Planning and Development (Levels of Service to the Public) 2021-2022 Results

Sustainable Growth & Development

Pillar	Department Goal	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	Results / Comment
Culture	Implement Heritage Conservation Strategic Plan	Planning and Building Services	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 ● Target: 80% of the time	Yes	Yes	Yes	● 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. ● 100% (32 out of 32) of applications were processed in accordance with desired Service Levels.
					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 ● Target: 80% of the time	Yes	Yes	Yes	87.5% (13 out of 14) of applications were processed in accordance with desired Service Levels. The average processing time for applications was 2-3 weeks. Variations in processing times are largely due to when an application is filed relative to the next Heritage Commitee Board meeting, which occur monthly.
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.		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 2024. The RFP for this document is currently being drafted.
				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 ● Target: 80% of the time	No	No	No	● Received over 40 Zoning Violation Service Requests between July 1, 2022 and June 30, 2023. ● Of those, less than 10% achieved compliance within the 4-6 week turnaround time. ● More than 30 service requests are still open as we are still undertaking steps with the property owners to achieve compliance. In September 2023 a Compliance Officer will begin their role to assist with this work load.
				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 ● Target: 80% of the time	Yes	Yes	Yes	● 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. ● 91% (189 out of 208) Zoning Certificates were processed in accordance with approved Service Levels. The average processing time is .58 days. ● 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.
						Applicant		Zoning Agreement Inspected for Compliance	● Conditional Zoning Agreements inspected for compliance within 12 months of development permit approval ● Target: 90% of the time	Yes	Yes	Yes	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 and resolutions within the 12 month period. The department has shifted towards having Rezonings undertaken by resolution of Council, which has reduced the amount of Condtional Zoning Agreements moving forward.

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	Rezoning	Rezoning Application Administration	Applicant	Process Municipal Plan and Zoning By-law amendments (Rezoning applications).	Application-to-Approval Turnaround Time	● Rezoning Applications processed within 6 months ● Target: 80% of the time	Yes	Yes	Yes	● 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. ● All applications were processed (approved at Public Hearing) within the 6 month window ● Infor system reporting improvements are being explored to better reflect the rezoning process (i.e. application type, timelines, milestones. ● Transition from Conditional Zoning Agreements to resolution of Council (where possible) has assisted in streamlining this process.
			Development Approval	Subdivisions	Subdivision Application Approval	Applicant	n Approval	Type 1 Tentative Subdivision Application Approval Turnaround Time.	●Type 1 Tentative Subdivision Applications processed within 2 weeks ● Target: 80% of the time	No	No	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. ● 64% (40 of 65)Type 1 Subdivision Applications were processed in accordance with approved Service Levels. ● The average number of days to process Tentative Subdivision Approval was 15 days). 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.	●Type 2 Tentative Subdivision Applications processed within 6 weeks ● Target: 80% of the time	No	No	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. ● No 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	● Planning Advisory Committee (PAC) applications inspected for compliance within 12 months of development permit approval. ● Target: 90% of the time	Yes	Yes	Yes	100% of all PAC applications were monitored for compliance. 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.
						Applicant		Application-to-Approval Turnaround time	● PAC Application-to-Approval processed within 4 to 6 weeks ● Target: 80% of the time	Yes	No	Yes	● 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. ● Planning Advisory Committee (PAC) Applications were processed in accordance with approved service levels. The average application is processed in 5.7 days. A further review is proposed to accurately reflect the time taken from initial site plan review to the decision of PAC.
				Development Permit	Development Permit Administration	Applicant	Development Permit Approval	Development Approval Turnaround Time.	● Development Permit issued within 2 business days ● Target: 90% of the time	No	Yes	Yes	There were 81 of 111 development permit applications of which the zoning approval issued within expected service level as part of building permit turn-around times. The number of development permits (i.e. accessory buildings) issued has been reduced due to changes in provincial legislation. The average turnaround time was 5.06 days