

Appendix 2 lists the Recommendations from the Development Approval Process Review and Fees Report for Council's endorsement.

A Departmental Structure and Governance

- A.1 Consider a departmental restructuring locating Development Review Engineering and Planning under the same Director OR the expansion of the existing Development Coordination Committee or the establishment of a new committee to oversee complex Site Plan Review.
- A.2 Align engineering reviewers geographically, mirroring the NW/SE division for Planning Services.
- A.3 Expand delegation of approval authority to include minor zoning by-law amendments, specifically temporary use by-laws and the removal of holding symbols.
- A.4 Exempt the creation or expansion of parking lots from site plan review and have their engineering design reviewed under the Site Alteration By-law.
- A.5 Define streams of site plan review with limited circulation for less complex or less controversial applications.
- A.6 Explore the possibility of eliminating site plan agreements, at least for express site plan applications.
- A.7 Continue to foster a 'yes' attitude when working with applicants.
- A.8 Limit concurrent applications to OPA/ZBAs

B Resourcing

- B.1 Conduct a cost-benefit analysis on hiring additional staff compared to retaining external consultants.
- B.2 Consider creating new positions to meet identified gaps in review responsibilities.

C Workflow

- C.1 Formally document and review roles and responsibilities to ensure work is completed by staff most appropriate for the task.
- C.2 Streamline submission requirements per application type.
- C.3 Explore opportunities to relegate requirements to conditions of approval.

- C.4 Establish a regular timing and schedule for internal and external meetings, particularly around key application milestones.

D Software and File Management

- D.1 Follow through with implementation of Accela with eventual online application submission and tracking.
- D.2 Implement a shared file storage system with direct access for all departments.
- D.3 Identify and purchase software that supports the technical review of application submission materials.

E Documentation

- E.1 Develop standard operating procedures, including vacation and transition protocols.
- E.2 Prepare public-facing flowcharts and guides for the public's reference.
- E.3 Update agreement templates.
- E.4 Develop key performance indicators and an annual DAP performance scorecard