

**Sustainable Growth & Development - Planning and Development**

Pillar	Description	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	Results / Comment	
Culture	Implement Heritage Conservation Strategic Plan		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	• Heritage Permit Applications processed within 4 to 6 weeks	80%	100%	100%	100%	<ul style="list-style-type: none"> <li>• 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</li> <li>• 100% (12 of 12) of applications were processed in accordance with desired Service Levels</li> </ul>	
					Heritage Grant Administration	Applicant	To administer the City's Heritage Grant Policy and process Heritage Grant applications.	Grant Applications Turnaround Time	• Grant Applications processed within 4 to 6 weeks	80%	93%	93%	88%	<ul style="list-style-type: none"> <li>• 93% (13 of 14) of applications were processed in accordance with desired Service Levels</li> <li>• The average processing time for applications was 2-3 weeks</li> <li>• Variations in processing times are largely due to when an application is filed relative to the next Heritage Committee Board meeting, which occur monthly</li> </ul>	
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	Land Use Planning	Municipal Plan	Municipal Plan Development	Community	Prepare and administer the City's Municipal Plan, Secondary Municipal Plans, Zoning By-law, Subdivision	Land Use Plans and Regulations Reviewed and Established	• Municipal Plan is reviewed and updated every 10 years	-	Yes	N/A	N/A	<ul style="list-style-type: none"> <li>• The last Municipal Plan review was completed in 2014</li> <li>• Next review will commence in 2024</li> </ul>	
				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.	• Process Service Request Violations within 4 to 6 weeks and achieve approved compliance plan	80%	75%	10%	10%	<ul style="list-style-type: none"> <li>• Received over 205 Zoning Violation Service Requests between July 1, 2023 and June 30, 2024</li> <li>• Of those, less than 75% achieved compliance within the 4-6 week turnaround time</li> </ul>	
				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.	• Zoning Certificates Applications processed within 2 business days	80%	83%	91%	84%	<ul style="list-style-type: none"> <li>• 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</li> <li>• 83.3% (224 of 270) Zoning Certificates were processed in accordance with approved Service Levels</li> <li>• The average processing time is 0.84 days</li> <li>• In some instances, Zoning Certificates did not meet expected Service Levels due to public holidays and/or additional background work and research involved with providing Zoning Confirmation</li> </ul>	
				Development Approval	Rezoning	Rezoning Application Administration	Process Municipal Plan and Zoning By-law amendments (Rezoning applications).	Applicant	Zoning Agreement Inspected for Compliance	• Conditional Zoning Agreements inspected for compliance within 12 months of development permit approval	90%	42%	Yes	Yes	<ul style="list-style-type: none"> <li>• 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</li> <li>• Staff have been monitoring rezoning agreements and resolutions within the 12 month period</li> <li>• The department has shifted towards having Rezoning undertaken by resolution of Council, which has reduced the amount of Conditional Zoning Agreements moving forward</li> </ul>
								Applicant	Application-to-Approval Turnaround Time	• Rezoning Applications processed within 6 months	80%	61%	100%	100%	<ul style="list-style-type: none"> <li>• 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</li> <li>• Average turn around time was 143.32 days</li> <li>• 11 of 28 were over 6 months</li> <li>• Infor system reporting improvements are being explored to better reflect the rezoning process (i.e. application type, timelines, milestones)</li> <li>• Transition from Conditional Zoning Agreements to resolution of Council (where possible) has assisted in streamlining this process</li> </ul>
			Subdivisions	Subdivision Application Approval	Applicant	Subdivision Plan Approval	Type 1 Tentative Subdivision Application Approval Turnaround Time.	• Type 1 Tentative Subdivision Applications processed within 2 weeks	80%	44%	64%	64%	<ul style="list-style-type: none"> <li>• 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</li> <li>• 43.64% (24 of 55) Type 1 Subdivision Applications were processed in accordance with approved Service Levels</li> <li>• The average number of days to process Tentative Subdivision Approval was 23.7 days</li> <li>• Type 1 Subdivisions require Council approval, which can extend beyond the 10 work day turnaround</li> <li>• Staff vacation also affects turnaround timelines for a handful of Type 1 Subdivision applications</li> </ul>		

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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	Development Approval			Applicant		Type 2 Tentative Subdivision Application Approval Turnaround Time.	• Type 2 Tentative Subdivision Applications processed within 6 weeks	80%	46%	0%	27%	<ul style="list-style-type: none"> <li>• 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</li> <li>• 46.2% (6 of 13 applications) Type 2 Subdivision Applications were processed in accordance with approved Service Levels</li> <li>• The average number of days to process Tentative Subdivision Approval was 66.77 days</li> </ul>
						Applicant		Development Approval Inspected for Compliance	• Planning Advisory Committee (PAC) applications inspected for compliance within 12 months of development permit approval	90%	86%	100%	100%	<ul style="list-style-type: none"> <li>• 100% of all PAC applications were monitored for compliance</li> <li>• Many files can take multiple years to achieve full compliance (i.e. apartment buildings, multiple buildings etc.) and are reviewed monthly to see what progress has been made</li> </ul>
				PAC Application	PAC Application Administration	Applicant	Planning Advisory Committee (PAC) Application Approval	Application-to-Approval Turnaround time	• PAC Application-to-Approval processed within 4 to 6 weeks	80%	86%	100%	67%	<ul style="list-style-type: none"> <li>• 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</li> <li>• Planning Advisory Committee (PAC) Applications were processed in accordance with approved service levels</li> <li>• The average application is processed in 7.61 days</li> <li>• A further review is proposed to accurately reflect the time taken from initial site plan review to the decision of PAC</li> </ul>
				Development Permit	Development Permit Administration	Applicant	Development Permit Approval	Development Approval Turnaround Time.	• Development Permit issued within 2 business days	90%	86%	73%	Yes	<ul style="list-style-type: none"> <li>• There were 24 of 28 development permit applications of which the zoning approval issued within expected service level as part of building permit turn-around times</li> <li>• The number of development permits (i.e. accessory buildings) issued has been reduced due to changes in provincial legislation</li> <li>• The average turnaround time was 7.61 days</li> </ul>