

MINUTES

DEVELOPMENT PROCESS REVIEW COMMITTEE

TUESDAY, 2013-MAR-26 AT 11:30 A.M.

BOARD ROOM, SERVICE & RESOURCE CENTRE, 411 DUNSMUIR STREET



PRESENT:

Committee Members:

Mayor John Ruttan

Bill Bestwick, Chair (11:35 a.m.)

Councillor Jim Kipp (11:35 a.m.)

Byron Gallant, Canadian Home Builders' Assoc – CVI

Ian Niamath, Ian Niamath Architects (11:35 a.m.)

Maureen Pilcher, Maureen Pilcher & Assoc.

Rod Smith, Newcastle Engineering

Bob Wall, RW Wall Ltd.

Absent:

Councillor Bill McKay

Greg Constable, Island West Coast Developments

City Staff:

Ted Swabey, GM, Community Safety & Development

Andrew Tucker, Director of Planning

Dale Lindsay, Manager, Building Inspections

Bruce Anderson, Manager, Planning & Design

Nelda Richardson, Manager, Dev Support Services & Business Licensing

Gary Noble, Development Approval Planner

Holly Pirozzini, Administrative Assistant

Invited Guests:

Kevin Krastel, Chair, Design Advisory Committee

Councillor Fred Pattje, Chair, Nanaimo Advisory Planning Committee

Keith Brown, Keith Brown Associates Ltd.

Adam Compton, Environmental Dynamics Inc.

1. CALL TO ORDER

The meeting was called to order at 11:30 a.m.

2. ADOPTION OF MINUTES

It was MOVED and SECONDED that the minutes of 2013-Mar-12 be adopted.

CARRIED

Councillor Bill Bestwick, Councillor Jim Kipp and Ian Niamath arrived at the meeting at 11:35 a.m.

UNFINISHED BUSINESS:

3. Development Permit Review

Bruce Anderson continued with a ppt presentation respecting the Development Permit (DP) process (specifically the General Design Guidelines and Concurrent Processing).

General Design Guidelines

Gary Noble advised that the General Design Guidelines require updating to be more user friendly (replace text with more graphics). Design Guidelines are applied to residential and commercial properties, but they don't exist for industrial property. He encouraged the Committee to provide comments on the principles for industrial Design Guidelines. It was noted that the Design Guidelines are discussed with the applicant and then there is usually compromise.

Concurrent Processing

Bruce Anderson advised that concurrent processing is available now to applicants. He displayed an application timeline that indicated a concurrent process will save about 3 months over the conventional process and that the shorter time period occurs in the time to reach the Building Permit stage. He stated that a Development Permit cannot be approved without the zoning in place (allowable use). The reward with concurrent processing is a shorter time frame overall. The risk is higher up-front investment (detailed design, engineering services and access, and the DP fee), as well as duplication of public notification and consultation processes for rezoning and DP; which may lead to some confusion with the public component of the process, especially if there is a variance.

Committee's comments:

- It may be helpful to add a minimum time frame to the Concurrent Process Timeline.
- Not require developers to add signage to the property advising of the Development Permit application (i.e. similar to rezoning signage).
- If signage for a DP was required to be placed on a property, this may encourage the neighbourhood to have opinions on the design and provide their comments to Council, even though the project meets the Design Guidelines.

Staff stated that neighbourhoods could be informed about the DP process, but adding a requirement for signage on the property for a DP will likely slow down the process.

4. Citizen's Guide to Residential Construction brochure update

Dale Lindsay provided a follow up from the presentation given by Mr. Toby Gorman at the Committee meeting held 2013-Mar-12 respecting infill development and developer/City/resident communication. Mr. Lindsay advised that a section has been added to the bottom on Page 10 of the Citizen's Guide (Residential Dwelling Construction Guide), with a link to the *What's Building in my Neighbourhood?* website to direct residents to current information on Building Permits, Development Permits and subdivision occurring in their neighbourhood or anywhere in the city.

