-Cycle Adjustments

Kathy Dietrich, Director

November 2016



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Planning & Development

RESULTS:

**MDP / CTP
vision is
advanced**

**Development
is realized**

**Buildings are
safe**

SERVICES:

- A. City Planning & Policy Development
- B. Development Facilitation Services
- C. Building Safety Facilitation Services
- D. Business Occupancy Facilitation Services
- E. Customer Outreach & Customer Coordination Services
- F. Services that contribute to A - E

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Key Services

Calgary
Growth
Strategies

Growth
Strategy

Planning
Strategy

Business
Strategy

- Growth Planning
- Municipal Development Plan Sustainment
- Land Use Bylaw Sustainment
- Urban Design
- Heritage Planning
- Geodemographic Analysis and Reporting
- Sustainability Consulting
- Staff Training Coordination

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Calgary  **Priority Areas for 2017 & 2018**

- **Improving the Growth Planning System**
 - Clarity, certainty and consistency
- **Municipal Development Plan**
 - 2017 status and progress report
- **Land Use Bylaw**
 - Setting priorities for changes that are responsive and forward-looking
- **Business Planning**
 - Improving our customer services through intentional allocation of resources and training



Developing policies to drive results

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Calgary Growth Strategies: Summary

Key Areas of Focus:

- Driving to Key Results
- Fostering Partnerships and Cross-Corporate Collaboration
- Developing responsive and proactive City Wide Policy



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Community Planning

Planning & Development
Mid-Cycle Adjustments

Matthias Tita, Director

November 2016



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Key Services

Community Planning

North

South

Centre West

Development Facilitation Services

- Outline Plan, Land Use Redesignation, Subdivision and Development Permit

Community Planning Policy Development

- Area Structure Plans (ASPs)
- Area Redevelopment Plans (ARPs)
- Planning Studies




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Community Planning
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Development Facilitation Services Outlook

Application Type and Process Stage	Target (Days)	% on Target	
		Feb 2016	Oct 2016
Land Use Amendment Initial Team Review	14	65	100
DP Initial Team Review	7	41	100
DP Detailed Team Review	35	33	83
DP Decision	120	50	69

- Enhanced Oversight & Accountability
- Focus on Performance Objectives
- Quality Decisions
- Increased Report Oversight
- Enhancing Training Programs for Leaders and Staff
- Implement Process Improvements informed by the Industry/City Workplan Initiatives
- Improvements across the entire Approvals Continuum

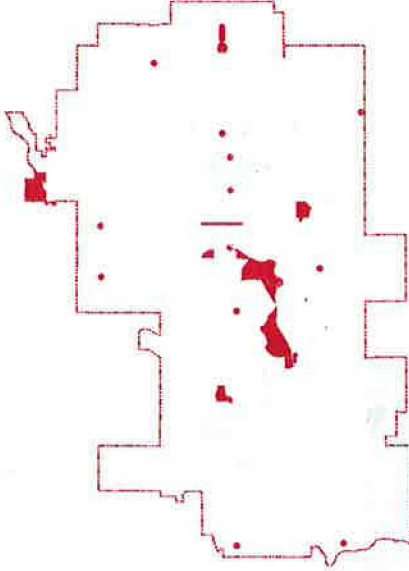
Story Behind Performance:

- Proactive file management
- Collaboration with Calgary Approvals Coordination on improving issue resolution
- Significant improvement

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Community Planning Policy Development



Priority Areas

- Green Line Station Area Plans
- Plan amendments to facilitate (re)development
- Options for Updating or Replacing Plans
- Plans Aligned with Infrastructure Investment Strategy
- Consistent and Sustainable Engagement
- Prioritize planning work within capacity

Story Behind Performance:

- Project management approach
- Streamlined Plans aligned with MDP Guidebooks
- Collaboration across Corporation and Stakeholders


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Community Planning: Summary

Key Areas of Focus:

- Enhanced Training Programs
- Proactive File Management
- Improvements Across the Entire Approvals Continuum
- Partnership and Cross-Corporate Collaboration
- Focused on Outcomes


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Calgary Building Services

Kevin Griffiths, Director

Planning & Development
Mid-Cycle Adjustments

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Key Services



- Customer Advisory Services
- Building Regulations
- Business Services

- Customer Information & Inquiry Service
- Development Facilitation
- Building Safety
- Business Licensing



