

Development Approvals

Led by: Director of Community Planning

Service Description

Development Approvals works with Calgarians, communities and customers to enable building a great city through developing land in Calgary. As a regulatory authority, Development Approvals supports customers with advisory services to help them through all regulatory requirements for land development projects, while balancing customer, citizen, and community needs.

Service Updates

Key service results

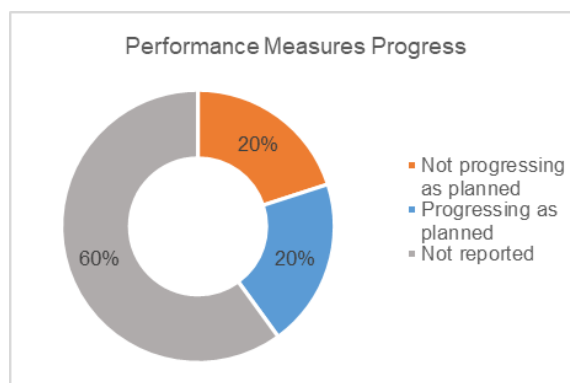
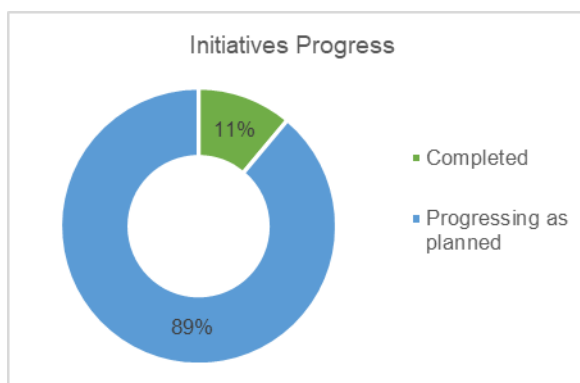
For the first half of 2024, Development Approvals continued its commitment to application review timeliness(I1). Ongoing efforts to increase trust and transparency with industry and customers included initiative prioritization which has supported improved relationships and problem solving.

To support the application process, enhancements are being made to online services(I3) including updates to digital intake systems in ApplyCentral. Additionally, improvements to the user interface for Development Map (DMap) will soon be released adding new user-friendly features for Calgarians.

Positive results have been recognized by the Urban Design team using Quality Evaluation Monitoring to determine if a project meets or exceeds basic urban design expectations(I4). A communication strategy is being developed for those impacted parties of Urban Designs expectations of quality and moving this work into a sustainment period.

Significant progress has been attained with the digital Indigenous Cultural Heat Map tool(I8) and supports DAs commitment to identify and incorporate opportunities for place making and naming.

Progress summary



Risk(s) impacting the progress

Workplace Culture and Employee Recruitment, Engagement and Retention



Measuring Our Performance

Legend

Actuals

Expected Future Performance

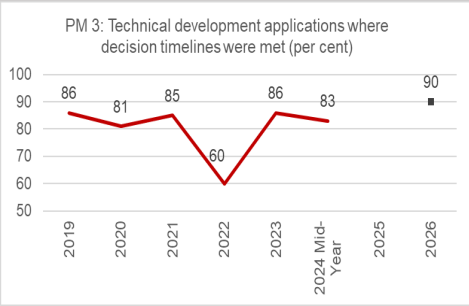
Progressing as planned

Not progressing as planned

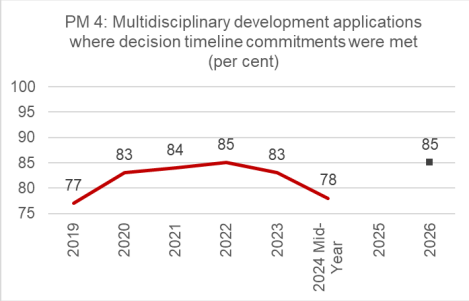
Performance Measures

Story behind the numbers

Status

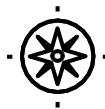


Technical development application volumes have increased during the first half of 2024 compared to 2023. We continue to see strong decision performance at 83% year to date. Technical Planning leverages team experience to move files through the application process quickly while acting as subject matter experts on process improvement and technological initiatives to benefit both customers and staff.



Increased volumes and complexity of applications have continued to challenge the planning and engineering teams reviewing multidisciplinary applications. At 78% on-time decision performance, this metric sits below our targeted commitment of 85%. Ongoing hiring efforts along with retention and engagement strategies pave the way for increased performance in the coming months. Staff remain committed to their work and our customers while making all efforts to balance workloads.





