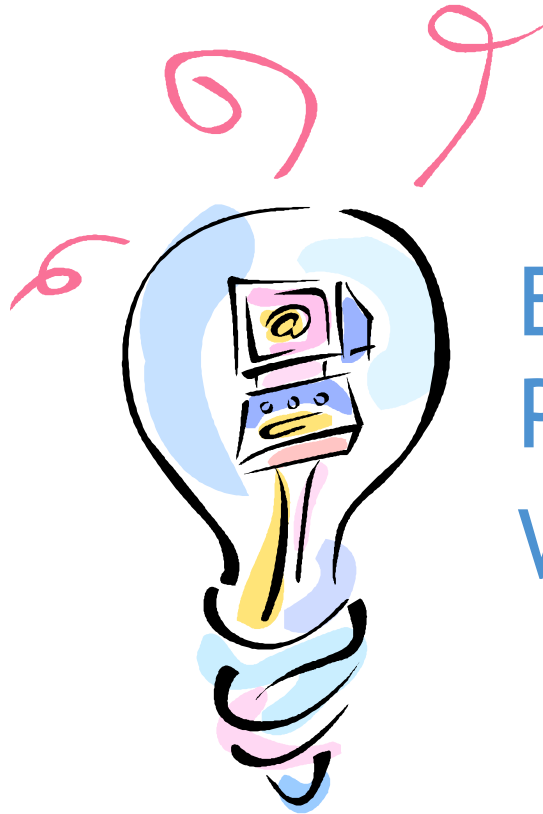




# Innovations Underway at the City of Vancouver

*“New Beginnings in Development Services”*



# Examples of Innovative Processing: What We Have Learned

# Project Facilitation: It Works!

- Single Point of Contact
- Coordinated Applicant, Staff and Public Process
- Tracking & Scheduling
- Problem Solving



# Concurrent Rezoning/ Development Permit Applications - Opportunity

- Avoiding Duplication
- Simultaneous Applications
- Text Amendments are likely candidates
- When it Works; When it Doesn't

# Large High Priority Projects - Impacts on Timelines

- Pressure to Succeed
  - Olympic Village
  - Supportive Housing Sites (14)
- Capacity to Perform
- Managing Milestones

# Collaborative Communication - Iterative Approach for Applicant &

- Experiment with what we have learned from high priority projects



# Simplifying Documentation - Measuring Density

- Taking advantage of applicant's technology - reducing requirements
- Applicant accountable for their calculations - proving it out
- Collaboration - working it out together

# Applicant Response to Conditions of Approval - Getting to Permit Issuance

- Pre-submission meetings
- Applicant - Staff communication
- Clearance meetings - team approach
- Final approval - issuance



# Customer Service Initiatives: Regulation, Processing & Education

# What are the Initiatives?

- Regulatory review
- Identifying and acting on processing improvements
- Identifying and acting on staff and customer training needs



# What do we hope to achieve?

- More efficient and effective ways to process permits
- Better understanding of what staff and customers need in the permit application process
- Improved customer feedback opportunities



# Assessing Priorities

- Working with staff and industry to determine where in the process things get bogged down
- Working with staff and industry to assess education needs



# Acting on Priorities

- Establishing industry/stakeholder working groups
- Liaising with professional development staff
- Focused City staff recruitment and training
- Industry Survey



# Development Services Regulatory Review

# Role of Development Services



- Administers a variety of City Bylaws and Land Use Policies/ Guidelines

# Context of Regulations

- New development in the City
- Alterations/ additions/  
renovations proposed in existing  
buildings
- Changes of use in existing  
buildings



# Current State of City Regulations

- Evermore policies and regulations
- Few policies and regulations deleted
- Unsustainable regulatory burden

# Objectives for the Regulatory Review:

- Streamline, update and eliminate outdated, redundant and confusing regulations and policies
- Ensure that any new regulations and policies are synchronized with the existing regulatory framework
- Establish a basis for continual updating and review of existing policies
- Coordinate regulatory review with other Development Services initiatives

# What Will be Reviewed?

- The Zoning and Development By-law
- Official Development Plan By-law
- Land Use and Development Policies and Guidelines/  
Administrative bulletins
- The Parking By-Law



## Other by-laws:

- Sign By-law
- Subdivision By-law
- Private Property Tree By-law
- Heritage By-law
- Potential corresponding changes to other city By-laws (VBBL, License By-law)

# Challenges Associated with the Regulatory Review:

- A need to gain cooperation from a variety of stakeholders - industry, City Departments, public
- Many by-laws affected - not all with the same intent/ objectives
- Complicated regulatory framework  
Eg. Small Business Improvements

## Next Steps...

- Information Gathering
- Setting Priorities
- Balancing Interests
- Implementing Change





# Licenses and Inspections Initiatives

# Vancouver Building By-law



- Objective



- Role of National and Provincial codes

# Initiatives - Past

- Fire Department Access
- Existing Buildings
- Small Buildings
- By-law Maintenance

# Initiatives Present

- Staff and Industry Training
- Website
- Alternative Solutions
- Olympic Pilot Projects



## Initiatives - Future

- Modernization of By-laws
- Green and Accessibility
- Greater reliance on Professionals
- By-law development & Maintenance
- Wood frame Construction
- Construction Noise
- Taxi Licenses