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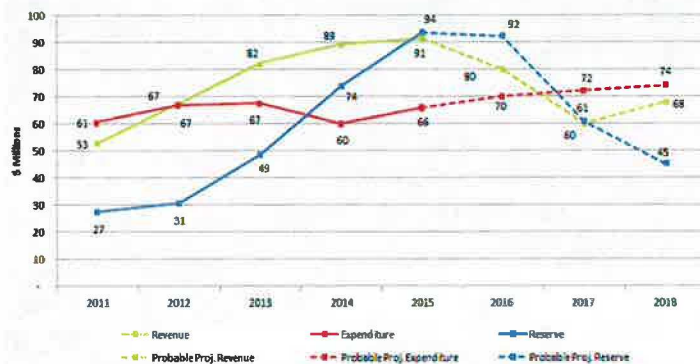
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Focus Areas for 2017 & 2018

Calgary Building Services
Revenue, Expenditure & Sustainment Reserve



Outlook

Respond to economic circumstances:

- Find efficiencies
- Reduce expenditures / cost avoidance

Story Behind Projections

- Effects of reduced revenue
- Utilization of reserve funds

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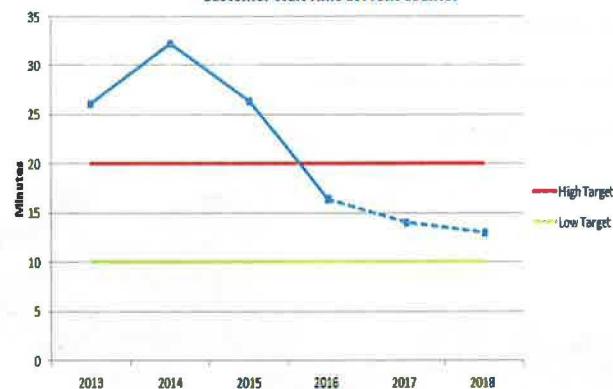
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Focus Areas for 2017 & 2018

Customer Wait Time at Front Counter



Outlook

- Respond to customer needs for home and small business owners
 - Cut red tape
 - Enhance online services
- Planning process improvements for customers, citizens and staff

Story Behind Performance

- Improve customer experience
- Provide quality service while reducing costs

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Calgary Building Services: Summary

Key Areas of Focus:

- Safe Buildings
- Improved Customer Experience
- Partnership and Cross-Corporate Collaboration
- Focused on Outcomes



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Calgary Approvals Coordination

Planning & Development
Mid-Cycle Adjustments

Joel Armitage, Managing Director

November 2016



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Key Services

Calgary Approvals Coordination

Application Services

Partnership Services

Legislative Services

Subdivision Development

- Corporate Approvals Team Support**
- Customer & Stakeholder Outreach**
- Affordable Housing Approval Coordination**
- Development Obligations & Securities Management**
- Appeals Coordination**

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Focus Areas for 2017 & 2018

City Staff Numbers for New Training

Department	Staff Numbers
Law	15
Transportation	60
Deputy City Manager	20
Community Services	40
Calgary Police Services	1
Chief Financial Officer	20
Utilities & Environment	50
Urban Strategy	15

■ 15 Cross Corporate Staff (650 from PD)

Outlook:

- Customer Outreach & Staff Support
 - Process Improvements (Industry / City Workplan - Initiative 5)
 - Training Roll Out
 - Approvals Forums
- Key Investments
 - New customer feedback tools
 - New regulatory cost environment metric
- Anticipated Challenges
 - Changing needs for customers and partners
 - Changing economic environment

Story Behind Performance

- Enhanced oversight and increased accountability leading to better performance
- Process improvements give staff new ways to approach their work
- Increased collaboration from customer feedback & better communication

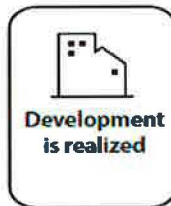
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Calgary Approvals Coordination: Summary

Key Areas of Focus:

- Addressing Urgency to Improving our Planning Functions
- Service Delivery
- Customer Focus & Partnership
- Partnership and Cross-Corporate Collaboration



Thank you