



Subject: The Town of Tillsonburg's Third Party Planning and Development Service Delivery Review

Report Number: OPD 23-08

Department: Operations and Development Department

Submitted by: Jonathon Graham, Director of Operations and Development

Meeting Type: Council Meeting

Meeting Date: Tuesday, January 24, 2023

RECOMMENDATION

THAT report OPD 23-08 the Town of Tillsonburg's Third Party Planning and Development Service Delivery Review be received as information;

AND THAT the final reports and presentation material as prepared by Leading Ledge Group included under agenda item 7.2, be presented/shared with Oxford County and posted on the Town of Tillsonburg website.

BACKGROUND

As part of the Town of Tillsonburg's successful Municipal Modernization Grant award for intake 3 in 2022; Leading Edge Group was successfully retained (for \$66,150 excluding HST) to undertake an analysis of internal planning processes. As Council is aware there are various scales towards managing planning application from Minor Variances through to Site Plans and Plans of Subdivision where Oxford County preforms, in part, these planning services on the Town's behalf. Most importantly the intent of this review is to better understand the timelines and effort involved (locally and at the County level) in managing Planning applications insofar as determining efficiencies in the Planning process.

DISCUSSION

As per the Town's Municipal Modernization Program application the intent of this analysis was to include the review of the Town's Planning and Development service to find key efficiencies that will streamline Planning service delivery to the community.

This review was to include (but was not limited to) the following:

- Review of the current agreement with Oxford County for the provision of planning services (i.e. By-Law 3991);
- Review of the Planning and Development organizational structure and investigate present and future staff needs;
- Recommend new technology and innovative practices to improve service delivery;
- Review of the Town's security deposit process and potential workflow software implementation for development applications; and
- Review of our current development process to ensure the Town is recovering the costs from developers/applicants.

For councils consideration Leading Edge Group's final report has been attached for consideration.

Ultimately, Leading Edge Group, discovered that the current planning processes are efficient and will meet relative and regulated timelines (this will be further streamlined with the use of software solutions such as CloudPermit in the future). Relative recommendations/improvements included but are not limited to the following:

- A need for an additional Administrative Assistant, at the County level, which would assist with workflow and timelines overall;
- Formally introducing, local pre-consolation meetings with applicants; and
- Expanded delegated authority which would include updating By-Law 3991

Finally there is one notable omission due to timing, where this report and analysis was prepared prior to understanding the full scope and impact via Bill 23, More Homes Built Faster Act; subsequently, further future analysis of organizational pressures/demands will be ongoing.

CONSULTATION

As part of this review the following stakeholders where consulted; Secretary Treasurer, Land Division Committee Divisional Assistant, Community Planning, Senior Planner Chief Building Official, Development Technician, the (former) Director of Operations and Development, Interim Director of Finance/Treasurer, the CAO, the (former) Mayor, the Deputy Mayor, one selected Councilor, President - CJDLC Consulting Engineers.

FINANCIAL IMPACT/FUNDING SOURCE

Funded through Municipal Modernization Program Intake 3

CORPORATE GOALS

How does this report support the corporate goals identified in the Community Strategic Plan?

- ☐ Lifestyle and amenities
- ☒ Customer service, communication and engagement
- ☐ Business attraction, retention and expansion
- ☐ Community growth
- ☐ Connectivity and transportation
- ☐ Not Applicable

Does this report relate to a specific strategic direction or project identified in the Community Strategic Plan? Please indicate section number and/or any priority projects identified in the plan.

Goal – The Town of Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information, and opportunities to shape municipal initiatives.

Strategic Direction – Advocate for community needs with other levels of government.

Priority Project – County-wide service delivery study implementation and municipal service review

ATTACHMENTS

1. Appendix A – By-Law 3991 (Agreement)