5. THOUGHTstream/Workplan 2013

Ted Swabey provided a ppt presentation (attached) respecting the THOUGHTstream survey. He stated that 96 members of the development community were surveyed twice: firstly, to receive input that would better define the Development Process Review Committee's 2013 Work Plan; and secondly, to "choose"/ prioritize the results received from the first survey.

There were four survey questions:

- (Q1) What are some of the key challenges you have encountered with the City during the development approval process?
- (Q2) What are some ideas you have for things the City could do to improve the development application process?
- (Q3) Which specific applications do you feel present the most difficulty?
- (Q4) What do you feel are some key examples of things the City is doing well to assist you with your developments?

The Committee discussed the survey results and although it was a small survey (less than 30% participation), staff believes they are on the right track by addressing key issues, such as the issue of moving goal posts, faster processing times, mandatory pre-application meetings and customer service.

Staff will prepare a follow-up email for the Committee's review, prior to providing the survey results to everyone on the master list. The survey results will be used to adjust the 2013 Work Plan.

Committee's comments:

- The cost of each process could be related to the priorities noted in the THOUGHTstream.
- Add a critical timeline / goal posts for return of an application referral.
- Tracking system is necessary to always know which stage the application is in; if a staff member is absent, the application needs to be passed onto another staff member.
- Applicant needs to be aware that applications are driven by dates of meetings (Design Advisory Panel, Public Hearing, Council, and Committee of the Whole) and those agenda deadlines.
- Are staff aware of the developer's costs when a project/application is delayed?

Staff comments:

- Staff can't control how long the referral will take with the Province and other City departments.
- Processes are difficult to track because of their complexity.
- There is an internal tracking system (Prospero) and an external tracking system, the *What's Bldg in my neighbourhood?* website. The Building Inspections Section is currently working with the IT Department to make the developer's database more user friendly and will advise the Committee when this is completed.

NEW BUSINESS:

6. Riparian Areas Regulation

Bruce Anderson reported on the Riparian Areas Regulation (RAR) workshop held Wednesday, 2013-Mar-20 with 31 attendees. There were presentations on process review – RAR implementation, legislative context, the Development Permit process for variances and recent history of variances; then the attendees broke into roundtable discussions; concluding with sharing each group's findings. Staff will summarize the results of the workshop and provide them to the attendees. Options for recommendations will be submitted to both the Advisory Committee on Environmental Sustainability (ACES) and the DPRC in May, and then to Council in June. All Council Members will be encouraged to attend the ACES and DPRC meetings.

7. Manual of Engineering Standards and Specifications (MoESS)

Councillor Kipp advised that at the 2013-Mar-11 Council meeting, he made a motion to defer receipt of the report regarding amendments to the MoESS in order for it to be reviewed at a "lunch and learn" informational session by staff and Council, specifically regarding global warming and other technical issues.

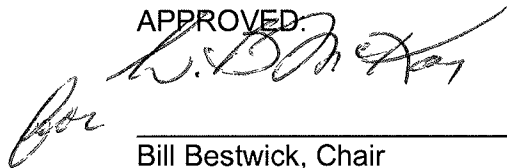
8. NEXT MEETING

The next meeting will be held on Tuesday, 2013-Apr-09, 11:30 a.m., Service & Resource Centre, Board Room.

9. ADJOURNMENT

The meeting adjourned at 12:55 p.m.

APPROVED:



Bill Bestwick, Chair

THOUGHTstream Results

Development Process Review Committee
2013 Work Plan

March 26, 2013



PROCESS

- 2012-NOV-19, a four question survey was sent by email to 96 members of Nanaimo's development community.
- Created for the purpose of receiving input that would better define the DPRC's 2013 work plan.
- Anonymous.
- Survey contents indicated that when the participants' **thoughts were** received and organized, each participant would receive a report and have the ability to prioritize each individual thought, which would assist the DPRC with their 2013 initiatives and establishing a work plan.