Progress on Service Delivery

PROGRESS STATUS



Completed



Progressing as planned



Not progressing as planned



Not started

FUNDING TYPE













Capital



Operating

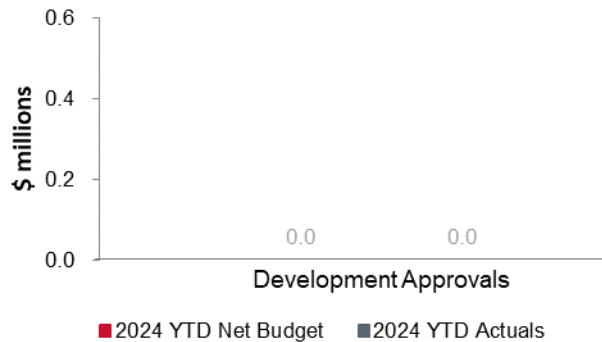
Initiative 1	Impact Area: City-wide	Funding Type:
Support the realization of development in Calgary, enhance the consistency of application reviews, and encourage greater certainty and predictability for customers by increasing the responsiveness and timely review of development applications. Continuous improvement towards a streamlined applications process, including better ways to track and measure effort along the approvals continuum, and improvements and updates to systems and tools.		
UPDATE 	Continued efforts to collaborate with industry partners and customers has improved our relationships, to work on realizing ideas from conception to implementation and problem solving. The improved industry advisory committee attendance allows for greater visibility on challenges within the planning continuum which enables the Business Units to better resolve challenges that stem from one process and impact another for the customer. Improvement initiatives can then be prioritized with industry and customer input allowing for greater transparency and improved timeline expectations for delivery.	
Initiative 2	Impact Area: City-wide	Funding Type:
Support quality service delivery by ensuring we have the right resources at the right time to support the changing customer demands and market conditions. This can be accomplished through resource management, volume forecasting and proactive data analysis.		
UPDATE 	We acknowledge there is competition in the employment market for experienced Planners and Engineers further challenging our hiring to reach full compliment. Industry shared they face the same challenge and empathetic to the need to increase staff from limited pool. In collaboration with our HR teams, we have explored new recruitment strategies including Co-Op programs with select universities, advertising with broader professional governing bodies in other provinces, and expanded advertising tactics to cast a greater net to those who may consider relocating for these employment opportunities.	
Initiative 3	Impact Area: City-wide	Funding Type:
Improve the experience and interaction of customers and Calgarians with the applications process through enhanced online service delivery that leverages technology to modernize, consolidate and streamline the products offered. This includes products on ApplyCentral, transitioning to digital advertisement, and building a “mobile friendly” Development Map.		
UPDATE 	Enhancements to improve application submission processes for customers continue to progress. Updates include the ability to submit Construction Drawing Minor Revisions (CDMR) and LOC (Land Use Amendments, Outline Plans and Road Closure) Applications (pilot program) through Apply Central which moves these processes to a more streamlined digital intake. Continuous improvements for Development Map (DMap) will soon release new features for users, including redesigned application pages, simplified commenting capabilities and upgraded mapping platform that will include 2D and 3D viewing options.	
Initiative 4	Impact Area: City-wide	Funding Type:
Encourage high quality development aligned with the urban design principles identified in the Municipal Development Plan by reviewing, rating, and monitoring the urban design merits of applications. This includes regularly reviewing the evaluation criteria and current processes to ensure customers receive the appropriate feedback to improve quality where and when necessary.		
UPDATE 	Work continues in applying quality standards represented in the Guide to Urban Design Review for all appropriate development applications. Quality Evaluation Monitoring results show reduced timelines realized for projects with collaborative applicants whose projects meet or exceed basic urban design expectations. The Urban Design & Open Space team contributes to all levels of statutory document updates to ensure City urban design expectations are reflected. The launch of ReCity design presentation aims to improve understanding of urban design objectives within Community Planning.	
Initiative 5	Impact Area: City-wide	Funding Type:

