

Planning (Levels of Service to the Public) July 2020 - June 2021 Results

Sustainable Growth & Development													
Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment
Culture	Implement Heritage Conservation Strategic Plan	Planning and Building	Planning - Heritage Conservation	Heritage Conservation	Heritage Permit Applications	Homeowner	To administer the City's Heritage Conservation By-law and process Heritage Permit applications and conduct inspections.	Heritage Permit Applications Turnaround Time	<ul style="list-style-type: none"> Heritage Permit Applications processed within 4 to 6 weeks Target: 80% of the time 	83.3%	Yes	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 83.33% (25 out of 28) of applications were processed in accordance with desired Service Levels. One application was accepted late June 2021 and are currently being processed. The average processing time for applications was 9.5 days.
					Heritage Grant Administration	Applicant	To administer the City's Heritage Grant Policy and process Heritage Grant applications.	Grant Applications Turnaround Time	<ul style="list-style-type: none"> Grant Applications processed within 4 to 6 weeks Target: 80% of the time 	87.5%	Yes	Yes	<ul style="list-style-type: none"> 87.5% (7 out of 8) of applications were processed in accordance with desired Service Levels. The average processing time for applications was 2 weeks. The application that did not meet the processing requirement was being processed into July 2020. The application that exceeded the service level timeline was due to ongoing correspondence with the applicant to confirm grant details such as quotes, materials and subsequent application reviews.
Economy	Guiding the city's growth and development in a sustainable matter that takes into consideration the city's environmental, social, cultural and economic goals and objectives.	Planning and Building	Planning - Land Use Planning	Municipal Plan	Municipal Plan Development	Community	Prepare and administer the City's Municipal Plan, Secondary Municipal Plans, Zoning By-law, Subdivision By-law, Controlled Access By-law.	Land Use Plans and Regulations Reviewed and Established	Municipal Plan is reviewed and updated every 10 years.	Yes	Yes	Yes	The last Municipal Plan review was completed in 2014 and it is expected that the next review will commence in 2022.
				Zoning By-Law	Ensuring Zoning By-law Compliance	Community	To Ensure that Properties and Land use is in accordance with Zoning By-laws.	Process Service Requests for Zoning By-law Complaints and Violations.	<ul style="list-style-type: none"> Process Service Request Violations within 4 to 6 weeks and achieve approved compliance plan Target: 80% of the time 	No	No	No	<ul style="list-style-type: none"> Received over 40 Zoning Violation Service Requests between July 1, 2020 and June 30, 2021. Of those, 8 achieved compliance within the 4-6 week turnaround time (27%). 5 service requests (12.5%) have achieved compliance, however it took longer than the 4-6 week turnaround time given the complexity of the violation and steps required to work through them. 19 service requests (56%) are still open as we are still undertaking steps with the property owners to achieve compliance. Many will be closed in the near future as they will be sent to By-law Enforcement given that compliance could not be reached within a more than reasonable time frame.
				Zoning Certificates	Issuing Zoning Certificates	Applicant	Process Zoning Compliance and Zoning Confirmation letters required for legal / real estate transactions confirming details on property, including whether or not they are in compliance with City of Moncton by-laws.	Zoning Certificates Turnaround Time.	<ul style="list-style-type: none"> Zoning Certificates Applications processed within 2 business days Target: 80% of the time 	82%	Yes	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 82% (243 out of 297) Zoning Certificates were processed in accordance with approved Service Levels. Zoning Certificates did not meet expected Service Levels due to public holidays and/or additional background work and research involved with providing Zoning Confirmation.
			Re zoning	Re zoning Application Administration	Applicant	Process Municipal Plan and Zoning By-law amendments (Rezoning applications).	Zoning Agreement Inspected for Compliance	<ul style="list-style-type: none"> Conditional Zoning Agreements inspected for compliance within 12 months of development permit approval Target: 90% of the time 	Yes	Yes	No	Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control Staff have been monitoring rezoning agreements within the 12 month period.	
		Applicant	Application-to-Approval Turnaround Time	<ul style="list-style-type: none"> Rezoning Applications processed within 6 months Target: 80% of the time 	90%		Yes	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 90% (9 out of 10) active Rezoning files have been completed within 6 month time period due to Conditional Zoning Agreements and By-law Amendments not being registered. The sole application that is outside of the service level is currently being processed by Planning as the application was filed in late June 2021. 				

Economy	Guiding the city's growth and development in a sustainable matter that takes into consideration the city's environmental, social, cultural and economic goals and objectives.	Planning and Building Services	Plannng - Development Approval	Subdivisions	Subdivision Application Approval	Applicant	Subdivision Plan Approval	Type 1 Tentative Subdivision Application Approval Turnaround Time.	<ul style="list-style-type: none"> Type 1 Tentative Subdivision Applications processed within 2 weeks Target: 80% of the time 	57%	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 57% (47 of 85) Type 1 Subdivision Applications were processed in accordance with approved Service Levels. The average number of days to process Tentative Subdivision Approval was 16.5 days). 9 Applications were applied for in June, carrying past the June 30 review date. In some instances, Type 1 Subdivisions require Council approval, which can extend beyond the 10 work day turnaround. Staff vacation also affects turnaround timelines for a handful of Type 1 Subdivision applications
						Applicant		Type 2 Tentative Subdivision Application Approval Turnaround Time.	<ul style="list-style-type: none"> Type 2 Tentative Subdivision Applications processed within 6 weeks Target: 80% of the time 	57%	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 57.14% (8 of 14) Type 2 Subdivision applications were processed in accordance with approved Service Levels. Applications are generally completed within the desired timeframe, however, required updates to inter-department development reviews and revisions are required in the city's information tracking system to accurately reflect application timelines.
				PAC Application	PAC Application Administration	Applicant	Planning Advisory Committee (PAC) Application Approval	Development Approval Inspected for Compliance	<ul style="list-style-type: none"> Planning Advisory Committee (PAC) applications inspected for compliance within 12 months of development permit approval. Target: 90% of the time 	100%	Yes	Yes	100% of all PAC applications were monitored for compliance.
						Applicant		Application-to-Approval Turnaround time	<ul style="list-style-type: none"> PAC Application-to-Approval processed within 4 to 6 weeks Target: 80% of the time 	86%	Yes	Yes	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control. 86% (83 of 97) Planning Advisory Committee (PAC) Applications were processed in accordance with approved service levels. 14 (14%) applications were filed in June and will be presented to the Planning Advisory Committee (PAC) at the July 28 Meeting.
				Development Permit	Development Permit Administration	Applicant	Development Permit Approval	Development Approval Turnaround Time.	<ul style="list-style-type: none"> Development Permit issued within 2 business days Target: 90% of the time 	Yes	Yes	Yes	There were 455 development permit applications of which the zoning approval (i.e., Development Permit) was issued within expected service level as part of building permit turn-around times. The number of development permits issued has been reduced due to changes in provincial legislation.