SURVEY QUESTIONS

1. What are some of the key challenges you have encountered with the City during the development approval process?
2. What are some ideas you have for things the City could do to improve the development application process?
3. Which specific applications do you feel present the most difficulty?
4. What do you feel are some key examples of things the City is doing well to assist you with your developments?

PARTICIPATION SUMMARY INITIAL SURVEY REQUEST

Participation percentage of the 96 surveys sent from first email:

- 27 surveyed (28%) participated in the initial survey
- 12 surveyed (12%) opted out of participating in the survey
- 56 surveyed (58%) chose not to respond at all

PARTICIPANT SUMMARY FOR THE CHOOSE OF PRIORITIES

Participation percentage of the 96 surveys sent from second email:

- 25 surveyed (26%) participated in choosing from the overall responses received
- 13 surveyed (13%) opted out of participating in choosing priorities from the overall responses received
- 58 surveyed (60%) chose not to respond at all

Q1: What are some of the key challenges you have encountered with the City during the development approval process?

Choose Summary

	overall rating	participant count	average rating
Additional Requirements / Moving Goal Posts	27	18	1.50
Processing / Approval Time	25	16	1.56
Standardization / Defined Process	17	11	1.55
Flexibility	13	9	1.44
Requirements / Development Costs	10	9	1.11
Inexperienced Staff / Lack of Knowledge	8	8	1.00
No Challenges or Issues with Application Process	2	2	1.00

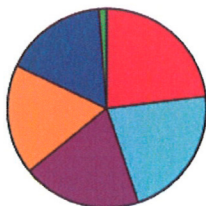


Additional Requirements / Moving Goal P...	27
Processing / Approval Time	25
Standardization / Defined Process	17
Flexibility	13
Requirements / Development Costs	10
Inexperienced Staff / Lack of Knowledge	8
No Challenges or Issues with Applicatio...	2

Q2: What are some ideas you have for things the City could do to improve the development application process?

Choose Summary

	overall rating	participant count	average rating
Application Requirements	18	14	1.29
Staff Advocate	17	14	1.21
Faster Processing Time	15	13	1.15
Pre-application Meeting	14	11	1.27
Customer Service	13	9	1.44
No Comment	1	1	1.00

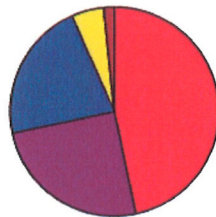


Application Requirements	18
Staff Advocate	17
Faster Processing Time	15
Pre-application Meeting	14
Customer Service	13
No Comment	1

Q3: Which specific applications do you feel present the most difficulty?

Choose Summary

	overall rating	participant count	average rating
Rezoning / Subdivision	28	16	1.75
Development Permits	15	11	1.36
Building Permit	13	9	1.44
Provincial Requirements	3	3	1.00
No Specific Application Process	1	1	1.00

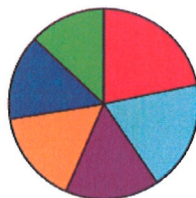


Rezoning / Subdivision	28
Development Permits	15
Building Permit	13
Provincial Requirements	3
No Specific Application Process	1

Q4: What do you feel are some key examples of things the City is doing well to assist you with your developments?

Choose Summary

	overall rating	participant count	average rating
Customer Service	15	11	1.36
Technology	13	11	1.18
Knowledgeable Staff	11	8	1.38
Staff Flexibility / Receptive to Public Input	11	7	1.57
Staff Availability	10	9	1.11
Pre-application Meetings	9	9	1.00



Customer Service	15
Technology	13
Knowledgeable Staff	11
Staff Flexibility / Receptive to Public...	11
Staff Availability	10
Pre-application Meetings	9



SUMMARY/FEEDBACK/NEXT STEPS:

- We are on the right track!
- Comments?
- Show how we are implementing this feedback...next meeting?
- Adjustments to Work Plan?