		
Promote the successful realization of residential, commercial, and industrial development that reflects community and Calgarian interests through execution of a clear, consistent, easy to understand and updated Land Use Bylaw developed in partnership with City and industry partners.		
UPDATE 	Development Approvals continues to support The City Building Program by providing implementation insight into policy work. The Calgary Plan concluded Phase II of engagement in March, with 8500+ participants. The Calgary Plan team engaged with industry and Indigenous and equity deserving communities to support equity and Truth & Reconciliation commitments. Key insights from engagement supported The Calgary Plan's first draft, which has been shared with 32 internal business units.	
Initiative 6	Impact Area: City-wide	Funding Type: 
Ensure customer and industry expectations around value for service are met and reflected in user fees. This enables The City to continue delivering superior and equitable approvals service.		
UPDATE 	Planning, Subdivision and Land Use Application fess have remained frozen since 2017 at 2016 rates. Application fees support the delivery of our services. Proposed changes to fees are being brought to Council in November 2024, with an earliest instalment of fee changes being in January 2025.	
Initiative 7	Impact Area: City-wide	Funding Type: 
Advance the City's building and energy performance objectives through the implementation of the Net Zero Prioritization pilot program, by offering a prioritized development review process to builders that exceed the current minimum code requirements and meet the strict requirements of nationally recognized labelling and certification programs.		
UPDATE 	In 2022, 87 net-zero ready units were approved in Arbour Lake through the Net Zero Prioritization pilot program. The success of this pilot launched the Green Buildings Priority Stream program in February 2023. The new priority stream improves on the pilot by having a dedicated Enmax resource for applicants, enabling earlier collaboration with safety enforcement, subdivision, and code officers, and improving the coordination of urban design reviews with prioritized green projects. Two projects are currently under review and will result in a minimum of 260 net-zero ready units if approved.	
Initiative 8	Impact Area: City-wide	Funding Type: 
Advance the work of the White Goose Flying Report's Calls-to-Action by identifying and mapping areas of cultural importance to the Nations that were signatories to Treaty 7, Metis and urban Indigenous peoples in and around the Calgary area. This initiative will gather Four stories central to Calgary's downtown, including the creation story for Elbow/The Confluence (Moh-kins-stis in Blackfoot; Wicispa Oyade in Stoney Nakoda; Gut'stis'sti in Tsuu'tina; and Otokswunee in Cree/Michif).		
UPDATE 	Significant progress with Indigenous Cultural Heat-Map. Engagement with Treaty 7 Elders, Metis Otipimisiwak Government, and urban Indigenous Elders. Working with Glenbow Museum and Montana State to share stories and input into data base. This built digital tool supports DAs commitment to identify and incorporate opportunities for placemaking and place naming. Committed to learning by facilitating OCAP workshops. Attended Indigenous History and Heritage Gathering conference to adopt to National best practices in archiving and be unified in advancement of responsible Data Sovereignty processes.	
Initiative 9	Impact Area: City-wide	Funding Type: 
Build and maintain a respectful, inclusive and equitable workplace that is representative of the community by ensuring our policies and services support The City's commitment to our employees.		
UPDATE 	PDS People Committee delivers on the departmental goal "Our People". In Q1&2 BU's completed Corporate Employee Survey Action Plans through engagement and listening addressed respect, inclusion, and equity. BU's are working now to understand current state and prepare for engagement on development of EDIB workplans. The April and May Leader Connect sessions focused on talent acquisition and safety for leaders both of which include inclusion and belonging. This January saw the launch of the second "Seasons for Reconciliation" and continued work on the Indigenous Cultural Heat Map project.	



Service Updates on Financial Performance

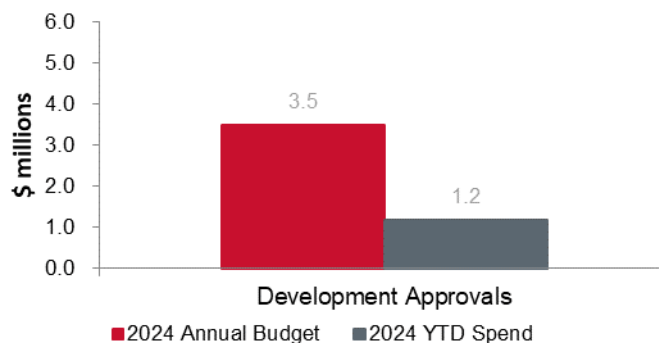
Net Operating Budget and Actuals as of June 30, 2024



Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Development Approvals has no operating budget variance for this reporting period. Our highlighted service accomplishments for the first half of 2024 are (but not inclusive to), Development Approvals continued commitment to application review timeliness (Initiative 1) and the positive results that have been recognized by the Urban Design team using Quality Evaluation Monitoring to determine if a project meets or exceeds basic urban design expectations (Initiative 4).

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Development Approvals has spent 34.3 per cent of the 2024 approved capital budget. In 2024, the capital expenditures have been used to deliver Service Improvements (Initiative 3), highlighting Online Service Enhancements to improve application submission processes for customers. Some of these enhancements include the ability to submit Construction Drawing Minor Revisions (CDMR) and LOC (Land Use Amendments, Outline Plans and Road Closure) Applications (pilot program) through Apply Central (this project is on track – 75 per cent spent) and which moves these processes to a more streamlined digital intake. Continuous improvements for Development Map (DMap) (Project to be fully spent by Q4) will soon release new features for users, including redesigned application pages, simplified commenting capabilities and upgraded mapping platform that will include 2D and 3D viewing options. Spending for 2024 is on track for Development Approvals Service Improvements.

In addition, during the first half of 2024, there was progress with Indigenous Cultural Heat-Map. This built digital tool supports Development Approvals commitment to identify and incorporate opportunities for placemaking and place naming. There is a delay in spending for the Working Space Initiative as this project is to commence in the first quarter of 2025.